

Robocall Mitigation Program Description

Company Name: UpLinX, LLC

FCC Registration Number (FRN): 0034203182

Date: September 16, 2025

1. Company Overview

UpLinX, LLC is a telecommunications service provider specializing in VoIP and cloud communications. We are committed to ensuring the integrity of our voice network and protecting consumers from illegal and unwanted robocalls. As part of our regulatory compliance and network protection strategy, UpLinX, LLC has implemented a Robocall Mitigation Program (RMP) in accordance with the FCC's TRACED Act and 47 CFR § 64.6305.

2. STIR/SHAKEN Participation

UpLinX, LLC:

- Has fully implemented the STIR/SHAKEN framework across its IP-based voice network.
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3. Robocall Mitigation Practices

UpLinX, LLC employs a multi-layered approach to mitigate unlawful robocalls, including the following key practices:

a. Know-Your-Customer (KYC) Protocols

- We perform due diligence on all new customers, including:
 - Identity verification
 - Business registration validation
 - Traffic pattern analysis
- High-risk or suspicious applicants are denied service.

b. Traffic Monitoring and Call Analytics

- UpLinX actively monitors call traffic for anomalies, including:
 - High-volume short-duration calls
 - Calls with invalid or unallocated caller ID numbers
 - Traffic indicating potential spoofing or fraudulent behavior
- We utilize third-party analytics tools and internal thresholds to flag unusual call patterns.

c. Caller ID Validation and Authentication

- For customers not covered by STIR/SHAKEN, we implement alternative caller ID validation measures.
- Outbound calls with invalid or malformed caller IDs are blocked or corrected.

d. Complaint and Feedback Handling

- We maintain a dedicated process to receive and respond to call-related complaints from end-users and industry traceback partners.
- Investigations are initiated within 24 hours of receiving a credible complaint.

e. Traceback Cooperation

- UpLinX, LLC cooperates fully with the Industry Traceback Group (ITG) and law enforcement in the traceback of illegal robocall traffic.
- We respond promptly to traceback requests and take appropriate action against offending customers.

4. Enforcement and Remediation

If unlawful robocall activity is detected on our network:

- The customer is notified immediately and required to remediate the issue.

- If the activity continues or is confirmed to be intentional, service is suspended or terminated.
 - UpLinX maintains logs and evidence of mitigation efforts and customer communications.
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5. Program Review and Updates

UpLinX, LLC regularly reviews and updates its Robocall Mitigation Program to:

- Address evolving threats and industry best practices
 - Incorporate regulatory updates
 - Ensure continued effectiveness
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6. Contact Information

Robocall Mitigation Point of Contact:

Name: Ashley Haworth

Title: Owner

Email: ashley.haworth@uplinxllc.com

Phone: 731-388-3158

7. Certification

UpLinX, LLC certifies that it has implemented the practices described above and is committed to actively preventing the origination of illegal robocalls over its network.