

ROBOCALL MITIGATION PLAN

Pursuant to 47 C.F.R. § 64.6305

Company Name	New Reset Solutions, LLC
Date	April 19, 2026
FCC Registration No.	0038316188
EIN	301487345
State of Formation	Wyoming
Contact Official	Moaaz Diab, Founder
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1. OBJECTIVE AND SCOPE

New Reset Solutions, LLC ("the Company") is committed to preventing the origination of illegal robocalls and ensuring the integrity of the U.S. public switched telephone network (PSTN). The Company operates as a live-agent sales and customer service organization, engaging exclusively in human-to-human outbound and inbound calling across multiple business sectors, on behalf of its clients". No automated pre-recorded messages, autodialers operating without live agent oversight, or unsolicited robocalls are used in any part of our operations.

As a Single-Member LLC, the Company maintains direct, centralized control over all outbound and inbound call traffic. This Robocall Mitigation Plan (RMP) outlines the specific steps taken to prevent and mitigate illegal robocall traffic in accordance with 47 C.F.R. § 64.6305.

2. KNOW YOUR CUSTOMER (KYC) PROCEDURES

New Reset Solutions, LLC does not provide telecommunications services to third-party resellers or end-users. All outbound calling is conducted directly by Company-employed or Company-supervised live sales and customer service agents under the Founder's direct oversight.

- **Internal Oversight:** All outbound traffic originates from live agents operating under the direct supervision of the Founder. No call is connected to a consumer without a human agent actively present on the line from the point of origination.
- **Identity Verification:** The Company has verified its identity through the IRS (EIN: **301487345**) and is registered in the State of Wyoming. All carrier and SIP provider accounts are registered under the Company's verified legal name and business credentials.
- **Authorized Use Case:** Outbound traffic is strictly limited to two categories:

- Live-agent outbound sales calls to consumers who have provided prior express written consent in accordance with TCPA requirements.
- Live-agent inbound and outbound customer service calls to existing clients of the Company's partners.
- **What We Do Not Do:** The Company does not originate pre-recorded telemarketing messages, does not engage in neighbor-spoofing, does not place calls to numbers on the National Do Not Call Registry without documented consent or a pre-existing business relationship, and does not generate, buy, or sell leads.
- **Lead and Contact List Compliance:** All consumer contact lists used by the Company are sourced exclusively from third-party lead providers who certify TCPA-compliant express written consent. The Company retains consent documentation, including Jornaya TrustedForm certificates where applicable, for a minimum of 24 months.

3. ROBOCALL MITIGATION TECHNIQUES

The Company employs a multi-layered approach to ensure all outbound traffic is lawful, monitored, and fully attributable to live human agents:

- **Live Agent Requirement:** Every outbound call placed through the Company's dialing system (VICIdial) requires a live agent to be logged in and actively connected before any call is bridged to a consumer. The system is not configured for, and does not operate in, any fully automated or pre-recorded calling mode.
- **STIR/SHAKEN Implementation:** The Company utilizes one or more upstream SIP providers for the origination and termination of outbound calls, including but not limited to DIDWW, Twilio, and Telnyx. As the Company's carrier relationships are finalized, all active providers are registered with the FCC Robocall Mitigation Database and are required to meet the Company's STIR/SHAKEN and compliance standards. All outbound calls, regardless of which upstream provider is used, are delivered with the highest available attestation level by providing each carrier with verified business credentials and FCC RMD certification. The Company dials exclusively from telephone numbers it is legally authorized to use
- **Caller ID Integrity:** All outbound Caller ID numbers presented to called parties are direct inward dial (DID) numbers registered to and fully controlled by New Reset Solutions, LLC. The Company does not engage in any form of deceptive Caller ID manipulation. Local presence numbers used in outbound campaigns are owned and registered DIDs capable of receiving inbound callbacks, in full compliance with applicable regulations.
- **Traffic Monitoring:** VICIdial's real-time reporting tools are used to monitor call disposition data continuously. The Company specifically monitors for spikes in short-duration calls (under 6 seconds), which may indicate number flagging, connection anomalies, or irregular traffic patterns. Any such spike triggers an immediate internal investigation and corrective action.
- **Do Not Call Compliance:** All contact lists are scrubbed against the National Do Not Call Registry prior to every outbound campaign. The Company maintains an internal DNC list that is updated in real time, any consumer who requests removal is immediately added and excluded from all future contact sequences.
- **Rate Limiting:** VICIdial is configured to prevent burst dialing that exceeds reasonable per-agent pacing thresholds. Dialing ratios are set to reflect realistic live-agent capacity, ensuring the system does not exhibit automated or bot-like dialing behavior at any time.
- **Call Recording and Quality Control:** All outbound and inbound calls are recorded for compliance monitoring and quality assurance. Recordings are reviewed on a regular basis to verify agent adherence to approved scripts, required TCPA disclosures, and Company compliance standards.

