

Robocall Mitigation Program

Tech Systemz Ltd

Provider	Tech Systemz Ltd
FCC Registration Number (FRN)	0037589330
Jurisdiction	United Kingdom
Provider classification	Foreign Voice Service Provider / VoIP reseller
Responsible officer	Iain Kirk - Director
STIR/SHAKEN status	No STIR/SHAKEN implementation; foreign voice service provider
Document version	1.0 - 29 September 2026

1. Provider and Service Overview

Tech Systemz Ltd is a United Kingdom-based provider of managed voice and telecommunications services. Tech Systemz provides a managed voice service to end users using North American Numbering Plan resources and therefore files in the FCC Robocall Mitigation Database as a foreign voice service provider.

At the date of this program, Tech Systemz's U.S. voice footprint is small. It provides service to one known business customer for a U.S. satellite office, comprising three U.S. telephone numbers and approximately five authorised users. Calling volumes are low and consist of ordinary business communications.

Tech Systemz operates and manages the customer's voice service using FusionPBX. U.S. PSTN connectivity and telephone numbers are obtained from identified wholesale telecommunications providers. Tech Systemz does not offer anonymous, open-access or self-service voice account registration.

2. STIR/SHAKEN Status

Tech Systemz is a foreign voice service provider and does not implement the STIR/SHAKEN authentication framework within its own network. Its Robocall Mitigation Database filing therefore selects 'No STIR/SHAKEN Implementation' and identifies its foreign-provider status as the basis for not having a STIR/SHAKEN implementation obligation.

Regardless of that status, all calls originated through Tech Systemz's service are subject to the mitigation measures described in this program.

3. Know-Your-Customer and Customer Vetting

Tech Systemz currently provides U.S. voice service to one known business customer with which it has a direct commercial and billing relationship. The service is not provided anonymously and is not available through automated or self-service sign-up.

- Customer extensions are created and configured manually by Tech Systemz personnel.
- Tech Systemz maintains customer business, billing and service contact information as part of the commercial relationship.
- Service changes and provisioning are controlled by Tech Systemz rather than by unknown third parties.
- The present U.S. service is used for ordinary business calling and is not offered as a bulk-calling or anonymous calling service.

- Any additional customer seeking U.S. voice service would be subject to manual commercial and service review before activation.

4. Caller ID Controls

Outbound caller identification is controlled by Tech Systemz. Users are restricted to presenting telephone numbers assigned or otherwise authorised for their service. Users are not permitted to arbitrarily select unrelated third-party telephone numbers as outbound caller ID.

These controls reduce the risk of unauthorised caller-ID spoofing and make outbound traffic attributable to the customer account and service from which it originates.

5. Platform Security and Fraud Controls

Tech Systemz uses technical and commercial safeguards intended to reduce unauthorised access to its voice platform and to identify abnormal use.

- The FusionPBX environment uses Fail2Ban to detect and block repeated unauthorised access or registration attempts.
- Account-level spend limits are applied to reduce exposure to abnormal or unexpected outbound calling.
- Tech Systemz can disable individual extensions, restrict outbound calling, or suspend service if suspicious or unauthorised activity is identified.

6. Traffic Monitoring and Call Analytics

Tech Systemz retains access to call detail records (CDRs) generated by its FusionPBX platform. These records permit Tech Systemz to identify the customer and extension associated with outbound calls and to investigate calling activity when required.

Tech Systemz does not currently use a dedicated third-party robocall analytics vendor. Given the very small number of users and the ordinarily low call volume of the current U.S. service, Tech Systemz uses CDR review, known expected usage, caller-ID controls and account spend limits to identify material anomalies. Examples that may trigger investigation include an unexpected increase in call volume, repeated short-duration calls, unusual destinations, or calling inconsistent with the customer's normal business use.

If the scale or risk profile of the service materially changes, Tech Systemz will review whether additional automated limits, destination controls or analytics are appropriate.

7. Prevention and Response to Suspected Illegal Robocalling

Tech Systemz does not permit its services to be used to originate illegal robocalls, unlawful automated calling, or unlawful caller-ID spoofing. If Tech Systemz becomes aware of suspected illegal traffic originating through its service, it will promptly investigate available account, configuration and call-record information.

Depending on the circumstances, Tech Systemz may:

- restrict or disable the originating extension or account;
- suspend outbound calling while an investigation is carried out;
- suspend or terminate the affected service where misuse is substantiated;
- review relevant CDRs, platform logs and service configuration;
- work with its wholesale telecommunications provider(s) to investigate or stop the traffic; and
- cooperate with the FCC, law-enforcement authorities and the designated industry traceback consortium.

8. Know-Your-Upstream-Provider Procedures

Tech Systemz obtains PSTN connectivity only through identified wholesale telecommunications providers with which it maintains direct account and commercial relationships. Tech Systemz knows the provider through which its U.S. traffic is routed and maintains the account and service information necessary to contact that provider in the event of suspected illegal traffic, a traceback request or another compliance issue.

Tech Systemz does not knowingly use anonymous or unidentified upstream providers to carry customer voice traffic. When selecting or changing a wholesale provider, Tech Systemz considers whether the provider can lawfully carry the traffic and can cooperate with traceback, caller authentication and robocall mitigation requirements applicable to its role in the call path.

9. Traceback and Regulatory Cooperation

Tech Systemz commits to respond fully and within 24 hours to traceback requests from the Federal Communications Commission, law-enforcement authorities and the designated industry traceback consortium, and to cooperate with such entities in investigating and stopping illegal robocallers that use Tech Systemz's network or services to originate calls.

Tech Systemz will review and provide relevant information available to it, as appropriate and lawful, including customer/account information, calling records and routing information needed to identify the source and path of traffic under investigation.

10. Enforcement and Remedial Action

Where Tech Systemz identifies or receives credible notice of illegal or abusive calling, it will take reasonable steps appropriate to the circumstances. These steps can include investigation, restriction of calling, suspension, termination of service and cooperation with upstream providers or competent authorities.

Tech Systemz will not knowingly continue to provide service in a manner that facilitates illegal robocalling or spoofing after substantiated abuse has been identified.

11. Program Governance and Review

Iain Kirk, Director, is the officer responsible for Tech Systemz's Robocall Mitigation Database filing and this program. Tech Systemz will maintain this program and review it when there is a material change in its U.S. voice operations, customer base, network architecture, wholesale-provider arrangements, or applicable regulatory requirements.

Tech Systemz will update its Robocall Mitigation Database filing when required by FCC rules following a material change to information contained in the filing.

Officer Acknowledgement

Name	Iain Kirk
Title	Director
Provider	Tech Systemz Ltd
Date	29 September 2026

This document describes Tech Systemz Ltd's current robocall mitigation practices. The electronic certification submitted in the FCC Robocall Mitigation Database is the formal certification associated with this program.