

Robocall Mitigation Program for Forbis Systems

Company Overview:

Forbis Systems is a sole proprietorship operating as a small telephone service reseller in the United States. The company exclusively resells services provided by VoIP.ms and serves a small, trusted customer base consisting of individuals personally known to the proprietor. Forbis Systems does not operate its own telecommunications network or infrastructure and relies entirely on VoIP.ms for call routing and compliance with industry standards, including STIR/SHAKEN.

Compliance with STIR/SHAKEN:

Forbis Systems does not directly implement STIR/SHAKEN but relies on VoIP.ms, which implements STIR/SHAKEN for all calls originating from its network.

Robocall Mitigation Practices:

1. Customer Base Limitation:

Forbis Systems limits its services to individuals personally known to the proprietor. This controlled customer base minimizes the risk of misuse or malicious activity. As of December 2024, we only have four customers utilizing less than 20 individual lines/numbers.

2. Monitoring Call Traffic:

Forbis Systems monitors call patterns through account-level tools provided by VoIP.ms. Any irregular or suspicious activity (e.g., high call volumes, short-duration calls, or patterns consistent with robocalls) is immediately investigated, and appropriate action is taken to mitigate risks.

3. Customer Agreement and Accountability:

All customers are required to comply with VoIP.ms's terms of service and commit to lawful usage of telecommunication services. Any violations result in immediate service suspension and potential termination.

4. Reliance on Upstream Provider Compliance:

Forbis Systems relies on VoIP.ms for technical compliance with STIR/SHAKEN and ensures that all call traffic is routed exclusively through their network. We periodically check in and confirm our upstream provider's compliance with STIR/SHAKEN and other FCC rules and relevant regulations.

Contact Information:

For inquiries related to robocall mitigation, please contact:

Sam Forbis

Sole Proprietor, Forbis Systems

sam@forbis.systems

+1 704-444-0005