

FINALLY!: TIRED OF THOSE INACCURATE SCAM/SPAM LIKELY REPORTS?: There's Finally a Way to Fix Them—Here's How

Article By:

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Not a day goes by that I am not asked about the SCOURGE of inaccurate call labeling that is plaguing America's businesses.

Since call labeling was tolerated by the FCC starting in 2018, it is virtually impossible to make lawful and truthful communication via the cellular phone network without being WRONGFULLY labeled as a scammer or a spammer. This has led to massive reductions in connect rates and damaged American businesses (and consumers) tremendously.

Mercifully, US Telecom has put together a redress list that will help YOU to get the nasty "flags" and labels off your DIDs.

THANK GOODNESS.

Let's hope these folks have 24 hour staffing and an army of people available to redress this situation, which seems to be impacting EVERYBODY.

Per US Telecom's website:

Providers and their analytics partners 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.

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: support@telzio.com or 888-998-9080

T-Mobile/First Orion

Call Label: "Scam Likely"

Contact: <https://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

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/

Let me know how these things work! If you have problems call the Czar. Thanks and happy weekend TCPA World!

Also the folks at Contact Center Compliance reminded me:

Not sure if you are aware, but not can you detect SPAM labelling with TrustCall with us but we now offer a lower cost and more effect mitigation program than what is out in the industry right now. None of the registrations [above] effectively removes the tagging long term as they are incentivized to provide tagging to the carriers. So we can do the monitor and the remediation which is really cool.

I know the Caller ID Reputation folks also have a pretty vast honeypot they use to detect these sorts of labeling issues and Convoso has a fairly comprehensive solution they use along with their dialer. And of course there is always Numeracle (hi Rebekah!).

Crazy when you think about how many businesses exist designed to help other businesses navigate the TERRIBLY inaccurate call blocking and labeling environment right now. I'm really shocked there haven't been any lawsuits sounding in either defamation, libel, business interference, and—of course— good old fashion Communications Act violations.

Soon, probably.

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