

ECO Services, LLC dba ECOLink
Robocall Mitigation Plan
Date: 2/16/2026

ECO SERVICES, LLC dba ECOLink's (ECOLink) submits this robocall mitigation certification and attached Robocall Mitigation Plan pursuant to section 64.6305 of the Federal Communications Commission's (Commission's or FCC's) rules.

STIR/SHAKEN

ECOLink is a voice provider without a STIR/SHAKEN obligation; our underlying service provider has certified "Complete STIR/SHAKEN implementation."

Alianza Inc (Alianza) is our underlying voice services provider. Accordingly, ECOLink relies on procedures, policies, and safeguards implemented by Alianza to ensure that ECOLink's residential and business customers are sufficiently protected against robocall and spoofing activities.

Enforcement

All voice traffic that originates on our network is subject to the attached Robocall Mitigation Plan. ECOLink reserves the right to modify and/or supplement its robocall mitigation plan to adapt to risks and to improve the overall effectiveness of its program.

ECOLink and/or any entity for which the filing entity shares common ownership, management, directors, or control have never been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, or a deficient Robocall Mitigation Database certification or mitigation program.

ECOLink has not been prohibited by the Commission from filing in the Robocall Mitigation Database.

Traceback

ECOLink commits to cooperate with the Commission, law enforcement, and the industry traceback consortium in investigating and stopping any robocallers that use our service to originate unlawful robocalls. ECOLink will respond fully within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any robocallers that use its service to carry, process, or originate robocalls.

Individual Responsible for Addressing Robocall Related Issues:

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Robocall Mitigation Program

ECOLink has taken specific reasonable steps, as set forth below, to avoid originating and processing illegal robocall traffic.

As a reseller, ECOLink relies on Alianza's call analytics to monitor call traffic.

In its RMD filing, Alianza states:

Alianza has implemented a proprietary fraud detection and mitigation process through which it analyzes high-volume network traffic to evaluate compliance with a variety of fraud detection indicators and fraud prevention best practices. As part of this process, Alianza notifies customers of potentially fraudulent activity occurring in any of their subscriber accounts. Detailed information about this fraud detection and mitigation process is provided to each customer through Alianza's knowledge base and support resources. If Alianza takes action against a customer's subscriber, it will notify the customer and share required steps to restore service, if any.

ECOLink's Terms and Conditions, which must be acknowledged by all customers prior to service initiation, include a provision requiring customers to use our service only for lawful purposes. All customers must also agree to abide by our Acceptable Use Policy (AUP).

If a customer is found to have violated our Terms and Conditions or AUP, we will take action commensurate with the severity of the customer's offense, including, but not limited to, providing the customer with a warning, suspending the customer's service, and/or reporting the misconduct to the appropriate authorities. ECOLink reserves the right to immediately terminate service, if, in ECOLink's sole and absolute discretion, the customer has used ECOLink's service for an unlawful purpose.

Know-Your-Customer. Our end user customers also subscribe to our electric utility services. Our customers are members of the local community in which we operate. Therefore, we know our customers and do not consider our network at high risk of originating illegal robocalls. As part of our standard operating procedures, we conduct due diligence on new and renewing voice customers by collecting personal identifiable information. For business customers, we collect information concerning the company's name, address, physical location, contact information, and Federal Tax ID, where appropriate. With respect to residential customers, we verify customer name and address, physical service location, and contact information.

Know-Your-Upstream Provider. ECOLink relies on Know-Your-Upstream Provider processes adopted by Alianza, who states the following in its RMD filing:

Alianza has existing agreements with Tier-1 carrier service providers from which it facilitates the provision of carrier services to its service provider customers. Alianza has confirmed that each of those carriers are listed in the RMD. Alianza also enables its customers to contract directly with carrier service providers to enable those customers' use of Alianza's Cloud Communications Platform. In each case, Alianza has provided detailed

onboarding and fraud detection guidance to require and enable its customers to comply with their obligations to prevent and mitigate illegal robocalling

Traceback. ECOLink will respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and cooperate with such entities in investigating and stopping any robocallers that use our network to originate robocalls.
