

Perfectsoft.AI Robocall Mitigation Plan

Call Roles - **Voice Service Provider, Intermediate Provider**

- Perfectsoft.ai has fully implemented the STIR/SHAKEN authentication framework on its entire network
- Perfectsoft.AI meets its existing obligations to take affirmative, effective measures to prevent new and renewing customers from originating illegal calls by taking the following actions:
 - Thorough KYC evaluations of all incoming clients
 - Review of customer IPs to validate true origin of operation
 - Specific onboarding and background check requirements for each type of customer business
 - Domestic Enterprise
 - Fully Functional website
 - Operational Business Number listed on website
 - Address ownership is easily verified via Google or MelissaData and correlates with website listing
 - If address can't be easily verified, customer must provide proof of address
 - Ownership of Email domain (cannot be an anonymous domain like gmail / hotmail)
 - Domestic Call Center / Contact Center
 - Fully Functional website
 - Operational Business Number listed on website
 - Verified Address
 - Address ownership is easily verified via Google or MelissaData and correlates with website listing
 - If address can't be easily verified, customer must provide utility bill
 - Ownership of Email domain (cannot be an anonymous domain like gmail / hotmail)
 - Customer honors DNC List and that marketing calls are only placed to users that have provided explicit permission to be contacted
- Perfectsoft.AI is has deployed call analytics systems that identify and block illegal traffic using the following metrics on an individual number, customer, and network-wide level:
 - ASR
 - ACD/ALOC
 - DNO Usage
 - DNCL Usage
 - Invalid ANI %
 - SIP 600 Level errors
 - SIP 404%

- Perfectsoft.AI commits to respond fully and in a timely manner to all traceback requests from the Commission, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use its service to originate calls.
- Perfectsoft.AI certifies that it has not been prohibited from filing in the Robocall Mitigation Database
- Perfectsoft.AI has not been subject to a Commission, law enforcement, or regulatory agency action or investigation due to suspected unlawful robocalling or spoofing and provide information concerning any such actions or investigations
- At no time in the prior two years, has Perfectsoft.AI (or any entity for which the filing entity shares common ownership, management, directors, or control) been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with accompanying findings of actual or suspected wrongdoing due to the filing entity transmitting, encouraging, assisting, or otherwise facilitating illegal robocalls or spoofing, nor has Perfectsoft.AI
- Perfectsoft.AI operates under OCN 003L

Signed by:

George Seroukas

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By

George Seroukas

Name

President

Title

9/6/2024

Dated