

ROBOCALL MITIGATION PROGRAM DESCRIPTION

Arcamusa, Inc.

FCC Registration Number (FRN): 0038769774

FCC Form 499 Filer ID: 839219

Effective date: August 31, 2026

Provider	Arcamusa, Inc.
Provider type	U.S. interconnected VoIP voice service provider
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1. Purpose and Scope

Arcamusa, Inc. maintains this robocall mitigation program to take reasonable and effective steps to prevent its network and services from being used to originate illegal robocalls, unlawful spoofing, or other illegal voice traffic. The program applies to calls originated by Arcamusa customers and users through Arcamusa-controlled voice-service accounts, extensions, and calling features.

Arcamusa's service is intended for legitimate, customer-authorized communications. Its public policies prohibit robocalls, mass calling, voice broadcasting, unauthorized telemarketing, use of purchased calling lists, abusive calling, fraud, and unauthorized manipulation of caller identification. Relevant public policies include <https://www.arcamusa.net/acceptable-use.php>, <https://www.arcamusa.net/call-policy.php>, and <https://www.arcamusa.net/compliance.php>.

2. Know Your Customer and Account Controls

Arcamusa takes affirmative steps to know the customers and organizations that receive voice-service access. Customer and organization accounts are associated with identified account contacts and controlled service profiles. Voice credentials are issued to specific extensions and devices and are subject to administrative controls. Arcamusa may suspend, disable, or reassign service credentials when misuse, compromise, or unauthorized use is suspected.

Arcamusa does not permit customers to originate calls using arbitrary caller identification. Caller-ID values used for outbound service are subject to Arcamusa's authorization and verification controls. The system maintains a controlled caller-ID catalog and assignment policy so that a user or extension may use only a caller ID that has been approved for that account or organization. Attempts to use an unauthorized caller ID are denied rather than passed to the downstream carrier.

For support-related callbacks requested through Arcamusa's public support workflow, the customer affirmatively requests the callback and provides the contact information associated with that request. Arcamusa does not treat a support request as authorization for unrelated marketing or mass-calling activity.

3. Prohibited Traffic and Acceptable Use Enforcement

Arcamusa prohibits use of its services for illegal robocalling, illegal spoofing, fraud, harassment, high-volume unsolicited calling, mass dialing, prerecorded or artificial-voice campaigns that violate applicable law, and other traffic that violates FCC rules or Arcamusa's acceptable-use requirements. A customer may not use the service to conceal the true source

of traffic or to present a caller ID that the customer is not authorized to use.

When Arcamusa identifies credible indications of prohibited or illegal traffic, it may investigate the relevant account, restrict outbound calling, disable affected extensions or credentials, preserve relevant records, require corrective information from the customer, and terminate or block service where appropriate. Arcamusa may also act on credible notices from carriers, the FCC, law enforcement, and the industry traceback consortium.

4. Monitoring, Records, and Detection

Arcamusa uses internal call-activity records, per-extension controls, caller-ID authorization records, account and credential state, customer complaints, carrier notices, and traceback information to identify suspicious or anomalous calling activity. These controls allow Arcamusa to correlate traffic to the originating account or extension and to take targeted remedial action when necessary.

Arcamusa does not rely on the existence of STIR/SHAKEN authentication alone as a substitute for robocall mitigation. Traffic may be restricted or investigated based on behavior, customer authorization, caller-ID policy, complaints, traceback information, or other credible evidence of misuse.

5. Know Your Upstream Providers

Arcamusa identifies the telecommunications providers from which it purchases underlying voice transport and maintains established commercial and account relationships with those providers. Arcamusa does not intentionally accept voice traffic from anonymous or unknown upstream providers. It reviews provider identity and service-account information and may discontinue or change an upstream relationship if credible information indicates that the provider is facilitating illegal traffic or is not meeting applicable regulatory obligations.

Arcamusa also expects its upstream and downstream telecommunications providers to cooperate with traceback, blocking, and lawful regulatory requests. Carrier routing does not transfer Arcamusa's responsibility to police the use of its own customer-facing service.

6. Traceback, FCC, and Law-Enforcement Cooperation

Arcamusa commits to respond fully and within 24 hours to traceback requests from the Federal Communications Commission, law enforcement, and the industry traceback consortium. Arcamusa will cooperate with those entities in investigating and stopping illegal robocallers that use its network or services.

When a valid traceback or regulatory inquiry is received, Arcamusa will review available call records, account and extension information, caller-ID authorization records, routing information, and other relevant records; identify the customer or service relationship associated with the traffic to the extent reasonably possible; preserve responsive information; and take appropriate mitigation or suspension action when warranted.

7. STIR/SHAKEN Implementation Status

For purposes of this Robocall Mitigation Database filing, Arcamusa certifies Option 3 - No STIR/SHAKEN Implementation. Arcamusa has not implemented the Commission-compliant STIR/SHAKEN authentication framework on any portion of its network within the meaning of 47 CFR Section 64.6301.

Arcamusa relies on the extension in **47 CFR Section 64.6304(b)** because it is currently unable to obtain an SPC token under the STI Governance Authority's SPC Token Access Policy. Arcamusa has FCC Registration Number 0038769774, FCC Form 499 Filer ID 839219, and a current FCC Form 499-A filing, and is completing its initial Robocall Mitigation Database filing. As of the effective date of this program description, Arcamusa has not yet been assigned an Operating Company Number (OCN), and therefore has not yet completed the eligibility sequence necessary to obtain STI-PA authorization, its own SPC token, and an authorized STIR/SHAKEN certificate.

Arcamusa is actively completing the remaining prerequisites. Once eligible, Arcamusa intends to diligently pursue the required STI-PA authorization, obtain its own SPC token and authorized STIR/SHAKEN certificate, implement STIR/SHAKEN as required by applicable FCC rules, and update its Robocall Mitigation Database filing within the required period when its status changes.

Arcamusa has performed internal technical work relating to PASSporT and call-authentication architecture, but it does not represent that such internal technical work constitutes completed FCC-compliant STIR/SHAKEN implementation or an authorized SPC-token/certificate deployment. This filing therefore does not claim Complete or Partial STIR/SHAKEN implementation.

8. Incident Response and Remediation

If Arcamusa receives credible evidence that a customer, extension, credential, or service profile is involved in illegal robocalls or spoofing, Arcamusa may promptly restrict or disable the affected service while it investigates. Remediation may include credential rotation, caller-ID restriction, account suspension, termination of service, blocking of identified traffic, preservation of records, and cooperation with carriers, the FCC, law enforcement, and the industry traceback consortium.

9. Program Review and Updates

Arcamusa will review this program as its network, customer base, regulatory obligations, upstream-provider relationships, and STIR/SHAKEN status change. Arcamusa will update its Robocall Mitigation Database filing within the time required by FCC rules when information in the filing materially changes.

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This document is submitted as Arcamusa, Inc.'s written robocall mitigation program description in connection with its FCC Robocall Mitigation Database filing.