

Robocall Mitigation Program Description

SHAMMA TECH SERVICES LLC

EIN: 39-3966262

Overview & Scope

SHAMMA TECH SERVICES LLC operates as a provider of hosted PBX and interconnected VoIP services tailored to business end-users. As part of our commitment to maintaining a secure telecommunications ecosystem and complying with Federal Communications Commission (FCC) mandates under the TRACED Act, SHAMMA TECH SERVICES LLC has implemented a comprehensive Robocall Mitigation Program (RMP).

Because SHAMMA TECH SERVICES LLC relies on underlying third-party network operators for public switched telephone network (PSTN) origination, termination, and numbering resources, our program focuses heavily on stringent customer onboarding, active traffic monitoring, strict caller ID authentication controls, and rapid traceback cooperation.

1. Know-Your-Customer (KYC) Policies

To prevent bad actors from utilizing our platform to originate illegal or fraudulent robocalls, SHAMMA TECH SERVICES LLC enforces strict customer verification standards during onboarding:

- **Identity Verification:** Every prospective business customer must provide verifiable corporate documentation, including proof of state business registration, their valid corporate EIN, and a verifiable physical business address.
- **Principal Information:** We collect the direct name, corporate title, email address, and phone number of a responsible company officer.
- **Intended Use Evaluation:** We require a detailed description of the customer's intended call volume, calling patterns, and business use case. High-risk traffic profiles (such as unverified outbound telemarketing or auto-dialer campaigns) are strictly evaluated or prohibited.

2. Caller ID Validation and Number Control

SHAMMA TECH SERVICES LLC prevents unauthorized spoofing through strict technical constraints on outbound traffic:

- **Assigned Numbers Only:** Customers are explicitly restricted from inserting arbitrary caller ID values. Outbound traffic must utilize telephone numbers directly assigned to the customer by SHAMMA TECH SERVICES LLC or explicitly verified as belonging to the end-user with documented proof of authorization.
- **Network-Level Filtering:** Any call originating with an invalid, unallocated, or unassigned caller ID format is blocked at the application boundary before it can be handed off to our underlying carrier partners.

3. Traffic Monitoring and Rate Limiting

- **Call Detail Record (CDR) Oversight:** We continuously review CDRs and calling patterns to detect anomalous spikes, excessive short-duration calls, or abnormal concurrent call volumes.
- **Rate Limits:** To mitigate brute-force dialing or automated abuse, simultaneous call paths and calls-per-second (CPS) limits are enforced on a per-customer basis, scaled directly to their approved business profile.
- **Suspension for Abuse:** Any customer account exhibiting suspicious activity or originating potential robocall traffic is immediately investigated and subject to rapid service suspension or permanent termination if violations are confirmed.

4. Traceback Cooperation and Dispute Resolution

- **24-Hour Response Commitment:** SHAMMA TECH SERVICES LLC commits to fully cooperating with the FCC, industry traceback consortia (such as USTelecom's Industry Traceback Group), and law enforcement. We maintain the capability to investigate and respond to traceback inquiries within 24 hours.
- **Dispute Contact:** We maintain a dedicated point of contact to address call-blocking complaints, mislabeled numbers, and traceback requests, ensuring fast remediation and status updates for impacted parties.