Robocall Mitigation Program Description

Filed in the FCC Robocall Mitigation Database under 47 CFR 64.6305
Date: November 4, 2026

Filer	ProForge
FRN	0039131370
Mailing address	PO Box 76, Brunswick, TN 38014
Filing type	Voice service provider (domestic, not a foreign voice service provider)
Certification	Option 3: has not implemented STIR/SHAKEN on any portion of its network (47 CFR 64.6305(d)(1)(iii))
Exemption relied on	47 CFR 64.6304(d), lack of control over the network infrastructure needed to implement STIR/SHAKEN

1. About ProForge and its voice service

ProForge offers Call Shield, a call answering and screening service for small trades businesses. Each business that subscribes gets a local phone number from ProForge. When someone calls that number, Call Shield answers, screens the call, and connects the caller to the business owner's verified mobile phone.

ProForge owns no switching, SIP or IP network infrastructure. The phone numbers and all voice connectivity come from ProForge's underlying carrier, Telnyx. Telnyx carries the calls on its own network and performs STIR/SHAKEN authentication and verification for them.

2. STIR/SHAKEN status and basis for the exemption

ProForge certifies that it has not implemented STIR/SHAKEN on any portion of its network, and it relies on 47 CFR 64.6304(d). ProForge cannot sign or verify calls because it does not control the network infrastructure where that happens. Its underlying carrier, Telnyx, carries every call and performs STIR/SHAKEN authentication and verification on its own network.

The only outbound calls on the service are placed automatically by ProForge's software, from the business's ProForge number to the single verified mobile number of that business's owner, in order to connect an inbound caller. Customers cannot place calls. There are no marketing, bulk or customer-initiated outbound calls. Emergency (911) and N11 dialing are blocked. Calls that look like likely spam are tagged for information only and are never blocked.

3. Reasonable steps to avoid originating illegal robocalls

Call Shield is built so that it cannot be used to make robocalls. The service limits outbound calling as follows:

- **No customer dialing.** Customers have no way to place a call. There are no SIP logins, softphones, click-to-call features, or ways to call back from the ProForge number.

- **One fixed destination.** The only outbound call the software places goes to the one verified owner mobile number on that business's account. It is never placed to a number a caller enters, and never in bulk.
- **Accurate caller ID.** The outbound call to the owner shows the business's ProForge number, which is a number ProForge holds through its carrier. ProForge does not put the original caller's number, or any other number, in the caller ID of that call.
- **No emergency or N11 dialing.** Calls to 911 and other N11 numbers are blocked at the account level.
- **Records.** ProForge keeps call details for Call Shield for 13 months, which supports traceback and investigation.

4. Know your customer (47 CFR 64.1200(n)(4))

ProForge serves only business customers. Every customer is a paying business account. To start service, a business signs up for an account with verified payment and a verified owner mobile number. Each business has one verified owner mobile number, and outbound calls are limited to that verified mobile number. Because customers cannot place calls at all, a customer cannot use the service to originate calls to the public.

5. Know your upstream provider

ProForge uses one upstream provider, Telnyx, for all phone numbers and voice connectivity. ProForge does not accept calls from any other provider and does not resell or transit calls for other carriers.

6. Call analytics and do-not-originate handling

ProForge does not run its own call blocking. It relies on its carrier, Telnyx, for call analytics and for do-not-originate handling of inbound calls to ProForge numbers, and ProForge is confirming this with Telnyx in writing. The carrier's analytics may label an inbound call as likely spam. Call Shield shows that label to the business owner for information only. Labeled calls are never blocked, and the label does not change how a call is delivered. If ProForge changes this approach, it will update this filing as described in section 9.

7. Traceback commitment

ProForge commits to respond fully to all traceback requests from the Commission, law enforcement, and the industry traceback consortium within 24 hours of receipt. ProForge also commits to cooperate with these entities in investigating and stopping any illegal robocallers that use its service to originate calls.

8. Prior enforcement actions and investigations

In the prior two years, neither ProForge nor any entity that shares common ownership, management, directors, or control with ProForge has been the subject of a formal Commission, law enforcement, or regulatory agency action or investigation with findings of actual or suspected wrongdoing related to illegal robocalls, spoofing, or a deficient Robocall Mitigation Database certification or mitigation program description.

9. Keeping this filing current

ProForge will update its Robocall Mitigation Database filing within 10 business days of any material change to the information in it. ProForge will also recertify its filing each year on or before March 1, as required.

10. Robocall mitigation and traceback contact

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