

1. CallPerfect commits to respond to all traceback requests from the Federal Communications Commission (FCC), law enforcement and the industry traceback consortium. We further commit to cooperate with such entities in investigating and stopping any illegal robocallers from using our services to originate calls and that all voice traffic that originates on our network is subject to this robocall mitigation program.
2. Other than FCC Order DA 24-1235 made on Dec 10, 2024 (which notified CallPerfect to cure their deficient Robocall Mitigation Database filings) at no time prior has CallPerfect been subject of a formal FCC, law enforcement, or regulatory agency action or investigation, for any reason whatsoever.
3. CallPerfect screens all applicants for its services to determine if they are intending to use such services for autodialing from a database of numbers, for the purpose of telemarketing without having received written permission from the called parties. Calls to wireline numbers for the purpose of political campaigning, market research, or polling are deemed legal.
4. CallPerfect requires, by contract, that all users of its services comply with applicable laws, including prohibiting illegal robocalling. If CallPerfect determines that a customer is using its services for any illegal activities, including robocalling, CallPerfect will suspend or block the services to that customer. Such suspension or blocking may then lead to termination of CallPerfect's agreement with the customer.
5. CallPerfect, and our upstream providers, continuously monitor calling patterns both in and out of our network, to identify fraudulent traffic, including robocalling, traffic pumping, and international toll fraud. If CallPerfect determines that a customer is using its services for any illegal activities, including robocalling, CallPerfect will suspend or block services to that customer. Such suspension or blocking may then lead to termination of CallPerfect's agreement with the customer.
6. CallPerfect will only accept network traffic for termination from third party carriers that are in the Robocall Mitigation Database. CallPerfect vets its upstream providers and reviews the Robocall Mitigation Database to determine if they are listed there.
7. CallPerfect severely limits the capabilities of new accounts, until the new customer completes a verification process that include, but are not limited to, verification of information over the phone, obtaining copies of legal identification documents (e.g., a driver's license), and validation of account ownership (e.g., proof of business ownership; billing address validation). Capabilities of certain services are severely limited for new accounts, until the customer completes a verification process.

If there are any questions or concerns regarding this plan, please contact my office.

Thank you,



Karl McCracken  
Owner  
CallPerfect

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