

Robocall Mitigation Plan

Company: SKYCOM HEALTHCARE INC

FRN: 0031331267

RMD Filing Number: RMD0005475

Date: 8/26/2025

1. Company Overview

SKYCOM HEALTHCARE INC is a U.S.-based provider of voice services operating under FRN 0031331267. Our company is committed to full compliance with the Federal Communications Commission (FCC) rules and regulations, including the requirements of the Robocall Mitigation Database (RMD).

2. Commitment to Preventing Unlawful Robocalls

SKYCOM HEALTHCARE INC does not originate or facilitate unlawful robocalls. We maintain strict customer vetting procedures, traffic monitoring, and call authentication practices to prevent the origination or transmission of illegal calls on our network.

3. STIR/SHAKEN Implementation

- SKYCOM HEALTHCARE INC has implemented STIR/SHAKEN on all IP-based calls where technically feasible.
- Calls that cannot be authenticated with STIR/SHAKEN are subject to additional robocall mitigation procedures.

4. Robocall Mitigation Practices

For traffic not authenticated with STIR/SHAKEN, we apply the following measures:

1. Customer Vetting and Onboarding

- All customers must undergo Know-Your-Customer (KYC) verification, including business registration validation, identification of principals, and intended use of telecom services.
- We do not provide service to customers who cannot provide verifiable business information.

2. Traffic Monitoring

- Continuous monitoring of call traffic patterns to detect high-volume, short-duration, or otherwise suspicious calling behavior.
- Automated alerts flag anomalous traffic that may indicate robocall activity.

3. Call Blocking and Enforcement

- Any customer found to be transmitting illegal robocalls will have their account immediately suspended pending investigation.
- Repeat or egregious violations will result in permanent account termination.

4. Cooperation with Law Enforcement

- SKYCOM HEALTHCARE INC cooperates fully with the FCC, FTC, and law enforcement agencies in the identification and elimination of unlawful robocall activity.
- We promptly respond to traceback requests from the Industry Traceback Group (ITG).

5. Contact Information

Robocall Mitigation Contact:

Name: Ricardo Fernandez

Title: IT Director

Email: ricardo.fernandez@skycomcallcenter.com

Phone: +1(239)247-5210

Address: 7985 SW 86th ST Suite 422, Miami, FL 33143

This contact is monitored daily to ensure timely responses to FCC notices and inquiries.

6. Compliance Monitoring and Updates

- SKYCOM HEALTHCARE INC has implemented internal compliance procedures to ensure its Robocall Mitigation Plan remains up to date.
- The company commits to promptly updating its RMD filing in accordance with FCC requirements.
- Internal audits will be conducted quarterly to review compliance with robocall mitigation obligations.

7. Certification

I hereby certify, under penalty of perjury, that SKYCOM HEALTHCARE INC has implemented the measures described above to prevent the origination, transmission, and termination of unlawful robocalls, and is committed to full compliance with FCC rules and the Robocall Mitigation Database requirements.

A handwritten signature in black ink, appearing to read 'Daniel Quevedo', is written over a light gray dotted rectangular background.

Signed:

Name: Daniel Quevedo

Title: CFO

Date: 8/26/2025