



# Calls Labeled as Potential SPAM or Being Blocked?

Multiple companies provide analytics, each with their own tracking and radar systems. Is the result your trusted calls are incorrectly labeled?

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## Let the Carriers and Database Providers Know

If you know who may be falsely identifying or blocking your number(s), or who may be labeling this in the databases that feed information, you can reach them directly:

[AT&T](#) [Verizon](#) [Spectrum](#) [Sprint](#) [T Mobile](#) [TNS](#) [UScellular](#) [YouMail](#)

[Comcast](#) (or call 844-963-0215) [NoMoRobo](#) (choose “Report a Number”. Or email [reports@nomorobo.com](mailto:reports@nomorobo.com))

**Note:** NoMoRobo and YouMail include links to email addresses — when emailing please include calling number, name associated with the number, and details regarding why it is not a spam number.

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## Let Analytic Providers Know

**Call Transparency:** (First Orion) CallTransparency.com validates you are a legitimate business and verifies your calling numbers.

**Free Caller Registry:** (First Orion, Hiya and TNS) This free portal helps entities reach the analytics companies that support the major wireless carriers in the US.:

*Analytics companies will review the requests and may still flag calls depending on their analytics or research.*

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## Let Crexendo Know

We are here to help when we can. Crexendo is the CLEC for our numbers but, because we are not the end user many times, we are limited in how we can assist due to CPNI. If the previous steps don't help, let us know and we can open a repair ticket with the problem carrier. Call examples will be needed to determine who may be falsely labeling your calls.

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Crexendo continues to work with the industry, through our participation in associations and partnerships with customers, to help resolve this issue while still working towards flagging and stopping illegal spoofing and robocalling.