

Digital Link Inc.

Robocall Mitigation Program

Contact: Stacey Addison, Office Manager

Email / Phone: saddison@digitallink.ca / +17806163120

1. Customer Vetting and Onboarding

- Digital Link Inc. serves **a single U.S.-based customer**.
- All customers are verified prior to service activation.
- The company does not provide service to anonymous or high-risk entities and ensures compliance with applicable telemarketing and anti-robocall laws.

2. Call Monitoring and Detection

- All calls are monitored for unusual patterns, high volumes, or destinations indicative of potential illegal robocalling.
- Suspicious activity triggers immediate investigation and may result in service suspension.

3. Traceback Cooperation

- Digital Link Inc. commits to respond fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the Industry Traceback Consortium.
- The company provides necessary call records, customer information, and documentation to support investigations.

4. STIR/SHAKEN Implementation

- Digital Link Inc. does **not implement STIR/SHAKEN** on its network.
- All U.S.-bound calls are originated and authenticated by the company's **upstream U.S.-based carrier**.
- Reliance on the upstream carrier for STIR/SHAKEN is documented and maintained.

5. Policy for Handling Violations

- Any customer found to be originating illegal robocalls will have service suspended or terminated immediately.
- Employees responsible for compliance are trained to identify, escalate, and resolve potential robocall violations.

6. Ongoing Review and Updates

- The mitigation program is reviewed periodically to ensure continued effectiveness and compliance with FCC rules.
- Updates are made as necessary to address regulatory changes, operational adjustments, or emerging risks.

Summary Statement

Digital Link Inc. maintains a robust robocall mitigation program consistent with **47 CFR § 64.6305(d)(ii)-(iii)**.

The program ensures all calls are either directly monitored or rely on an upstream U.S. carrier for STIR/SHAKEN authentication, prevents the origination of illegal robocalls, and ensures full cooperation with traceback requests.