

DIGITAL INNOVATION LLC ROBOCALL MITIGATION PLAN Date of Filing: January 23, 2026

I. INTRODUCTION AND PURPOSE Digital Innovation LLC ("Company") is a voice service provider operating as a reseller of services provided by its upstream provider, SkySwitch. This Robocall Mitigation Plan ("Plan") outlines the specific, affirmative steps the Company takes to prevent the origination of illegal robocalls on its network, in compliance with 47 C.F.R. § 64.6305.

II. STIR/SHAKEN IMPLEMENTATION STATUS Digital Innovation LLC utilizes the SkySwitch hosted platform for call origination. SkySwitch has fully implemented STIR/SHAKEN call authentication protocols on its network. As a reseller, Digital Innovation LLC relies on the STIR/SHAKEN implementation of its upstream provider to authenticate and sign calls originating from the Company's customers.

III. ROBOCALL MITIGATION PROCEDURES To ensure the integrity of calls originating from our network, Digital Innovation LLC employs the following procedures:

- **Know Your Customer (KYC):** Digital Innovation LLC vets all new customers by verifying their legal business identity, physical address, and the legitimate nature of their intended calling patterns before service is enabled.
- **Contractual Enforcement:** Customer Service Agreements explicitly prohibit the use of Company services for illegal robocalling, unlawful spoofing, or any activity that violates the TRACED Act.
- **Traffic Monitoring:** In coordination with our upstream provider, we monitor for "bursty" traffic patterns, high volumes of short-duration calls, and high completion failure rates which are indicative of illegal robocalling.
- **Investigation and Termination:** Digital Innovation LLC reserves the right to suspend or terminate any customer found to be originating illegal traffic. If a customer is flagged, they must provide proof of consent or legal authorization for their calling campaigns within 24 hours or face immediate disconnection.

IV. TRACEBACK COOPERATION Digital Innovation LLC fully cooperates with the Industry Traceback Group (ITG), the FCC, and law enforcement agencies. Company identifies a dedicated point of contact (listed below) to respond to all traceback requests within **24 hours** of receipt.

V. AUTHORIZED REPRESENTATIVE & CONTACT

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