



Spam Removal Registry

Update on Robocalls and Spamming

Global Telecom Brokers (GTB) is part of the nationwide effort to mitigate illicit and nuisance calling through illegal robocalls and spamming.

There is no specific solution at this time that will, on its own, stop all malicious use of false or misleading call identification. However, most telecom carriers as well as many independent providers have adopted, or are working on, call blocking and call information reporting services.

One unfortunate fact is that as more and varied methods are being deployed to counter these types of calls, perpetrators will continue to evolve their techniques to deliver calls with illicit content in ways that evade the countermeasures that have been put in place.

Examples of Robocalling and Spoofing

- In general, “**Robocall**” refers to any call where the audio is one or more pre-recorded message without a live human on the line. Most robocalls will have a single promotional message, usually ending with a call to action, such as pressing a key to learn more.
- Nearly every robocall involves some amount of “**Autodialing**”, where the call is initiated automatically as opposed to being manually dialed by a human.
- “**Spoofing**” refers to the insertion of a telephone number or name into a phone call’s Caller ID “From” header that does not match the actual phone number being used to generate that call.

The three examples above are creating problems for GTB’s business customers and their customers/clients. In particular, “**spoofing**” **has become a large issue**. Many business customers are now hearing from their customers/clients that the call they received came through under a different name or marked as spam on the Caller ID.



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Showing up as “SPAM” on Caller ID happens when the business name assigned to a specific number is frequently used under fraud pretenses by a “spoofer”. Subsequently, the number can become identified as fraud and then placed in a nationwide fraud database. GTB does not have management control of this database, nor do we have editing rights on behalf of our customers. Anyone can report your number as fraud. This is part of the on-going challenge which telecom carriers and their customers face.

GTB is Working with State and Federal Agencies

GTB will continue to work with State and Federal agencies in order to adopt and implement a best practice approach to combating this problem. Unfortunately, once your business number falls victim, it becomes your responsibility to resolve this issue. In the event you find yourself in this unfortunate situation, we are providing the following information to help you resolve this problem.

What You Can Do

Currently, there is a website that was specifically created to help business customers resolve issues with their business number(s) that have arisen after their number(s) have been spoofed. You can access this website at: www.freecallerregistry.com. You can register your business telephone number(s) on this website, which will provide access to nationwide reputation databases. GTB has also developed an instructional spam registry video available on our website at gtb.net > under the “**Support Tab**” > click on “**Online Tutorials**”.

Still Have Questions?

Contact our Customer Care Team at custservice@gtb.net or call us at 1 (877) CALL-GTB.