4. COOPERATION WITH TRACEBACK REQUESTS

New Reset Solutions, LLC commits to full, prompt, and good-faith cooperation with the Industry Traceback Group (ITG) and all relevant federal and state law enforcement agencies.

- **Designated Contact:** Moaaz Diab, Founder, serves as the primary point of contact for all traceback and compliance inquiries. Reachable 24 hours a day, 7 days a week at **Contact@newresetsolutions.com** and **+16468736249**.
- **Response Time:** The Company commits to responding to all traceback requests and regulatory inquiries within 24 hours of receipt.
- **Record Retention:** Call Detail Records (CDRs), agent session logs, and consumer consent documentation are retained for a minimum of 24 months to support traceback accuracy and regulatory review. This exceeds the FCC minimum six-month requirement and reflects the Company's commitment to full accountability.

5. IMPLEMENTATION OF CALLER ID AUTHENTICATION

New Reset Solutions, LLC ensures that all outbound Caller ID information is truthful, accurate, and legally authorized at all times:

- **Authorized Numbers Only:** The Company presents only Caller ID numbers that are registered to and controlled by New Reset Solutions, LLC. No numbers are displayed that the Company does not own or have legal authorization to use.
- **No Spoofing:** The Company does not engage in neighbor-spoofing, Caller ID falsification, or any other deceptive presentation of origination information.
- **STIR/SHAKEN Compliance:** All numbers are provisioned through DIDWW and are STIR/SHAKEN compliant at the highest available attestation level. The Company's VICIdial platform is configured to pass verified Caller ID through to the carrier without manipulation.
- **Callback Capability:** All outbound Caller ID numbers presented to called parties are capable of receiving inbound calls, ensuring consumers can always return calls to a reachable line associated with New Reset Solutions, LLC.

6. TCPA AND TSR COMPLIANCE

New Reset Solutions, LLC maintains strict compliance with all applicable provisions of the Telephone Consumer Protection Act (TCPA) and the FTC Telemarketing Sales Rule (TSR):

- **Prior Express Written Consent:** All outbound sales calls are placed only to consumers who have provided documented prior express written consent in accordance with TCPA requirements.
- **Permissible Calling Hours:** Calls are placed only between 8:00 AM and 9:00 PM local time of the called party, in compliance with TCPA and TSR time restrictions.
- **Agent Training:** All agents are trained on required disclosures, opt-out mechanics, DNC procedures, and prohibited practices before placing any consumer calls. Training records are maintained and available for review.

- **Opt-Out Mechanics:** Opt-out requests are honored immediately and logged into the Company's internal DNC system in real time. No further contact is made with any consumer who has requested removal.
- **Disclosure Requirements:** Agents identify themselves, their company, and the purpose of the call at the outset of every consumer interaction, as required by law.

7. CERTIFICATION AND ANNUAL REVIEW

This Robocall Mitigation Plan is reviewed no less than annually by the Founder and updated promptly whenever there is a material change in the Company's operations, technology, upstream providers, or applicable FCC regulations. The Company will file an updated RMP with the FCC Robocall Mitigation Database within 30 days of any material change.

New Reset Solutions, LLC certifies that the information contained in this plan is accurate and complete, and that the Company is fully committed to the ongoing prevention of illegal robocall traffic originating from its systems.

CERTIFICATION

I certify under penalty of law that the foregoing information is true, accurate, and complete.

Signature: Moaaz Diab

Printed Name: Moaaz Diab

Title: Founder, New Reset Solutions, LLC

Date: April 19, 2026