With over 58.5 billion robocalls received by Americans, 14.8 million consumer complaints about robocalls to the FTC, and $493 million lost to scams in 2019, consumers no longer answer calls if they’re not certain who is calling.

To help restore trust in the phone, Congress passed the TRACED Act and the Federal Communications Commission (FCC) has mandated that Communication Service Providers (CSPs) implement ongoing robocall mitigation along with STIR/SHAKEN call authentication. This will help prevent illegal robocalls from originating from their networks and reaching their subscribers.

Since 88% of business calls go unanswered, it’s critical to help enterprise and SMB customers manage and protect their brand, improve call answer rates, and deliver a better customer experience.

**Prevent and Protect Users from Illegal Robocalls**

**IMPROVE THE CALL EXPERIENCE**

- **Be compliant** with the latest call regulations
- **Prevent illegal robocalls** from originating on your network
- **Stop scammers** by blocking or tagging potentially fraudulent calls
- **Empower subscribers** with a visual warning of suspicious calling numbers
- **Ensure legitimate calls go through** so subscribers get the calls they want
- **Improve call answer rates** and customer engagement for business calls
Deliver Trusted Calling Experiences

Neustar Robocall Mitigation solution combines numbering expertise with behavioral analytics to identify unauthorized and suspicious use of phone numbers and detect trends and anomalies in calling patterns. The solution works alongside STIR/SHAKEN to ensure unauthenticated calls receive proper call treatment.

Key Features

- **Authoritative Data:** Rely on Neustar’s reliable proven data, integrated with a broad range of sources, to identify, flag, and classify the risk of a phone number and calculate a fraud score.

- **Advanced Fraud Detection:** Use behavior analysis and tracking of abnormal and unexpected calling patterns to detect high volume robocalling, spoofing and suspicious call activity.

- **Real Time Alerts:** Get notifications about telephone numbers originating suspected illegal robocalls, including from unassigned, inactive and do-not-originate TNs.

- **Global Block and Warn:** Define policies to block calls across the network or display notifications, e.g., ‘Robo-Caller’, to protect subscribers and improve the call experience.

- **Subscriber Notification:** Override Caller Name 15-character display to warn subscribers of suspicious calls across 800+ operators (landline, cable, mobile & VoIP).

- **Call Blocking Support:** Identify invalid, unallocated and unassigned numbers to know which calls to stop, block, or tag as spam.

- **DNO blocking:** Allow verified enterprises to specify inbound-only Do-Not-Originate numbers to help identify caller ID spoofing.

- **Register Verified Business Numbers:** Permit verified enterprises to specify legitimate outbound numbers to prevent inadvertent blocking or spam-tagging.

- **Web-Based Dashboard:** Access near real-time service metrics and analytics.

- **Flexible Policy Engine:** Define Caller Name override policies based on company’s regulations and company requirements.

STIR/SHAKEN Resource Hub

Get the latest insights on regulations, solutions and resources on STIR/SHAKEN. Access white papers, FAQs, infographics, videos, on-demand webinars, and more.

Visit the Hub

About Neustar

Neustar is an information services and technology company and a leader in identity resolution providing the data and technology that enables trusted connections between companies and people at the moments that matter most. Learn how your company can benefit from the power of trusted connections.

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