

# US Americom Business Systems, Inc Robocall Mitigation Program (RMP)

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## Purpose and Scope

US Americom Business Systems, Inc (“US Americom”) is a voice service provider that originates voice traffic to the public switched telephone network (“PSTN”) and maintains a robocall mitigation program consistent with 47 C.F.R. § 64.6305. This Robocall Mitigation Plan applies to all outbound voice traffic that originates on its network.

## Provider Role / Call Flow

US Americom offers hosted PBX, cloud PBX, SIP trunking, and DID provisioning services to small and mid-sized end-user business customers. US Americom does not offer voice services on a wholesale basis and does not support reseller traffic.

## STIR/SHAKEN Implementation Status

US Americom has not directly implemented STIR/SHAKEN at this time and is actively completing the STIR/SHAKEN onboarding process, including:

- FRN and 499 Filer ID registration - COMPLETED
- OCN application – IN PROGRESS
- SPC token application
- Certification Authority enrollment
- Technical integration with production signing platform

## Know Your Customer

US Americom maintains KYC procedures to verify the identity and intended use of voice services by its end-user business customers.

Prior to providing services, US Americom:

- Collects and reviews standard account information which may include government-issued ID, business licenses, proof of corporate registration, legal business name/DBAs, service address, responsible contact, and billing details
- Evaluates the customers requested services to confirm they are consistent with the customers stated business needs.
- Validates ownership of phone numbers.

US Americom may flag high-risk customers’ based on the business type, requested services, anticipated traffic profile, and intended use of voice services. US Americom does not onboard customers seeking wholesale voice services, reseller traffic, gateway traffic, AI-generated calling operations, call center services, or other high-volume outbound only traffic.

Customers are required to use US Americom’s services only for lawful purposes and in accordance with

its acceptable use terms. Customers are prohibited from originating illegal robocalls, spoofed calls, fraudulent traffic, or any other unlawful or abusive communications.

US Americom may deny onboarding, restrict traffic, suspend service, or terminate service where customer information, usage patterns, or other indicators suggest an elevated risk of unlawful or unwanted calling activity.

## Traffic Monitoring, Analytics and Enforcement

US Americom monitors traffic patterns and call performance metrics through in-house systems to identify suspicious behavior or non-compliant calling activity. Monitoring may include review of traffic spikes, short-duration call bursts, abnormal ASR/ACD, high volumes of calls to unallocated or invalid destinations, and invalid caller ID patterns. US Americom also relies on analytics, notices, and enforcement signals from its upstream carrier to help identify potentially illegal, abusive or unwanted traffic.

If suspicious activity is identified, US Americom investigates and may suspend or terminate service if it identifies fraudulent, abusive, or unlawful calling activity, in accordance with its acceptable use and contractual terms.

## Know Your Upstream Provider

US Americom does not accept third-party traffic for transit. Outbound calls originate only from its end-users; inbound calls are received from carrier partner(s) only for delivery to those end-users. US Americom coordinates with its upstream carrier partner(s) on suspected illegal traffic and traceback requests.

## Traceback Commitment and Plan Governance

US Americom remains committed to responding fully and within 24 hours to call traceback requests from the Commission, law enforcement, and the traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers initiating calls.

US Americom reviews and maintains its robocall mitigation program and updates it within 10 business days when filing information, services, traffic patterns, or risk controls change.

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This program demonstrates US Americom's commitment to protecting consumers, upholding industry standards, and contributing to the elimination of illegal robocalls.