

Robocall Mitigation Plan
Cintex Wireless, LLC

Other DBA Names: SFone Wireless

Cintex Wireless, LLC (“SFone”) submits the following Robocall Mitigation Plan in compliance with 47 CFR § 64.6305 (d)(ii)-(iii). This plan is applicable to Cintex and the following affiliates: AirVoice Wireless, LLC; and TAG Mobile Bankruptcy Sale Entity, LLC.

Reasonable Steps to Prevent New and Existing Customers from Originating Illegal Calls:

By agreeing to Cintex’s Terms & Conditions, Cintex subscribers agree not to use Cintex’s services for “spamming” or engaging in other abusive or unsolicited communications. The Terms & Conditions make clear that Cintex’s voice service is intended for voice calling for personal use only and may not be used for any other type of activity. Cintex reserves the right to terminate a subscriber’s account if the subscriber uses the service in violation of the Terms and Conditions.

When Cintex is notified or aware of spamming or otherwise abusive or unsolicited communications, Cintex conducts a thorough investigation of the subscribers’ practices and usage. Subscribers determined to be in violation are given written notice which includes the reasoning for deactivation and promptly deactivated.

Description of Analytics to Block Illegal Traffic:

As an MVNO, Cintex has agreements with AT&T and PWG Network Solutions to act as Cintex’s underlying carriers which facilitate identifying and blocking illegal traffic.

Know Your Customer Practices:

Because Cintex is a Lifeline provider, all of Cintex’s subscribers sign up for service using the National Verifier or NLAD. That enrollment process collects substantial personal information to verify the identity of Cintex subscribers.

Cintex registers the enrollment and transfer of a subscriber in NLAD by providing the required notice of a transfer to NLAD using the NLAD API or other applicable NLAD process which distinguishes and identifies Cintex subscribers.

Know Your Upstream Provider Practices:

Cintex obtains all of its voice services, including telephone numbers, directly or indirectly (through an aggregator) from AT&T and T-Mobile/PWG Network Solutions (collectively “T-Mobile”). AT&T and T-Mobile have filed their own STIR/SHAKEN certifications.

Commitment to Respond to Traceback Requests:

Cintex is willing and able to respond fully and within 24 hours to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.

This Robocall Mitigation Plan describes the specific measures that Cintex has implemented to as of February 11, 2026. Cintex continually evaluates the efficacy of its measures to combat bad actors and takes appropriate steps to improve these measures when needed.