ROBOCALL MITIGATION PLAN

Berk Services LLC

Effective Date: November 6, 2026
Company: Berk Services LLC
FRN: 0039136494
Business Address: 2401 Fountain View Drive, Suite 464, Houston, Texas 77057

1. Company Overview

Berk Services LLC is a voice service provider offering interconnected VoIP services. We originate, terminate, and/or transmit voice traffic on the public switched telephone network (PSTN) and IP networks.

2. Commitment to Combating Illegal Robocalls

Berk Services LLC is fully committed to preventing the origination, transmission, and termination of illegal robocall traffic on its network. We take reasonable and effective steps to mitigate illegal robocalls in accordance with FCC rules and industry best practices.

3. Know Your Customer (KYC) and Customer Onboarding Procedures

Before activating any new customer or service:

- We collect and verify the customer's full legal business name, physical address, and contact information.
- We require government-issued identification or business registration documents where appropriate.
- We screen new customers against known bad-actor lists and industry traceback databases.
- We reserve the right to refuse service to any customer that presents elevated risk of originating illegal robocalls.
- All customers are required to agree to our Acceptable Use Policy, which expressly prohibits the origination of illegal robocalls, spoofing, and fraudulent traffic.

4. Ongoing Monitoring and Traffic Analysis

- We monitor traffic patterns for anomalies, including high-volume short-duration calls, unusual call destination patterns, and sudden spikes in traffic.
- We use call analytics tools and/or third-party analytics providers to detect and investigate suspicious traffic.
- When suspicious activity is identified, we promptly investigate and take appropriate action, which may include traffic restrictions, account suspension, or termination of service.

5. STIR/SHAKEN Implementation

Berk Services LLC is in the process of implementing the STIR/SHAKEN caller ID authentication framework on the IP portions of its network. Until full implementation is complete, we continue to apply robust robocall mitigation practices as described in this plan.

6. Traceback Cooperation

Berk Services LLC commits to fully cooperating with all traceback requests. We will respond to traceback requests from the Industry Traceback Group (ITG) or other authorized entities within **24 hours**.

7. Enforcement Actions

If we determine that a customer is originating or facilitating illegal robocall traffic:

- We will immediately investigate the account.
- We may suspend or terminate the customer's service.
- We will report the activity to the appropriate authorities and industry partners when required.
- We maintain records of enforcement actions taken.

8. Point of Contact for Robocall Mitigation Issues

Name: Amanpreet Singh
Title: CEO
Email: amanpreetsingh26@outlook.com
Phone: 325-326-0585
Address: 2401 Fountain View Drive, Suite 464, Houston, Texas 77057

This individual is authorized to address all robocall mitigation-related inquiries and traceback requests.

9. Certification

Berk Services LLC certifies that the information in this Robocall Mitigation Plan is true and accurate to the best of its knowledge. We will update this plan as necessary to reflect changes in our network, services, or mitigation practices.

Authorized Officer Signature

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Name: Amanpreet Singh

Title: CEO

Date: 11/06/2026