



Zoho Corporation

Whitelisting your phone numbers (US only)

Zoho Voice offers virtual phone numbers that are used by customers to make calls to their clients. In some cases, the numbers are marked by the receivers as Spam, Fraudulent, Robo call, etc., and the providers label the numbers or block the calls.

Providers and their analytics partners in the **United States** have established mechanisms for callers to seek redress to fix any inadvertent call labeling or blocking concerns, as well as to register their numbers in the first instance.

Points of contacts to revert inadvertent call labelling(US only):

The list below shows the providers, the call labels they use, and the contact details. Once you identify that the number you purchased from Zoho Voice is labelled by any of these providers as spam, fraudulent, robo, or so on, you can reach out to the point of contact and request them to revert the labeling.

Altice

Call Labels: “Fraudulent Call” or CNAM prepend of “Spam?” or “Robo?”

Contact: robocallmitigation@alticeusa.com

AT&T/Hiya

Call Labels: “Spam Risk” or “Fraud Risk”

Contact: www.att.com/reviewmycalllabel

Big River

Contact: 855-244-7483

Comcast’s Xfinity Voice Service

Call Labels: “Blocked – High Spam Risk” or CNAM prepend of “Spam?”

Contact: www.xfinity.com/support/articles/report-call-blocking-errors or 844-963-0215

C Spire/TNS

Call Label: “Potential Spam”

Contact: askus@cspire.com and communications@tnsi.com

Fidelity

Call Labels: “Fraudulent Call” or CNAM prepend of “Spam?”:

Contact: www.fidelitycommunications.com/phone/robocallmitigation/correctionform

Frontier/Nomorobo

Call Label: “Robocaller”

Contact: nospam@ftr.com or www.nomorobo.com/contact and choose “Report a number”

Lumen/Nomorobo

Call Label: “Robocaller”

Contact: www.nomorobo.com/contact and choose “Report a number”

Midco

Contact: robocalling@midco.com

RoboKiller

Contact: inquiries@robokiller.com

Spectrum/TNS

Call Label: “Spam Likely”

Contact: <https://reportspam.spectrum.com/charter/>

Telzio

Call Label: “Fraudulent Call”

Contact: www.forms.gle/fHWhxKR37uyfZzFAA, support@telzio.com or 888-998-9080

T-Mobile/First Orion

Call Label: “Scam Likely”

Contact: www.callreporting.t-mobile.com

Truecaller

Call Label: “Spam”

Contact: support@truecaller.com

US Cellular/TNS

Call Label: “Potential Spam”

Contact: communications@tnsi.com

Verizon/TNS

Call Label: “Potential Spam”

Contact: www.voicespamfeedback.com or communications@tnsi.com

Windstream

Call Label: “Fraudulent Call” or CNAM prepend of “Spam?”

Contact: WINDSTREAM.NetworkAbuse@windstream.com

Registering numbers with analytics providers

You can register your numbers with analytics providers so that they don't blacklist your phone numbers.

First Orion

Contact: www.calltransparency.com

Free Caller Registry (First Orion, Hiya and TNS)

Contact: www.freecallerregistry.com

Hiya

Contact: www.hiya.com/manageyourcallerid

Neustar

Contact: www.home.neustar/support and refer to the contact information under Communications, Robocall Mitigation

TNS

Contact: www.reportarobocall.com/trf/

Source

<https://www.ustelecom.org/the-industry-traceback-group-itg/call-labeling-and-blocking-points-of-contact/>