

## Clarity Quick Tips – Spam Likely Calls

#### Spam/Scam Likely Caller ID – what is it and how do I get it removed?

There may be times when you make an outbound call and your caller ID appears as "Spam Likely" or "Spam Risk" to those you are calling. Each phone carrier that is called, keeps a list of numbers they determine to be spam risks based on the history of the number. Currently, there is no central database or service that manages this designation assigned to a phone number.

#### What Causes the "Spam/Scam Likely" designation?

This usually happens when the person you call marks the number as spam or if the carrier has proactively identified the number as possibly being of spam origin based on the volume of outbound calls made per day. The fastest and easiest way to remove the spam designation from your number is to register your number at <a href="https://www.freecallerregistry.com/fcr/">https://www.freecallerregistry.com/fcr/</a>. This helps register and whitelist your number with major carriers and reduces the chances of them being flagged.

Free Caller Registry First Orion, Hiya, and Transaction Network Services ("Analytics Engines") have partnered to streamline the telephone number registration process. This free portal helps entities reach these Analytics Engines that support major wireless and wireline carriers in the US.					
<ul> <li>By submitting Registrant Data you acknowledge that:</li> <li>You are authorized to submit the information and you certify that the Number Data is valid and are assigned to you.</li> <li>You are an authorized service provider for the calling company.</li> <li>You further acknowledge that the numbers are not being used by you to make calls that violate any consumer protection law or other applicable laws or regulations.</li> <li>You certify the Registrant Data you submit is true and accurate to the best of your knowledge.</li> <li>You will receive a message from each Analytic Engine acknowledging their receipt of the Registrant Data and the additional processes, if any, with regard to your relationship with each such Analytic Engine.</li> </ul>	Company Numbers Add individual phone number(s) (o Phone Number Add Number Upload Additional Numbers File upload must be Text or Excel Choose File No file chosen I believe my calls are" Choose Category Contact Name*	up to 20) here." Display Name	~		

Clarity Voice does not work with any customers that have such a large volume of outbound calls that they would be flagged as spam. Clarity Voice applied for and received an A-level federally backed STIR/SHAKEN Certificate, indicating outbound calls from a Clarity Voice phone number do not meet the high call volume threshold.

### How to Request Your Number be Removed from Spam/Scam designations:

The fastest and easiest way is to register your phone number(s) with https://www.freecallerregistry.com/fcr/, which works with the major carriers. If you continue to have problems with individual carriers marking your number as Spam/Scam, then you can also register your number individually with the carrier using the links below:

# AT&T:

https://hiyahelp.zendesk.com/hc/en-us/requests/new?ticket\_form\_id=824667

hìya	
Hiya > Submit a request	
Submit a request	select
Submit a request	select
	select

## T-Mobile, Verizon, U.S. Cellular:

https://reportarobocall.com



Please assist us by providing information about your feedback.						
	Note that your submission may not result in a change to how future calls are categorized or labeled.					
My phone numbers Add additional phone number(s) (up to 20)*		Upload additional phone numbers File upload must be Text or Excel format and less than 100KB in size				
	Phone Number	Display Name	Choose File No file chosen			
	Add Number					

# Comcast, Charter, Cox, Altice and other fixed line (VoIP) providers, email Nomorobo for call blocking services:

reports@nomorobo.com

DOWNLOADABLE VERSION

If you have any additional questions or require additional assistance, please contact Support at **800.676.3995**. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: https://clarityvoice.com/support/

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