

Solve Outbound Calls Marked as Spam from Webex Calling

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Background Information](#)

[Verify affected Phone Numbers](#)

[Contact PSTN Provider](#)

[Identify the PSTN Connection type from Control Hub](#)

[Cisco PSTN](#)

[Premises-based PSTN and Cloud Connected PSTN](#)

[Related information](#)

Introduction

This document describes how to avoid calls to be shown as Spam, from a Webex Calling (WxC) caller to PSTN (Public Switch Telephone Network).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Calling
- Control Hub

Background Information

PSTN providers identify suspicious calls. These calls are identified as **Spam likely**, **Spam risk**, **Fraud Likely**, and so on.

Incorrect identification of legit calls as Spam, affects loss of revenue for legitimate businesses.

Verify affected Phone Numbers

If business calls are reported as spam, it is recommended to add the affected number in the [Free Caller Registry portal](#). Fill out the form and wait for validation.

The Free Caller Registry Portal is not managed by Cisco. This information is immediately distributed to First Orion, Hiya, and TNS. They use the information to allow and support the

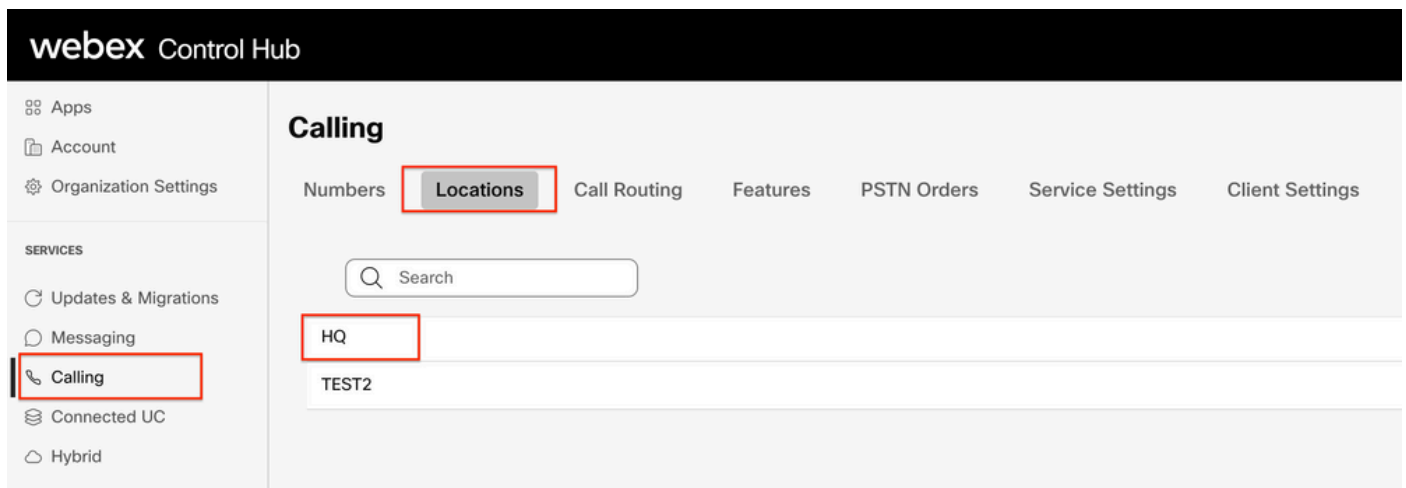
reported phone numbers identity with the major US wireless carriers.

Contact PSTN Provider

If the calls are still marked as Spam after entered in the Free Caller Registry portal, engage the PSTN provider responsible for the service to receive further guidance.

Identify the PSTN Connection type from Control Hub

Navigate to **Control Hub > Calling > Locations** and select the Location where the affected number belongs to:



The screenshot shows the 'webex Control Hub' interface. On the left is a navigation menu with 'Calling' highlighted. The main content area is titled 'Calling' and has several tabs: 'Numbers', 'Locations' (which is selected and highlighted with a red box), 'Call Routing', 'Features', 'PSTN Orders', 'Service Settings', and 'Client Settings'. Below the tabs is a search bar. Underneath the search bar, there is a list of locations: 'HQ' (highlighted with a red box) and 'TEST2'.

On the **Location** page, the **PSTN Connection** type can be found:



The screenshot shows the 'HQ' location page. At the top, there is a header with a location pin icon, the text 'HQ United States', and a 'Location ID: e90fee3a-1ef9-451f-9b74-c601225a4116'. Below this is an 'Overview' section. Under 'Main Number', there is a right-pointing arrow. Under 'PSTN Connection', the text reads 'Cisco PSTN - Cisco Calling Plans (US): [Manage](#)'.

The PSTN Connection can be one of the following:

- Cisco PSTN - Cisco Calling Plan: Cloud PSTN connection from Cisco.
- Premises-based PSTN: Via Local Gateway (LGW).
- Cloud Connected PSTN (CCP): Service provided by one of the Cisco CCP partners.

Cisco PSTN

If the affected location uses Cisco PSTN, please open a ticket with [Cisco PSTN](#).

Premises-based PSTN and Cloud Connected PSTN

If the affected location uses LGW or Cloud Connected PSTN, engage the PSTN provider.

When Cloud Connected PSTN is used, the Service Provider is specified in Control Hub in the **PSTN Connection** type of the Location.

If your Service Provider requires additional information on what is sent to PSTN from Webex Calling side, open a TAC case with this information:

- Brief description of the issue
- Organization ID
- Example of a call that showed the problem, along with the Calling number, Called number and timestamp of the call.

Related information

- [CCP Provider Information](#)
- [Cisco Technical Support and Documentation](#)