Robocall Mitigation

Robocall mitigation is the technology and process carriers use to spot and flag suspicious calls before they reach you. Instead of just blocking numbers, it looks at how a number is behaving and warns you right on your caller ID screen.

How It Works

Every time your phone looks up a caller's name (called a CNAM lookup), that number is also checked against a fraud-detection system. Based on things like unusually high call volume, spoofing patterns, or other suspicious activity, a number can get flagged into one of these categories:

- **Robocall** – automated, high-volume calling
- **Spam** – unwanted but not necessarily fraudulent
- **Fraud** – likely a scam
- **Invalid Call** – the number is unassigned or doesn't exist, based on FCC records

What You'll See on Your Phone

When a number is flagged, a warning gets added right to the caller ID name. For example, if a number's caller ID name is "John Doe":

Category	What Shows on Your Screen
Robo-	Robo- John Doe
Spam-	Spam- John Doe
Fraud-	Fraud- John Doe
Invalid Call-	Invalid Call

This gives you a heads-up before you even answer.

A Few Things to Know

- **Caller ID names are limited to 15 characters, including spaces.** If a warning label plus the caller's name adds up to more than that, the name gets cut short. For example, "Fraud Call?" (12 characters) plus "John Doe" (8 characters) is 20 characters total — five over the limit — so what you'd actually see is "Fraud Call? Joh."
- **This protection works across most carriers**, including landline, cable, mobile, and VoIP providers.

Why It Matters

Caller ID spoofing makes it easy for scammers to disguise who's really calling. Robocall mitigation adds a layer of protection by flagging suspicious activity automatically, so you get a warning instead of being caught off guard.

Questions about how call protection works on your Fireline Communications service? Contact our support team — we're happy to help.