

Introduction

This document outlines the comprehensive measures implemented by FiveForge, LLC ("FiveForge") to mitigate and eliminate illegal robocalling. At FiveForge, we are dedicated to upholding the integrity of telecommunications by rigorously pre-qualifying new customers, continuously monitoring traffic patterns for signs of prohibited robocalls among existing clients, and collaborating closely with other service providers and regulatory bodies to combat fraudulent voice activities. Specializing in Voice and Interconnected Voice over Internet Protocol (VoIP) services, we are committed to maintaining a secure and trustworthy communication environment for all our users.

1. Know Your Underlying Provider

At FiveForge, we maintain a robust partnership with our upstream providers who are responsible for signing all calls submitted to our network. These providers strictly adhere to the FCC's STIR/SHAKEN guidelines and robocall mitigation regulations to ensure the integrity and security of the voice services provided to us.

2. Know Your Customer

FiveForge is committed to thorough customer verification processes. We collect essential business information including company name, address, tax ID, and contact details of key personnel. We do not activate services for customers providing anonymous or mismatched information. Additionally, all customers must agree that any form of fraudulent voice activity through our services is strictly prohibited.

3. Traceback Requests

We are dedicated to cooperating fully with the FCC, law enforcement agencies, and the industry traceback consortium by responding to all traceback requests within 24 hours. Our commitment extends to the cessation of any illegal robocalling activities detected through our services. In cases of non-compliance or unresolved violations by a customer, we will discontinue their traffic to uphold our standards. For all related inquiries or actions, please contact:

Josh Hildebrand, CTO

Phone: 567-899-7007

voip@fiveforge.com

4. Telephone Numbers

Each telephone number (TN) provided by FiveForge serves as a unique caller identity, used in call signaling to aid in the effective screening and identification of calls. We ensure the accuracy of ported numbers through diligent database checks.

5. International Calling

Currently, FiveForge does not provide international voice services. Should we expand to international markets, we will implement stringent vetting processes for international customers and validate phone numbers to prevent misuse.

6. Call Analytics

FiveForge relies on call analytics provided by our upstream service providers or their designated third-party vendors. These analytics help in identifying and blocking potentially harmful or fraudulent calls originating from our network.

7. Ongoing Robocall Mitigation

Our team regularly monitors call detail records to detect any suspicious activity or anomalous calling patterns. Upon detection, we engage directly with the implicated customer for resolution and, if necessary, involve law enforcement to address severe violations.

8. Contact for Robocall Mitigation-Related Issues

To ensure continuous compliance and responsiveness, FiveForge commits to updating our Robocall Mitigation filings within 10 business days of any changes to this plan. For inquiries or further information, please contact:

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