

Robocall Mitigation Program Description

Company Name: Southeastern Technical Consulting, Inc.

Effective Date: February 12, 2026

1. Company Overview

Southeastern Technical Consulting, Inc. is an interconnected VoIP service provider offering managed voice services to established business customers. The company does not provide wholesale voice services and does not provide service to anonymous or high-risk call traffic generators.

All voice services are delivered through the SkySwitch platform and its underlying carrier infrastructure.

2. STIR/SHAKEN Implementation

Southeastern Technical Consulting, Inc. relies on SkySwitch and its underlying carrier partners for implementation of the STIR/SHAKEN framework.

All outbound calls originating on the company's network are authenticated in accordance with 47 CFR § 64.6301 through the SkySwitch platform. SkySwitch and its carrier partners maintain the technical capability to sign SIP calls using STIR/SHAKEN protocols where applicable.

The company does not operate independent switching infrastructure outside of the SkySwitch environment.

3. Customer Vetting and Know-Your-Customer Procedures

Prior to activating voice services, the company takes reasonable steps to verify the legitimacy of its customers. These steps include:

- Collection of legal business name and physical address
- Verification of business identity through public records, website presence, or direct engagement
- Confirmation of authorized account contacts

The company does not knowingly provide service to entities engaged in illegal robocalling, spoofing, phishing, scam operations, or other unlawful telecommunications activities.

4. Prohibited Use Policy

The company prohibits:

- Transmission of illegal robocalls
- Caller ID spoofing in violation of federal law
- Use of service for fraudulent, deceptive, or abusive calling practices
- Any activity that violates the Telephone Consumer Protection Act (TCPA) or other applicable laws

The company reserves the right to suspend or terminate service immediately upon discovery of suspected illegal robocall activity.

5. Traffic Monitoring and Abuse Prevention

The company monitors for indicators of suspicious or abusive traffic patterns, including:

- Unusual call volume spikes
- Short-duration, high-volume outbound call patterns
- Customer or carrier complaints
- Traceback notifications

When suspicious activity is detected, the company investigates promptly and may request additional information from the customer or suspend service pending review.

6. Traceback Response Procedures

The company commits to responding fully and in a timely manner to traceback requests from:

- The Federal Communications Commission (FCC)
- Law enforcement agencies
- The Industry Traceback Group

Responses will be provided within 24 hours where required. The company will identify the originating customer account and take appropriate corrective action if necessary.

7. Enforcement and Remediation

If illegal robocall activity is identified, the company will:

1. Investigate the originating customer account
2. Require immediate corrective action
3. Suspend service if necessary
4. Terminate repeat or willful violators

The company cooperates with regulatory and law enforcement authorities in investigating and stopping illegal robocall activity.

8. Program Oversight

This Robocall Mitigation Program is reviewed periodically to ensure continued compliance with FCC requirements. Company management is responsible for enforcement and oversight of these procedures.