

Robocall Mitigation Plan

perfect voyze LLC

FRN: 0037565660

Date: September 30, 2025

1. Company Overview

perfect voyze LLC is a Florida-based VoIP provider (Private Sector, LLC) offering origination and termination services to end users. The company operates under FCC Registration Number (FRN) 0037565660.

2. STIR/SHAKEN Status

At this time, perfect voyze does not have a full STIR/SHAKEN implementation with its own STI-CA certificate. Instead, the company utilizes upstream providers that partially sign traffic. Calls not covered by STIR/SHAKEN are subject to this mitigation plan. The company is committed to moving toward full STIR/SHAKEN implementation.

3. Know-Your-Customer (KYC)

- All customers are verified prior to activation.
- Documentation includes government-issued identification, proof of address, and service contracts.
- The company verifies that customers are authorized to use the telephone numbers they present (via LOA, porting records, or proof of assignment).

4. Call Traffic Monitoring

- All outbound call traffic is monitored for anomalies, including:
 - Excessive calls per second (CPS).
 - High volumes of short-duration calls.
 - Traffic to high-risk international destinations.
- Automated alerts are generated for suspicious call patterns.
- Accounts are suspended immediately if abuse or fraud is suspected.

5. Complaint Handling

- Complaints received from carriers, regulators, or end users are logged and investigated within 24 hours.
- Confirmed abusive customers are terminated and blocked.
- perfect voyze maintains call detail records (CDRs) to support investigations.

6. Traceback Cooperation

perfect voyze fully cooperates with the USTelecom Industry Traceback Group and commits to responding to traceback requests within 24 hours.

7. Upstream and Downstream Providers

- perfect voyze only partners with upstream carriers listed in the FCC Robocall Mitigation Database.
- Traffic is not routed through providers removed from the RMD.
- Downstream customers are contractually required to comply with U.S. robocall regulations.

8. Contacts

Robocall Mitigation Point of Contact:

Alonso van der bietz – Director

Email: noc@voyze.com

Phone: +1 305 707 2790

Traceback Point of Contact:

Same as above.

9. Commitment

perfect voyze affirms its commitment to protecting consumers from unlawful robocalls and ensuring compliance with FCC rules. The company will update this plan as required and recertify annually.