

SKSYS Corporation (DBA Offisky, Babysoft)

Robocall Mitigation Plan

In this report:

- "our" is referring to SKSYS Corporation.
- "customers" is referring to clients using SKSYS Corporation service(s).

Background:

SKSYS Corporation is a VOIP Service and Application Provider, offering Virtual Office, Hosted PBX, and Virtual IVR service to small businesses. SKSYS Corporation does not have direct access to numbering resources, token, or certificates. All our telephone numbers are provided from our carrier providers. As of today, all our carrier providers (including US and Canada) are incorporated with STIR/SHAKEN framework.

How our network protected against Caller Identity Spoofing

Our voice network routing are categorized as below:

1. Direct Access via VOIP (SIP) Protocol:

Customers using our service can have access to connect to our VOIP service via SIP (this is the only VOIP Protocol to connect to our service). Our service automatically restricted customers from assign their own Caller ID. All outgoing calls Caller ID (no matter customer's device provide it or not) will be re-assign to the account registered phone number before originate the call. Customers may choose to use different Caller ID number ONLY IF the phone number is pre exist (assigned) in their account. This process is needed to setup within the SKSYS provided control panel. Our service does not accept customers using telephone number from other providers, and originate as Caller Number into our network.

This rules applies to all customers directly using our VOIP service, which includes, customer connect to our service as a phone extension (hosted PBX), and customers passing through calls to our service using their own PBX.

SIP Protocol is the ONLY protocol we support to connect to our VOIP Service.

2. Virtual IVR Call Forwarding:

For Virtual IVR Customers, our service will automatically receive incoming calls, process with a voice greetings (with IVR Options), and redirect the call to our customer's provided telephone number (which is provided from our customers). Under this scenario, since incoming calls are originate from our carrier providers, which all of our carrier providers are already incorporate with STIR/SHAKEN framework, we trusted the protocol should provide necessary information to validate the legitimacy of the Caller Number.

3. Others

Our service also prohibits customers to perform any illegal action via our network, which states in our Terms and Conditions. In additions, we also prohibit customers using our service for Auto-dialing, voice or fax blasts.

Summary

SKSYS Corporation is a VOIP Service and Application provider with no direct access to numbering resources, token, or certificates, due to this reason, we cannot implement STIR/SHAKEN into our voice network. However, we are open to implement the framework once we have access into these information. Furthermore, with our restricted rules of only allowing to use customer assigned phone number as Caller Identity, we protect our customers and our network against Caller Identity Spoofing.