

Robocall Mitigation and STIR/SHAKEN Compliance Statement

RootHere Inc. dba PhonesForward.com

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Overview

PhonesForward.com is a small, non-facilities-based voice service provider serving a limited number of end-user customers. The company operates using upstream carrier infrastructure and maintains appropriate safeguards to prevent illegal robocall activity.

STIR/SHAKEN Implementation

PhonesForward.com complies with STIR/SHAKEN requirements through its upstream provider, Bandwidth, which provides hosted STIR/SHAKEN call authentication on applicable outbound traffic.

PhonesForward.com does not operate its own STIR/SHAKEN authentication infrastructure.

The company qualifies as a small voice service provider under FCC rules, with fewer than 100,000 subscriber lines.

Robocall Mitigation Program

PhonesForward.com maintains a robocall mitigation program designed to prevent the origination of illegal robocall traffic. This program includes:

Manual onboarding and verification of all customers (Know Your Customer procedures)

Verification of customer identity and intended use of services

Monitoring of traffic patterns for suspicious or abnormal behavior

Identification of high-volume, short-duration, or anomalous call activity

Immediate investigation of any complaints or traceback requests

Suspension or termination of service for any customer suspected of illegal activity

PhonesForward.com also relies on its upstream provider for additional network-level protections and call authentication controls.

Traceback Commitment

PhonesForward.com commits to respond fully to all traceback requests within 24 hours. Upon receipt of a traceback request, the company will promptly investigate the relevant traffic, identify the source where possible, and take appropriate mitigation actions, including suspension or termination of service if necessary.

The company will cooperate with upstream providers, industry traceback organizations, and law enforcement as required.

Certification

I certify that the foregoing statement is accurate and that RootHere Inc. dba PhonesForward.com is taking reasonable steps to prevent its network from being used to originate illegal robocalls.

Authorized Representative:

Joseph Marquiz

RootHere Inc. dba PhonesForward.com

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