

Robocall Mitigation Program Description

Company Name: The L Connection, Inc.

FRN: 0036873271

Role in Call Chain: Originating Voice Service Provider (OVSP) – Non-facilities-based reseller

Platform Provider: SkySwitch

1. Overview

The company operates as an interconnected VoIP provider and non-facilities-based reseller utilizing the SkySwitch hosted IP voice platform and its upstream carrier partners. All voice traffic originates over an IP-based network environment where STIR/SHAKEN authentication is implemented by the underlying platform and carrier infrastructure. All calls originated by our end users are subject to this Robocall Mitigation Program in compliance with 47 CFR § 64.6305(a).

2. STIR/SHAKEN Implementation

STIR/SHAKEN authentication is fully implemented across the IP network environment utilized by the company. Call authentication and attestation are performed by the underlying platform provider and its upstream carriers. All calls originated through our service traverse STIR/SHAKEN-enabled infrastructure and are compliant with 47 CFR § 64.6301.

3. Customer Vetting & Know-Your-Customer (KYC) Controls

Prior to activation of service, the company performs reasonable customer verification procedures, including:

- Verification of business legal name and registration status (where applicable)
- Collection of tax identification information for business customers
- Validation of physical address and contact information
- Review of intended use case for voice services
- Review of high-volume outbound dialing intent
- Screening for suspicious or high-risk verticals

Service agreements explicitly prohibit illegal robocalling, caller ID spoofing, traffic pumping schemes, and violations of the Telephone Consumer Protection Act (TCPA). The company reserves the right to suspend or terminate service for policy violations.

4. Traffic Monitoring & Analytics

The company utilizes platform-level monitoring and review procedures to identify potentially unlawful traffic patterns, including:

- High call velocity or abnormal volume spikes
- Short-duration call patterns
- Sequential dialing behavior
- Invalid, unallocated, or unassigned number usage
- Excessive call failure ratios

When suspicious activity is detected, traffic is reviewed promptly, customers may be contacted, outbound privileges may be restricted, and service may be suspended pending investigation.

5. Traceback Response & Cooperation

The company commits to respond fully and within 24 hours to all traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. The company cooperates with traceback investigations and will take appropriate mitigation action when illegal robocalling is identified.

Traceback Contact Information:

Name: Adam Lang

Title: Sr, Operations Manager

Email: spam@thelconnectioninc.com

Phone: (251) 510-9979

This contact point is actively monitored.

6. Mitigation of Suspected Illegal Traffic

If traffic is determined to be unlawful or abusive, the company may immediately suspend outbound calling, terminate service, report findings to the underlying platform provider, and cooperate with law enforcement as appropriate.

7. Record Retention

The company maintains relevant call detail records (CDRs) and customer onboarding documentation consistent with industry standards to support traceback and compliance investigations.

8. Annual Review & Updates

This Robocall Mitigation Program is reviewed periodically and updated as necessary to remain consistent with FCC rules and evolving industry best practices.

Date 2/17/2026
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