

Robocall Mitigation Plan

Company Name: Text Aspect Inc

FCC FRN: 0031439789

RMD ID: RMD0007599

Business Address: 900 N Stuart St, Unit 1711, Arlington, VA 22203

Contact Number: 571-723-2224

1. Introduction

Text Aspect Inc provides voice services directly to U.S. end users. The company does not provide wholesale SIP trunking or uncontrolled call origination. All services are provisioned through managed IP phones and extensions, with strict policies in place to prevent abuse.

Our STIR/SHAKEN deployment is currently in progress. In the interim, Text Aspect Inc maintains robust robocall mitigation procedures in full compliance with FCC requirements.

2. Robocall Mitigation Measures

2.1 Customer Onboarding & Verification (KYC)

All customers undergo Know Your Customer (KYC) checks prior to activation, including:

- Verification of business or individual identity
- Address and contact validation
- Review of intended call use case

Service is activated only after legitimacy checks are complete.

2.2 Access & Service Controls

- SIP trunking is not offered.
- Customers connect exclusively via auto-provisioned IP phones and extensions.
- Credentials are never directly shared with customers.
- Third-party dialers cannot register on our network.
- Administrative privileges are restricted to read-only for most accounts.

2.3 Call Restrictions & Monitoring

- Each extension is limited to 3–4 simultaneous calls, with NOC alerts triggered when exceeded.
- Daily and monthly financial thresholds are enforced per extension and account. Accounts are automatically suspended if limits are crossed.
- Geo-filtering allows calls only to authorized countries.
- Calls outside designated hours are flagged for investigation.

2.4 Traffic Oversight

- Call Detail Records (CDRs) are reviewed daily and weekly.
- Spikes, repetitive short calls, or abnormal patterns trigger review. For example, if more than 30% of calls are under 6 seconds within a 24-hour period, the account is flagged for investigation.
- Logs are securely stored and backed up for compliance audits.

2.5 Caller ID Management

- Caller ID spoofing is prohibited.
- Only validated numbers assigned to customers are permitted.
- Forwarded traffic not using Text Aspect-assigned numbers is attested at B-level.

2.6 Continuous Oversight

- A dedicated Network Operations Center (NOC) monitors traffic in real time.
- Suspicious activity is escalated immediately to executive management.

3. STIR/SHAKEN Implementation Status

Text Aspect Inc is in the process of deploying STIR/SHAKEN across its IP network.

- STIR/SHAKEN is in the deployment phase and has not yet been completed.
- We are working to implement it before the September 18, 2025 deadline.
- Until certification is finalized, the mitigation measures in Section 2 remain in force.

4. Traceback & Cooperation

Text Aspect Inc fully supports traceback requests from the Industry Traceback Group (ITG) and law enforcement. We commit to:

- Responding to inquiries within 24 hours.
- Providing accurate call records.
- Immediately suspending any customer engaged in unlawful robocalling.

5. Enforcement Record

Text Aspect Inc has not been subject to FCC enforcement actions, law enforcement investigations, or regulatory proceedings relating to robocalls or mitigation compliance.

6. Compliance Contact

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Title: President

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7. Compliance Commitment

Text Aspect Inc is fully committed to FCC robocall mitigation requirements. We continue to strengthen our compliance program, monitor traffic, and adopt best practices. Our STIR/SHAKEN rollout will be completed before the September 18, 2025 deadline, and updated filings will be submitted to the FCC Robocall Mitigation Database accordingly.

8. Ownership Disclosure

Text Aspect Inc is a privately held corporation headquartered in Arlington, Virginia. Ownership and executive control reside with U.S. citizens and lawful residents, with no foreign controlling interests.

Text Aspect Inc has no affiliates, subsidiaries, or parent companies.