

Robocall Mitigation Program Description

Provider Name: PoliteXts LLC

FRN: 0034874503

Provider Type: Non-Gateway Intermediate Provider

OCN: N/A

1. STIR/SHAKEN Implementation

As a non-gateway intermediate provider, PoliteXts LLC does not originate or terminate voice traffic, and does not operate a voice network where STIR/SHAKEN authentication can be implemented. Therefore, we are not subject to STIR/SHAKEN requirements under 47 CFR § 64.6305.

2. Robocall Mitigation Measures

a. Know Your Upstream and Downstream Providers

We maintain and regularly update a vetting protocol to verify that our interconnected providers (both upstream and downstream) are registered in the FCC Robocall Mitigation Database. Providers must attest to their compliance with applicable FCC robocall mitigation rules and confirm that they do not knowingly originate or carry illegal robocall traffic. Agreements with our partners include provisions requiring cooperation with traceback efforts and immediate action if illegal traffic is discovered.

b. Traffic Monitoring and Pattern Analysis

Although we do not originate or terminate calls, we monitor aggregate call traffic for red flags, including but not limited to: excessive call volumes over short timeframes, abnormally short call durations, and use of unallocated or invalid caller ID numbers. If suspicious traffic is identified, we flag and log the traffic, notify the originating or terminating provider, suspend or block traffic temporarily if necessary pending resolution, and document all mitigation actions.

c. Traceback Cooperation

PoliteXts LLC fully cooperates with the industry traceback consortium, the FCC, and law enforcement by responding to all traceback requests within 24 hours, per § 64.6305(f)(ii).

d. Internal Policies and Training

Our operations team is trained to recognize indicators of potentially unlawful robocall traffic and to follow escalation protocols. Policies are in place to ensure timely mitigation actions and full documentation of any identified issues. We regularly review procedures to stay current with FCC guidance and industry best practices.

3. Enforcement History

Neither PoliteXts LLC nor any affiliated entities have been subject to any enforcement action, warning, or notice from the FCC, law enforcement, or other regulatory bodies related to illegal robocalling or spoofing activity in the past 24 months.

4. Company Details

Primary Contact for Robocall Mitigation:

Name: Phillip Habib

Title: Partner

Phone: 843-303-8392

Email: Hello@sendpolitexts.com

Address: 1301 Gervais St. Suite 1900, Columbia, SC 29206

Other Business Names Used: None

Foreign Provider: No

Type of Service Provided: Intermediate call routing only; no end-user voice services and no gateway functionality.