

Robocall Mitigation Plan

Voice Service Provider: SLINC Voice LLC

FCC Registration Number (FRN): 0038096103

EIN: 830722644

Contact: charles@slinc.co | (631) 446-2600

Address: PO Box 249, Oakdale, NY 11769

Date: March 1, 2026

I. Provider Description

SLINC Voice LLC is a hosted PBX / Unified Communications as a Service (UCaaS) provider serving small and medium businesses in the United States. SLINC Voice operates as an authorized reseller on the SkySwitch platform (a NetSapiens-based white-label hosted PBX platform). SLINC Voice provisions and manages end-user phone service, including direct inward dialing (DID) numbers, extensions, and IP telephone equipment for its customers.

SLINC Voice does not own or operate underlying network switching or transmission infrastructure. All call origination, termination, and routing is handled by the SkySwitch platform and its upstream carrier interconnections.

II. STIR/SHAKEN Implementation Status

SLINC Voice does not have a STIR/SHAKEN implementation obligation as defined by the FCC. SLINC Voice does not directly originate calls to the public switched telephone network (PSTN) and does not control call signing infrastructure.

STIR/SHAKEN call authentication is implemented by our upstream platform provider, SkySwitch, which signs all originating SIP calls with appropriate attestation levels (Full A, Partial B, or Gateway C) using SkySwitch's own SPC token and certificates. SLINC Voice relies on SkySwitch's STIR/SHAKEN implementation for all outbound call authentication.

III. Robocall Mitigation Practices

Although STIR/SHAKEN signing is handled at the platform level, SLINC Voice has implemented the following reasonable steps to prevent the origination of illegal robocall traffic on its network:

A. Customer Vetting and Know Your Customer (KYC) Procedures

1. **Business Verification:** All prospective customers undergo verification before service activation. SLINC Voice confirms the identity and legitimacy of each business customer, including business name, address, authorized contacts, and intended use of service.
2. **Acceptable Use Policy (AUP):** All customers agree to an Acceptable Use Policy that explicitly prohibits:
 - Origination of illegal robocalls
 - Caller ID spoofing for fraudulent or deceptive purposes
 - Use of auto-dialers or pre-recorded messages without proper consent as required by the Telephone Consumer Protection Act (TCPA)
 - Any use of the service in violation of FCC rules and regulations
3. **Small Customer Base:** SLINC Voice maintains a small, directly managed customer base of local businesses (retail, insurance agencies, restaurants, and similar). Each customer account is personally known to SLINC Voice management, providing inherent visibility into the nature and legitimacy of traffic originating from our accounts.

B. Traffic Monitoring and Analytics

1. **Call Volume Monitoring:** SLINC Voice monitors customer call volumes through the SkySwitch management portal. Unusual spikes in outbound call volume that are inconsistent with a customer's normal business use are investigated promptly.
2. **Complaint Response:** Any complaints received regarding unwanted or illegal calls originating from SLINC Voice customer numbers are investigated immediately. If a customer is found to be originating illegal robocall traffic, service will be suspended or terminated.
3. **Platform-Level Protections:** The SkySwitch platform provides additional traffic analytics, fraud detection, and call pattern monitoring at the network level, which supplements SLINC Voice's own monitoring practices.

C. Traceback Cooperation

1. **24-Hour Response Commitment:** SLINC Voice commits to responding to traceback requests from the Industry Traceback Group (ITG), law enforcement, or the FCC within 24 hours of receipt.
2. **Contact for Traceback:** Traceback requests should be directed to:
 - **Email:** charles@slinc.co
 - **Phone:** (631) 446-2600
3. **Cooperation:** SLINC Voice will cooperate fully with traceback investigations, providing call detail records and customer information as permitted by law to assist in identifying the source of illegal robocall traffic.

D. Enforcement and Remediation

1. **Service Suspension:** If a customer is identified as originating illegal robocall traffic, SLINC Voice will immediately suspend outbound calling for the offending account pending investigation.
2. **Service Termination:** Customers confirmed to be originating illegal robocalls will have their service terminated and will not be permitted to re-subscribe.
3. **Upstream Notification:** SLINC Voice will notify SkySwitch of any identified illegal robocall activity originating from its accounts so that appropriate platform-level action can also be taken.

IV. Certification

SLINC Voice LLC certifies that the information contained in this Robocall Mitigation Plan is accurate and that the practices described herein are actively implemented and maintained. SLINC Voice LLC commits to updating this plan and its corresponding RMD filing within 10 business days of any material changes to its robocall mitigation practices.

Authorized Representative: Charles, Sole Member

Date: March 1, 2026