

Robocall Mitigation Program Description

Provider Name: Falcon Ridge IT (Reseller of SkySwitch UCaaS)

Filer: Ashley Terry

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Provider Information

Falcon Ridge IT is a voice service provider operating as a reseller of the SkySwitch UCaaS platform. All services are provisioned and managed through the SkySwitch network, which is fully STIR/SHAKEN-enabled. Falcon Ridge IT provides services exclusively to enterprise and business customers.

STIR/SHAKEN Implementation

Falcon Ridge IT, through its SkySwitch UCaaS platform, supports full STIR/SHAKEN call authentication for calls that traverse IP networks in the U.S. All calls originating from the platform that can be authenticated using STIR/SHAKEN receive the appropriate attestation level. Calls outside of STIR/SHAKEN's technical scope (e.g., TDM interconnections) are monitored, logged, and mitigated using additional analytics and call-blocking measures.

Robocall Mitigation Measures

For calls not authenticated under STIR/SHAKEN, Falcon Ridge IT has implemented the following robocall mitigation practices in compliance with 47 CFR § 64.6305(d)(ii)-(iii):

Know Your Customer (KYC)

- Customers undergo a verification process before being provisioned service.
- Business licenses, corporate registrations, and authorized representative identification are validated.
- Accounts suspected of fraudulent or unlawful use are denied or terminated.

Traffic Monitoring

- Call traffic patterns are continuously monitored for abnormal usage that may indicate illegal robocalling (e.g., high-volume short-duration calls, excessive retries).
- Automated analytics are used to flag suspicious activity for review.

Response and Enforcement

- If illegal robocalling is detected, Falcon Ridge IT suspends the offending account and investigates immediately.
- Confirmed offenders are permanently terminated, and their traffic is blocked.
- Reports of illegal robocalling from traceback requests, law enforcement, or industry partners are acted on promptly.

Industry Cooperation

- Falcon Ridge IT participates in traceback requests led by the Industry Traceback Group (ITG).
- The company coordinates with upstream and downstream providers to identify and shut down unlawful robocalling activity.

Compliance Commitment

Falcon Ridge IT is committed to full compliance with the FCC's robocall mitigation requirements. The company maintains internal processes to review and enhance mitigation practices regularly, in line with FCC guidance and evolving industry standards.

Certification

I certify that Falcon Ridge IT has implemented the above-described robocall mitigation program in compliance with the requirements of 47 CFR § 64.6305(d)(ii)-(iii).

Signed:

Ashley Terry
Owner, Falcon Ridge IT
ash@falconridgeit.com
806-410-0246