

Robocall Mitigation Plan

Intracoastal Communications, Inc

FRN: 0030627939

Date: March 19, 2026

1. Company Overview

Intracoastal Communications is a non-facilities-based VoIP provider operating as a reseller of white-labeled voice services utilizing platforms such as SkySwitch and/or CoreDial. The company does not operate its own switching infrastructure or Session Border Controllers (SBCs) and relies on upstream providers for call routing and network operations.

2. STIR/SHAKEN Implementation Status

Intracoastal Communications relies on its upstream providers (including SkySwitch/CoreDial and their underlying carrier partners) to implement STIR/SHAKEN caller ID authentication. Because the company does not control the underlying network infrastructure, it does not directly authenticate calls but ensures that traffic is transmitted through providers that support STIR/SHAKEN where available.

3. Robocall Mitigation Program

A. Know Your Customer (KYC) Procedures

The company performs Know Your Customer (KYC) procedures prior to activating service and for renewing customers. These include:

- Collection of customer business information (name, address, contact details)
- Review of customer online presence
- Confirmation of intended use of voice services
- Screening for high-risk use cases such as outbound calling campaigns

B. Contractual Safeguards

The company maintains contractual controls through its Terms of Service and Acceptable Use Policy, available at <https://www.ncphones.com/terms.html> that:

- Prohibit illegal robocalling and spoofing
- Require compliance with TCPA, TRACED Act, and FCC rules
- Require proper consent for outbound calls

The company reserves the right to suspend or terminate service for violations.

C. Monitoring and Complaint Response

The company investigates complaints, responds to upstream provider notifications, and documents actions taken.

D. Enforcement Actions

The company investigates suspected violations and may suspend or terminate service and coordinate with upstream providers.

E. Upstream Provider Controls

The company partners with upstream providers that implement STIR/SHAKEN, analytics, and call blocking.

F. Traceback Cooperation

The company commits to respond fully and promptly to traceback requests and cooperate with enforcement entities.

4. Mitigation of Illegal Traffic

The company investigates suspected illegal robocall activity and takes appropriate enforcement action including suspension or termination.

5. Use of Third-Party Services

The company relies on upstream providers for STIR/SHAKEN, analytics, and traffic mitigation.

6. Commitment to Compliance

The company certifies that all traffic is subject to a robocall mitigation program and complies with FCC rules.

7. Enforcement History

No enforcement actions

8. Contact Information

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Certification:

I certify under penalty of perjury that the information is true and correct.

Signature: 

Date: 3/19/2026