Spam FAQ

Last Modified on 11/14/2023 4:26 pm EST

Answers to common questions about spam.

Does MultiLine protect against spam?

Yes. MultiLine has an embedded real-time spam filter. The service intercepts calls that are likely spam and routes them to MultiLine voicemail.

- Every phone call to a USA MultiLine number is scored in real-time against a spam-scoring AI filter. Any call that is flagged as a potential spammer is intercepted and sent to voicemail without ringing the user's phone.
- Together with our network partner in the USA, Movius has implemented the STIR/SHAKEN protocol. It provides an additional layer of protection.
    - STIR/SHAKEN is an industry-standard that dramatically reduces the number of spoofed calls.
    - When the network flags a potentially spoofed call MultiLine will intercept it and route it to voicemail so it does not ring on the user's phone.
    - To prevent calls from numbers that are potentially spoofed from leaving a voicemail, these calls are screened and must press "7" to leave a voicemail. This ensures that in the case of a false positive, real callers will be able to leave voicemails, but robocallers will fail the challenge and be unable to leave a voicemail.
- Our network partner in the USA has also implemented an AI-based text spam filter.
- Movius can work with our customers to define customer-specific controls.

Spam is an unfortunate reality of mobile communications, but there are several strategies we use for MultiLine that work to reduce the amount of spam received, and features for our users (https://help.moviuscorp.com/help/reduce-unwanted-calls) to help combat spam calls that still make it through these measures.

When people retire their numbers, carriers take these numbers for a period of time and shut them off. This causes the systems spammers and robo-callers use to identify the numbers as inactive and remove the numbers from their systems.

How can I reduce unwanted calls and texts?

End-users can take the following actions to reduce unwanted calls to their MultiLine.

Block calls and texts

MultiLine users should use the number blocking feature that is built into the application so that any spam or robo-caller won't ring on the phone a second time. Blocking numbers is also the best

solution to prevent people or companies trying to reach the previous owner of the phone number from disturbing users. MultiLine applications can support blocking over 1000 numbers, so block away!

See https://help.moviuscorp.com/help/settings-user#block-number

Add known callers

Avoid picking up spam calls by adding known callers and phone numbers to your contact list.

- Any inbound calls from callers in the contact list will have their name display in the inbound call popup.
- MultiLine Users have three options for adding contacts:
  1. Sync with the existing contact list on their phone.
  2. Sync with an exchange server, for example, their corporate BlackBerry or Outlook contacts.
  3. Add them manually within the application.

See https://help.moviuscorp.com/help/contacts-efdcfd3-get-started-with-contacts

Number replacement

When people retire their numbers, carriers take these numbers for a period of time and shut them off. This causes the systems spammers and robo-callers use to identify the numbers as inactive and remove the numbers from their systems. Despite these measures, we have found that about 5% of the numbers we purchase will receive a higher than normal percentage of spam calls.

If your number consistently gets more than about 5 unsolicited calls per day, and you've tried the above measures to no avail, you can request a new phone number. Go to the support feature in the MultiLine App by tapping **Settings**, then **Help**, then **Contact Support** and your MultiLine Administrator can escalate the situation through the proper channels.

Register with Do Not Call

Make sure to register with your location's Do Not Call Registry (or equivalent).

- These registries discourage “legitimate” marketers from calling the number for marketing purposes since they impose fines for unapproved calls.
- They can’t discourage out-of-country, scammers, or illegitimate marketers from calling since they don’t follow most legal guidelines.

Location	Do Not Call Registry

Location	Do Not Call Registry
USA	Register with Do Not Call at www.donotcall.gov (http://www.donotcall.gov/) or call 1-888-382-1222 (TTY: 1-866-290-4236) from the phone you want to register. It's free. If you register your number at DoNotCall.gov (http://www.donotcall.gov/), you'll get an email with a link you need to click on within 72 hours to complete your registration. **If you've already added your phone number to the Do Not Call Registry and are still getting a lot of unwanted calls, odds are the calls are from scammers (https://www.consumer.ftc.gov/articles/0076-phone-scams). Read about blocking unwanted calls (https://www.consumer.ftc.gov/articles/0548-blocking-unwanted-calls) to find out what to do about them. If you answer one of these calls, hang up and report the call to the FTC (https://reportfraud.ftc.gov/).**
Australia	Register with Do Not Call at www.donotcall.gov.au (http://www.donotcall.gov.au/)
Canada	Register with Do Not Call List at https://lnnte-dncl.gc.ca/en
India	Register with National Customer Preference Register (NCPR) by dialing 1909 or by sending SMS to 1909. You can also register using TRAI DND 2.0 mobile app.
New Zealand	Register with Do Not Call at https://www.marketing.org.nz/maDNC?Action=New
UK	Register with Telephone Preference Service at https://www.tpsonline.org.uk/register