TouchTone
communications

Phone Number Reputation Management
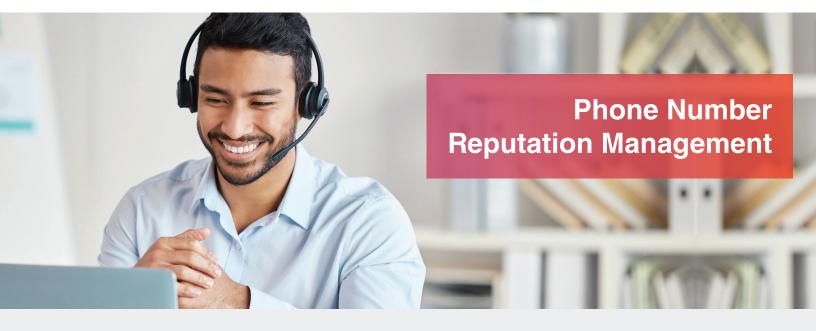
Identify and correct phone numbers mislabeled as 'Scam' or 'Spam' and prevent call blocking.

Wireless carriers have deployed algorithms that may incorrectly display calls with improper labels such as Scam, Spam, or Fraud. Even worse, these algorithms can block your communications entirely before they ever even reach the intended call recipient. Improper labeling can negatively impact your live connection rates, ruin a customer experience, and tarnish your brand reputation.

TouchTone solves this by giving customers a comprehensive solution for phone number reputation monitoring, management, and remediation.

Improve identity presentation and phone number reputation

Protect your brand and establish trust in your calling identity

It starts by vetting and registering your outbound phone numbers with TouchTone. This not only safeguards your calls from being blocked, but also provides ongoing monitoring and spam labeling correction to ensure numbers remain clean and protected.

Immediate protection

99.77% of phone numbers are successfully protected with registration to the platform. Any remaining numbers will be identified in the monitoring and reporting dashboards so we can assist in removing the labels through our appeals process.

Priority partnership

Unlike other providers, improper labels are corrected on your behalf in only 1.6 days.

24/7 visibility

With online portal access, customers have complete control over the reputation of their calling identity. Edit, add, or remove phone numbers, entities, and campaigns as needed.

Don't let 'spam', 'scam' or fraud labels misrepresent you. Protect your phone number reputation and establish trust in calling identity with a true Number Reputation Management solution.