



Why Is My Phone Number Showing Up as Spam or Potential Spam?

Understanding Spam or Scam Labels on Caller ID

If your calls are being labeled as “Spam,” “Scam Likely,” or “Potential Spam” when you call others, we understand the concern. These labels can cause call recipients to ignore your calls—even when you are a legitimate caller or business.

Here’s what you need to know:

- **Metronet does not mark your number as spam.**
 - **The spam label is applied by the phone provider of the person you are calling.**
 - These labels are based on algorithms, reports from users, and call behavior patterns (such as high call volume, short calls, or frequent hang-ups).
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Who Controls What Shows on Caller ID?

When you place a call:

- **Metronet transmits outpulse phone number to the receiving carrier.**
- The **receiving carrier** (like Verizon, AT&T, etc.) uses third-party analytics to determine whether the call appears as normal or is flagged with a warning.
- These analytics are often provided by companies such as **Hiya, First Orion, or TNS**—services your recipient’s provider uses to detect robocalls or spam patterns.

In short: Metronet cannot prevent or remove a spam label applied by another provider.

What You Should Do to Remove the Spam Label

To improve your number’s reputation or remove an inaccurate spam tag, you must **work directly with the receiving carrier** or the analytics provider they use.

Steps to Fix It:

1. **Determine which carrier the person you’re calling uses.**
 - If you don’t know, Metronet support may be able to help identify it based on the area code and prefix.

2. Submit a spam label removal request using the appropriate link below:

Carrier Contact Links for Spam Label Correction

- **Verizon**
Submit a spam correction request here:
<https://voicespamfeedback.com/vsf>
 - **T-Mobile**
Use their caller ID registration portal:
<https://calltransparency.com/registration>
 - **AT&T and Providers Using Hiya (Cricket, etc.)**
Report incorrect labeling here:
<https://hiyahelp.zendesk.com>
 - **Sprint, Verizon, U.S. Cellular**
Report calls flagged in error:
<https://Reportarobocall.com>
 - **Comcast, Charter, Cox, Altice, and Other VoIP Providers**
Report errors via email to NoMoRobo:
reports@nomorobo.com
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Need Further Help?

If you've already contacted the recipient's carrier and your number is still being flagged, please understand:

- **Metronet does not have access to or influence over how other providers classify your number.**
- **We are not able to remove spam tags set by third-party analytics or recipient carriers.**

What Metronet can do:

- Help identify the recipient's carrier based on the number.
- Verify your outbound caller ID settings are properly configured.
- Offer recommendations for long-term caller ID reputation improvement.

Metronet Customer Support

Phone: 855.769.0936

Hours: Monday–Friday, 5:00 AM – 7:00 PM Central Time

Best Practices to Avoid Being Marked as Spam

To help prevent future spam labeling:

- Use your phone number consistently and avoid switching numbers frequently.
- Avoid mass calling with short or unanswered calls.
- Do not spoof or misrepresent your caller ID information.
- Register your number with these industry-wide reputation services:
 - [Free Caller Registry](#)
 - [Call Transparency \(T-Mobile\)](#)

Maintaining a strong reputation takes consistency and proper caller ID behavior over time.