

April 18, 2014

To Whom It May Concern:

Summary

Promero provides business consulting, application hosting and sells call center software and services. Promero receives recordings of phone calls, processes them, and houses the calls on their systems. It has been questioned whether these calls might contain cardholder data (CHD) as classified by the Payment Card Industry Data Security Standard (PCI-DSS).

A SecureState Qualified Security Assessor (QSA) listened to a sample of calls provided by Promero in order to verify that sensitive information is being redacted effectively. This is especially important to PCI DSS compliance, where CHD stored in any form would be considered within PCI scope. This assessment included the following:

Scope

- Listened to a sample of calls provided by Promero
- Ensured sufficient calls were reviewed to provide for an effective sample
- *Confirmed that no sensitive data, including CHD, was found within any of the sampled calls*

Conclusion

It has been concluded that calls possessed by Promero have had all CHD effectively redacted. Therefore, Promero, as it specifically relates to the storage of these calls, would fall outside the scope of PCI-DSS requirements.

This letter is to serve as proof of QSA services provided. For any additional information regarding the findings of services provided, or the qualifications of SecureState, feel free to call: 216-927-8200.

Sincerely,



SecureState

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