

TEXT REQUEST

Text Request, LLC Robocall Mitigation Plan

January 30, 2026

FRN: 0031569692

Text Request, LLC (“Text Request” or “Company”) provides non-gateway intermediate SMS services in the United States.

The Commission requires all voice service providers to develop a Robocall Mitigation Plan that:

- details the reasonable steps taken to avoid originating illegal robocalls,
- demonstrates a commitment to respond to traceback requests to cooperate with investigating and stopping illegal robocalls, and
- is filed in the Robocall Mitigation Database.

Text Request’s designated contact for Robocall Mitigation issues is:

Robert Stewart
417 Market Street Ste 201
Chattanooga TN, 37024

Robert.Stewart@commify.com
FCC@textrequest.com

Text Request is not a foreign voice service provider.

This Robocall Mitigation plans to meet the requirements defined above consists of the following:

1. Traceback Response:

Text Request will comply with efforts to traceback the source of suspected robocalls.

- All Commission, law enforcement, and the ITG requests will be responded to within 24 hours (with the option of immediate) for exigent requests.
- Continued cooperation with traceback requests received directly from carriers, industry associations, and other recognized and creditable authorities.
- Call Detail Records are created for all calls and are searchable.

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Traceback requests can be made through the following contact:

Robert Stewart
417 Market Street Ste 201
Chattanooga TN, 37024

Robert.Stewart@commify.com
FCC@textrequest.com

2. General Mitigation:

Text Request will continue to assist with mitigating suspected illegal activity that is within its control when the Commission has provided notification through its Enforcement Bureau. The Text Request's Terms of Service allow it to take unilateral and immediate action to terminate or modify services where customers are engaged in prohibited activities. These customers will be notified, and action will be taken, including immediate suspension, and possible service termination, unless a legal order prohibits the action or customer notification.

KYC (Know Your Customer) Actions Taken on signup include:

At the Customer level, the Text Request vets subscribers on an ongoing basis and;

- Text Request's customer base consists entirely of SMB(Small Medium Sized Business) customers, who do not generally generate robocalls,
- Text Request collects and verifies information, including everything required for 10DLC registration, about each customer at time of signup
- Text Request engages with every new customer immediately after sign up.

3. Illegal Voice Call Origination:

Text Request captures use case details for existing and new customers. Text Request does not provide outbound voice termination calling services. Because of this, illegal robocalls would not have the ability to originate through its network.

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4. Text Request Monitoring Protocols:

Text Request does not offer outbound voice termination services. The only outbound calling that is possible is inbound call forwarding. Thus, no monitoring is necessary, and no controls are in place.

- 5. Text Request solely uses STIR/Shaken wholesale providers in the provision of its services.**
- 6. Text Request does not originate calls in association with our OCN.**
- 7. All carriers providing originating services to Text Request have attested to STIR/SHAKEN Compliance.**