

CLOUDLINK SOLUTIONS LLC

Robocall Mitigation Program

Effective Date: September 27, 2026

FCC Registration Number (FRN): 0038931150

USAC 499 Filer ID: 839315

Business Address: 30 N Gould St, Suite 39151, Sheridan, WY 82801, United States

Robocall Mitigation Contact: Ahsan Hameed, Member

Phone: (774) 674-1597

Email: ahsankz@cloudlinksolutions.net

1. Purpose

This Robocall Mitigation Program describes the reasonable steps CloudLink Solutions LLC ("CloudLink" or "the Company") takes to prevent the origination and transmission of illegal robocalls on its voice services, including hosted PBX, VoIP, and related SaaS communications services offered to end users and wholesale/resale customers. CloudLink commits to comply with applicable FCC rules, including 47 CFR Section 64.6305, and to cooperate fully with traceback and enforcement requests.

2. Company Overview

CloudLink Solutions LLC is a Wyoming limited liability company that provides interconnected VoIP and hosted PBX services, including reseller and end-user SaaS offerings. The Company originates and delivers North American voice traffic for legitimate business and customer communications. CloudLink does not knowingly permit illegal telemarketing, spoofing, or autodialed robocall campaigns on its platform.

- Principal: Ahsan Hameed, Member
- Affiliates: None
- Subsidiaries: None
- Parent Companies: None

3. STIR/SHAKEN Status

CloudLink has not fully implemented the STIR/SHAKEN authentication framework across an independent end-to-end network. Outbound PSTN termination is obtained from upstream carrier partners that support STIR/SHAKEN on their routes. CloudLink requires outbound calls to use authorized calling-party numbers assigned to or ported into the customer account and works with upstream providers to support attestation where available. Until CloudLink completes its own full STIR/SHAKEN deployment, this written mitigation program governs illegal robocall prevention.

4. Know Your Customer and Account Controls

Before enabling voice origination or high-volume calling, CloudLink performs customer diligence appropriate to the service:

- Collect legal business name, contact identity, address, and service use case.
- Verify government or business identification where reasonably available.
- Review expected traffic type, destinations, and volume.
- Prohibit use cases involving illegal robocalling, neighbor spoofing, or unauthorized autodialing.
- Retain account records needed to respond to traceback requests.

5. Technical and Operational Mitigation Measures

- Authorize outbound Caller ID only for numbers provisioned to the account.
- Monitor traffic for abnormal patterns such as sudden spikes, short-duration high-volume dialing, or complaint-driven anomalies.
- Investigate and, where warranted, suspend or terminate accounts associated with suspected illegal robocalling.
- Block or restrict traffic that violates CloudLink acceptable use policy or upstream carrier acceptable use policy.
- Coordinate with upstream carriers on call validation, attestation, and traceback.
- Maintain the ability to disable outbound calling quickly when abuse is confirmed.

6. Traceback and Law Enforcement Cooperation

CloudLink commits to respond fully and within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate in investigating and stopping illegal robocallers that attempt to use CloudLink services. The designated contact for robocall mitigation and traceback is:

- Ahsan Hameed, Member
- Email: ahsankz@cloudlinksolutions.net
- Phone: (774) 674-1597

CloudLink will preserve relevant call detail and account information consistent with legal obligations and provide information reasonably requested in traceback investigations.

7. Acceptable Use and Customer Obligations

Customers must agree not to originate, facilitate, or transmit illegal robocalls, unlawful spoofed Caller ID, or traffic that violates the Telephone Consumer Protection Act (TCPA), Telemarketing Sales Rule (TSR), or other applicable laws. Violations may result in immediate suspension, termination, and referral to law enforcement or industry traceback partners.

8. Program Review

CloudLink will review this Robocall Mitigation Program at least annually, and sooner if FCC rules, carrier requirements, or traffic patterns materially change. Updates will be reflected in the FCC Robocall Mitigation Database as required.

9. Certification

I declare under penalty of perjury that the foregoing is true and correct to the best of my knowledge and that CloudLink Solutions LLC will implement and maintain this Robocall Mitigation Program.

Name: Ahsan Hameed

Title: Member

Company: CloudLink Solutions LLC

Date: September 27, 2026

Signature: Ahsan Hameed