

PERQ Software LLC
FRN: 0031461791
RMD: RMD0008532

Robocall Mitigation Plan

1. PERQ Software LLC is a Voice Service Provider (VSP) that provides texting services and basic Interactive Voice Response (IVR) functionality to the multifamily industry, ie apartment complexes. Our services involve receiving inbound voice calls and transferring them to existing telephone numbers, as well as facilitating text messaging for callers who do not want to wait for their call to be answered or returned. We do not originate outbound voice calls. PERQ Software LLC is committed to preventing illegal robocalls and complying with Federal Communications Commission (FCC) regulations, including requirements for the Robocall Mitigation Database (RMD).
2. STIR/SHAKEN Implementation Status: PERQ Software LLC is not required to implement the STIR/SHAKEN caller ID authentication framework due to the nature of our services:
 - Service Scope: Our operations are limited to receiving inbound voice calls for IVR processing and transferring them to pre-existing telephone numbers, as well as providing texting services. If someone tries to call on of our textable phone numbers, we forward the call to the correct phone number for our clients. We do not originate outbound voice calls, and our infrastructure does not involve originating SIP-based calls that require STIR/SHAKEN authentication.
 - Exemption: PERQ Software LLC is subject to the indefinite STIR/SHAKEN implementation extension under 47 C.F.R. §64.6304(b). We do not have control over the relevant network infrastructure to implement STIR/SHAKEN such that it is not required to implement STIR/SHAKEN, and does not have the ability to obtain an SPC Token.
3. Robocall Mitigation Measures To prevent the carriage or processing of illegal robocall traffic, PERQ Software LLC has implemented the following reasonable steps tailored to our role as a VSP handling inbound calls and texting services:
 - 3.1 Know-Your-Customer Procedures
 - Customer Vetting: Before onboarding new customers or renewing existing contracts for our texting and IVR services, we conduct thorough due diligence to verify their identity and ensure compliance with FCC regulations. This includes:

- Requiring government-issued identification or business registration documents for all customers such as a W-9.
- Reviewing customer use cases to confirm that services will not be used to facilitate illegal robocalls or text message spam.
- Monitoring texting patterns to identify high-volume or suspicious activity that could indicate robocall-related abuse.
- Contractual Safeguards: All customer agreements include clauses prohibiting the illegal use of our services, with penalties for non-compliance, including immediate service suspension or termination.

3.2 Call and Message Analytics and Blocking

- Third-Party Analytics: We utilize analytics solutions from our service provider Bandwidth that identify and mitigate suspected illegal robocall or text message traffic.

3.4 Traceback Cooperation

- Traceback Commitment: PERQ Software LLC commits to responding to all traceback requests from the FCC, law enforcement, or the industry traceback consortium within 24 hours.
- Process: Upon receiving a traceback request, our engineering team identifies the source of the inbound call or text message (e.g., upstream provider or customer) and provides relevant details, including call or message records, timestamps, and caller/sender ID information.
- Cooperation: We fully cooperate with FCC and law enforcement investigations, including providing additional data or taking action against customers or upstream providers involved in illegal robocalls or text spam.

4. Contact Information For questions or traceback requests, please contact:

- Name: Curt Knapp
- Title: EVP Technology
- Email: cknapp@perq.com
- Phone: 317-513-4205
- Address:
5868 E. 71st St
Suite E-672
Indianapolis, IN 46220

5. PERQ Software LLC certifies that the above robocall mitigation plan is accurate and that we are taking reasonable steps to prevent illegal robocalls and text spam in compliance with FCC regulations. We understand our obligation to update this plan in the RMD if our operations, services, or mitigation measures change.