

Robocall Mitigation Plan – FCC RMD Filing

Company Name: FTS Enterprises

Company Type: Non-Facilities-Based VoIP Reseller

Platform: SkySwitch

Summary

FTS Enterprises is a non-facilities-based VoIP service provider that resells services using the SkySwitch platform. FTS Enterprises is committed to preventing the origination of illegal robocalls and complies with all applicable FCC regulations, including STIR/SHAKEN and robocall mitigation requirements under 47 CFR §64.6305.

STIR/SHAKEN Implementation

All outbound calls originated by FTS Enterprises customers are authenticated and signed by SkySwitch using the STIR/SHAKEN framework where technically feasible. Attestation levels are applied by SkySwitch based on customer identity verification and use case validation. FTS Enterprises does not independently sign calls.

Mitigation of Non-Authenticated Traffic

For calls that cannot be authenticated using STIR/SHAKEN, FTS Enterprises applies this robocall mitigation plan. Such traffic is subject to heightened monitoring, investigation, and enforcement.

Customer Vetting and Onboarding

FTS Enterprises performs identity verification and use-case validation for all customers prior to service activation. This includes verification of business identity, contact information, and confirmation of lawful outbound calling purposes. High-risk use cases require enhanced review.

Traffic Monitoring

FTS Enterprises monitors outbound traffic through SkySwitch-provided analytics and internal review to identify anomalous calling patterns, excessive volumes, or behavior consistent with illegal robocalling.

Complaint Processing and Traceback Cooperation

FTS Enterprises promptly investigates complaints received from consumers, carriers, regulators, or traceback groups. The company fully cooperates with Industry Traceback Group and law enforcement requests and works with SkySwitch to identify and remediate offending sources.

Enforcement Actions

FTS Enterprises enforces immediate corrective action upon identification of illegal robocalling, including traffic suspension, service termination, and reporting where required.

Caller ID Control

Customers may only use caller ID numbers they are authorized to use. Caller ID spoofing or misrepresentation is prohibited and enforced.

Certification

FTS Enterprises certifies that it implements this Robocall Mitigation Plan in good faith and commits to preventing illegal robocalls originating from its network.