

Robocall Mitigation Description

(for FCC Robocall Mitigation Database submission)

1. Company Information

Company Name: Office Communications, LLC

FCC Registration Number (FRN): 0037966686

Service Type: Voice Service Provider

STIR/SHAKEN Status: Implemented via underlying network provider

Date: 02/02/2026

Robocall Mitigation Contact:

- Name: Sally Seck
 - Title: Chief Operating Officer
 - Email: sjseck@officecommunications.net
 - Phone: 956-249-1088
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2. Executive Summary

Office Communications, LLC is a voice service provider offering hosted voice and SIP-based communications services to business end users. We provide service as a partner of SkySwitch and rely on SkySwitch's network infrastructure for call routing and STIR/SHAKEN implementation.

We maintain a robocall mitigation program designed to prevent, detect, and respond to illegal robocalls originating on our network, including customer vetting, contractual prohibitions, call monitoring, traceback cooperation, and enforcement actions when violations are identified.

3. STIR/SHAKEN Implementation

Office Communications, LLC participates in STIR/SHAKEN caller ID authentication through our upstream provider, SkySwitch.

- STIR/SHAKEN signing and verification are implemented at the network level by SkySwitch.
 - We ensure that end users are provisioned in a manner that supports authenticated calling.
 - Customers are contractually prohibited from transmitting illegal robocalls or spoofed caller ID information.
 - We coordinate with SkySwitch to investigate and remediate any suspicious or non-compliant calling activity.
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4. End User Vetting and Know-Your-Customer Procedures

We employ reasonable Know-Your-Customer (KYC) procedures to reduce the risk of illegal robocalls originating from our network, including:

- Verification of customer identity and business purpose at onboarding
- Review of service requests, especially for high-volume outbound calling
- Requirement that customers provide accurate business and contact information
- Contractual terms prohibiting illegal robocalling, spoofing, and violations of the TCPA and FCC rules

Accounts identified as engaging in suspicious or unlawful calling activity may be suspended or terminated.

5. Call Monitoring and Analytics

We monitor traffic patterns and rely on network-level analytics and alerts provided by SkySwitch to identify potential robocall activity, including:

- Abnormal call volume patterns
- Short-duration or high-frequency outbound calls
- Customer complaints or reports of unwanted calls

When suspicious activity is detected, we investigate promptly and take appropriate action, which may include customer outreach, call blocking, suspension, or termination of service.

6. Upstream Provider Oversight

Office Communications, LLC utilizes SkySwitch as its upstream voice service provider. SkySwitch implements STIR/SHAKEN, call analytics, and network-level robocall mitigation controls.

We coordinate with SkySwitch to:

- Address traceback requests
 - Investigate suspicious traffic
 - Implement blocking or remediation measures when required
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7. Traceback and Law Enforcement Cooperation

Office Communications, LLC commits to responding to traceback requests from the FCC, law enforcement, or industry traceback groups (including the Industry Traceback Group) within **24 hours**, as required by FCC rules.

We will provide relevant call records and cooperate fully with investigations into suspected illegal robocalls.

8. Enforcement and Remediation

If illegal robocalling activity is confirmed, we take immediate corrective action, which may include:

- Warning or notification to the customer
 - Temporary suspension of outbound calling
 - Permanent termination of service
 - Referral to upstream providers or authorities when appropriate
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9. Ongoing Review and Updates

We regularly review and update our robocall mitigation practices to ensure continued compliance with FCC rules and industry best practices. This robocall mitigation description will be updated in the FCC Robocall Mitigation Database within 10 business days of any material change.

Certification

I certify that the information contained in this Robocall Mitigation Description is true and accurate to the best of my knowledge and that [Company Name] has implemented the practices described herein.

Authorized Representative:

Name: Sally J Seck

Title: Chief Operating Officer

Signature: 

Date: 02/02/2026

Audit trail

Details

FILE NAME	Robocall Mitigation Description
STATUS	● Signed
STATUS TIMESTAMP	2026/02/02 14:50:51 UTC

Activity

 SENT	sjseck@officecommunications.net sent a signature request to: Sally Jane Seck (sjseck@officecommunications.net)	2026/02/02 14:50:20 UTC
 SIGNED	Signed by Sally Jane Seck (sjseck@officecommunications.net)	2026/02/02 14:50:51 UTC
 COMPLETED	This document has been signed by all signers and is complete	2026/02/02 14:50:51 UTC

The email address indicated above for each signer may be associated with a Google account, and may either be the primary email address or secondary email address associated with that account.