

Robocall Mitigation Database (RMD) Program Description

This Robocall Mitigation Program Description (“RMD Plan”) is submitted by HUB GROUP INC in compliance with FCC requirements under 47 CFR § 64.6305. The company certifies that all voice traffic originating on its network is subject to robocall mitigation procedures designed to prevent unlawful robocalling, spoofing, and fraudulent telecommunications activity.

Business Name	HUB GROUP INC
FCC Registration Number (FRN)	0038411047
Business Address	2001 Hub Group Way, Oak Brook, IL 60523
Contact Name	Dennis Espinoza
Contact Title	SIP Trunking Specialist
Department	Interconnect & SIP Services
Contact Email	dennis.espinoza@hubpartners.net
Contact Number	630-278-5811
Voice Provider Role	Voice Service Provider with STIR/SHAKEN implementation obligation serving end-u

1. STIR/SHAKEN Implementation

HUB GROUP INC has fully implemented the STIR/SHAKEN authentication framework across its IP-based voice network in accordance with FCC requirements. All outbound calls originating on the company’s network are authenticated using STIR/SHAKEN protocols where technically feasible.

2. Traffic Monitoring and Analytics

The company continuously monitors call traffic patterns, signaling behavior, and customer usage activity to identify suspicious traffic, spoofing attempts, robocalling campaigns, and other potentially unlawful telecommunications activity. Automated detection mechanisms and manual reviews are used where necessary.

3. Customer Verification and KYC

HUB GROUP INC performs Know Your Customer (KYC) verification procedures before activating voice services for customers. Customer onboarding includes business verification, identity validation, and review of intended traffic usage.

4. Traceback Cooperation

The company commits to responding promptly to traceback requests from the FCC, law enforcement agencies, industry traceback consortiums, and other authorized entities. Responses are generally provided within 24 hours when required.

5. Mitigation and Enforcement Actions

If suspicious or illegal traffic is identified, HUB GROUP INC may suspend, block, terminate, or restrict services associated with the offending traffic. Internal escalation and investigation procedures are maintained to prevent repeated abuse.

6. Record Retention

Relevant customer records, call detail records, and mitigation documentation are retained in accordance with applicable regulatory and operational requirements to support traceback and enforcement investigations.

Declaration

I certify under penalty of perjury that the information contained in this Robocall Mitigation Program Description is true and correct to the best of my knowledge and complies with applicable FCC robocall mitigation requirements.

Executed on: May 12, 2026

Authorized Signatory: Marcus O'Connor