

Call Blocking, Labeling, and Caller ID Across Top Wireless Service Providers



	Default (Free) Features	Subscriber Paid Features	Default (Free) Features	Subscriber Paid Features	Default (Free) Features	Subscriber Paid Features	Default (Free) Features	Subscriber Paid Features
Name of Service	Scam Shield ²	Scam Shield Premium ⁴	Call Protect ⁶	Call Protect Plus ⁶	Call Filter ⁹	Call Filter Plus ⁹	Call Screener Basic ¹¹	Call Screener Plus ¹¹
Automatic Blocking Categories	Scam Likely ²	Scam Likely ²	Fraud Risk ⁶	Fraud Risk ⁶	Potential Fraud ⁹	Potential Fraud ⁹	High Risk ¹¹	High Risk ¹¹
Additional <u>Optional</u> Blocking or Send to Voicemail Categories		Nuisance Likely ⁵ Telemarketing ⁵ Political ⁵ Survey ⁵ Charity ⁵ Informational ⁵ Prison/Jail ⁵	Spam Risk ⁶ Unknown Caller ⁶	Spam Risk ⁶ Unknown Caller ⁶ Telemarketer ⁸ Political ⁸ Survey ⁸ Nonprofit ⁸ Account Services ⁸ Private ⁸	Potential Spam ⁹	Potential Spam ⁹		Medium Risk ¹¹
Call Labeling (Warning Labels)	Scam Likely ²	Scam Likely ²	Fraud Risk ⁶ Spam Risk ⁶	Fraud Risk ⁶ Spam Risk ⁶	Potential Fraud ⁹ Potential Spam ¹⁰	Potential Fraud ¹⁰ Potential Spam ¹⁰ Robo Caller ¹⁰	Spam Caller ¹¹	Potential Fraud ¹¹ Potential Spam ¹¹ Robo Caller ¹¹
Call Labeling (Call Intent Categories) ¹		Telemarketing ⁵ Political ⁵ Survey ⁵ Charity ⁵ Informational ⁵ Prison/Jail ⁵	Telemarketer ⁸ Political ⁸ Survey ⁸ Nonprofit ⁸ Account Services ⁸ Private ⁸	Telemarketer ⁸ Political ⁸ Survey ⁸ Nonprofit ⁸ Account Services ⁸ Private ⁸				
Caller ID Name Display	✓ ²	✓ ⁴	Names displayed in some instances where business is a customer of Hiya Connect. ¹²	✓ ⁶		✓ ⁹		✓ ¹¹
Subscriber Actions to Receive Supported Features	Call labeling and blocking are automatic. ³	Pay for and activate service, then configure desired settings. ⁴	Fraud Risk blocking and call labeling are both automatic. ⁶	Pay for and activate service, then configure desired settings. ⁷	Call labeling is automatic; automatic blocking needs to be activated. ¹⁰	Pay for and activate service, then configure desired settings. ¹⁰	Call labeling is automatic; automatic blocking needs to be activated. ¹¹	Pay for and activate service, then configure desired settings. ¹¹

Call Presentation Across Top Wireless Service Providers

About This Matrix

This call presentation matrix was created by cataloging publicly available information identifying call labeling, blocking, and various other call identification functions as provided by the top wireless service providers to eligible subscribers.

This information is meant to be a summary and does not include a complete listing of all feature sets provided by each carrier. For complete information on the full solution set of both free and add-on features as provided by each carrier, please contact the carrier directly.

What If My Numbers Are Improperly Labeled?

If you're hearing from customers that your calls are coming through labeled as "Spam" or "Scam" or any of the other labeling varieties included within this matrix, there are steps you can take to prevent and mitigate these issues across the carrier and app ecosystem.

Improper labeling stems from confusion around your calling identity, dialing behaviors, and customer complaints. To learn how to establish trust in your calls in order to prevent blocking and labeling events, get in touch with us today at www.numeracle.com.

Footnotes

¹ Robocall Strike Force (October 26, 2016) Robocall Strike Force Report. Retrieved from <https://transition.fcc.gov/cgb/Robocall-Strike-Force-Final-Report.pdf>

² T-Mobile (2020) The Scam Shield™ app from T-Mobile. Retrieved from <https://www.t-mobile.com/apps/scam-shield-app>

³ T-Mobile (2020) Scam ID & Scam Block. Retrieved from <https://www.t-mobile.com/support/plans-features/scam-id-and-scam-block>

⁴ T-Mobile (2020) T-Mobile Scam Shield™ Premium. Retrieved from <https://www.t-mobile.com/content/t-mobile/consumer/modals/modal-scam-shield-premium.html>

⁵ T-Mobile (2020) Calling Services. Retrieved from <https://www.t-mobile.com/support/plans-features/calling-services>

⁶ AT&T (2020) AT&T Mobile Security & Call Protect. Retrieved from <https://www.att.com/features/security-apps/>

⁷ AT&T (2020) Get AT&T Call Protect Plus. Retrieved from <https://www.att.com/support/article/wireless/KM1252905>

⁸ Apple App Store (2020) AT&T Call Protect. Retrieved from <https://apps.apple.com/us/app/at-t-call-protect/id1181632589>

⁹ Verizon (2020) Answer with confidence. Retrieved from <https://www.verizonwireless.com/solutions-and-services/call-filter/>

¹⁰ Verizon (2020) Call Filter FAQs. Retrieved from <https://www.verizonwireless.com/support/call-filter-faqs/>

¹¹ Sprint (2020) Stop Unwanted Calls. Retrieved from <https://www.sprint.com/en/shop/services/screener.html>

¹² Hiya (2020) Hiya Connect. Retrieved from <https://hiya.com/connect/identity>