

Robocall Mitigation Program Description

Company Name: One Source Communications, Inc.

FRN: 0022472799

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Service Type: VoIP Reseller / White-Label Provider

Location: United States

Network and Service Description

One Source Communications, Inc. is a U.S.-based provider of hosted VoIP and unified communications services offered to business customers.

Services are provided through a white-label arrangement utilizing the SkySwitch Cloud Voice platform. One Source Communications, Inc. does not own or operate underlying switching or transmission facilities and does not directly interconnect with the PSTN.

All call routing, switching, and transmission are handled through the SkySwitch platform and its underlying carrier partners. One Source Communications, Inc. provisions and supports end-user customers who use these services for normal business communications.

STIR/SHAKEN Implementation Status

One Source Communications, Inc. does not directly implement STIR/SHAKEN authentication because it does not operate the underlying voice network infrastructure.

All outbound calls are transmitted via the SkySwitch platform and its upstream carrier partners, which are responsible for implementation of STIR/SHAKEN caller ID authentication and related FCC compliance obligations.

One Source Communications, Inc. relies on its upstream providers to authenticate calls and to comply with STIR/SHAKEN requirements in accordance with FCC rules.

Robocall Mitigation Practices

Customer Verification

One Source Communications, Inc. takes reasonable steps to ensure that customers are legitimate business users prior to activation of service. These steps include:

- Verification of customer identity and business use
- Maintenance of accurate customer contact and billing information
- Review of intended service usage

Services are marketed and provided primarily to legitimate business customers.

Monitoring and Enforcement

One Source Communications, Inc. monitors customer accounts for unusual or suspicious calling patterns to the extent possible within the SkySwitch platform.

If a customer is suspected of originating illegal robocalls, spoofed caller ID traffic, or other unlawful activity:

- The account is promptly investigated
- Traffic may be immediately suspended
- Service may be terminated for violations of acceptable use policies

Reliance on Upstream Providers

Because One Source Communications, Inc. utilizes the SkySwitch Cloud Voice platform:

- Network-level call monitoring and analytics are performed by SkySwitch and its underlying carriers
- Upstream providers implement STIR/SHAKEN authentication
- Upstream providers deploy call blocking, analytics, and mitigation tools

Traceback and Enforcement Cooperation

One Source Communications, Inc. responds promptly to any traceback or illegal robocall notification received from:

- Federal Communications Commission (FCC)
- USTelecom Industry Traceback Group
- Law enforcement agencies
- Upstream carriers and service providers

Upon notification, One Source Communications, Inc. will investigate and take immediate corrective action, including suspension or termination of any customer found to be transmitting illegal robocalls.

Certification

One Source Communications, Inc. maintains procedures designed to prevent the origination of illegal robocalls or spoofed calls using its services.

The company cooperates with FCC regulations and industry traceback efforts and will take immediate action to investigate and mitigate any suspected illegal robocall traffic associated with its services.