

Robocall Mitigation Program Description

Company Name: Go Forward Technologies

Document Purpose: FCC Robocall Mitigation Database Filing Support

1. Overview

Go Forward Technologies maintains a robocall mitigation program designed to prevent the origination of illegal robocalls on its voice network. The company implements policies, monitoring procedures, and technical safeguards intended to detect, prevent, and respond to unlawful robocall activity in compliance with applicable Federal Communications Commission (FCC) rules, including 47 CFR § 64.6305.

2. Customer Vetting and Acceptable Use

Prior to activating voice services, Go Forward Technologies performs reasonable due diligence to verify the identity and business legitimacy of its customers. Customers are required to agree to terms of service that explicitly prohibit the origination of illegal robocalls, unlawful telemarketing practices, spoofing, and other forms of abusive or fraudulent communications activity.

3. Traffic Monitoring and Detection

Go Forward Technologies monitors network traffic patterns for indicators of suspicious or abusive calling behavior. Monitoring may include analysis of abnormal call volumes, unusually short call durations, high call failure rates, unusual dialing patterns, and other indicators commonly associated with illegal robocall activity.

4. Investigation and Enforcement Actions

If potentially unlawful robocall activity is detected, Go Forward Technologies will investigate the originating customer account and associated telephone numbers. Where appropriate, the company may suspend, restrict, or terminate services and block associated numbers or call traffic in order to mitigate and prevent continued abuse of the network.

5. STIR/SHAKEN Caller Authentication

Go Forward Technologies supports the implementation of the STIR/SHAKEN caller ID authentication framework where technically feasible within its network environment and upstream carrier relationships. The company works with its upstream providers to ensure that outbound calls are properly authenticated when supported by the originating and terminating networks.

6. Traceback Cooperation Commitment

Go Forward Technologies cooperates fully with traceback requests from the Federal Communications Commission, law enforcement agencies, and the Industry Traceback Group. The company commits to responding to all traceback inquiries promptly and within 24 hours, and will work with the relevant authorities to investigate and stop any illegal robocallers that may attempt to use its services.