

Robocall Mitigation Program Description

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Icon Offices Limited

FRN: 0037315306

Contact: info@iconoffices.co.uk

1. Company Overview

Icon Offices Limited is a provider of business support services, including virtual office solutions and communication infrastructure, serving clients both within the United Kingdom and internationally.

2. STIR/SHAKEN Implementation Status

Icon Offices Limited has not yet implemented STIR/SHAKEN in its telephony systems. The company does not operate an IP-based voice network capable of full STIR/SHAKEN deployment at this time.

3. Robocall Mitigation Practices

Despite the absence of STIR/SHAKEN, Icon Offices Limited has adopted a comprehensive Robocall Mitigation Program to prevent the origination and transmission of illegal robocalls through its systems. The mitigation strategies include:

- Manual Traffic Review: Outbound call traffic is manually reviewed and monitored for signs of high-volume, short-duration, or otherwise suspicious calling patterns. Any anomalies are investigated immediately.
- Know Your Customer (KYC) Protocols: All clients are subject to stringent KYC verification procedures during onboarding. This includes validation of company incorporation documents, proof

of identity, and address verification for responsible individuals.

- Service Restrictions: Clients found to be involved in illegal or abusive calling activities are subject to immediate suspension or termination of service.

- Cooperation with Traceback Requests: Icon Offices Limited fully cooperates with industry traceback efforts coordinated by the Industry Traceback Group (ITG) or any official governmental entity.

4. Contact for Traceback and Enforcement

All traceback requests or enforcement communications should be directed to:

Email: info@iconoffices.co.uk

This document outlines our continued commitment to ensuring our communication services are not used to facilitate unlawful or fraudulent robocalling practices.