

Crazy Call is doing its best to verify that calls are signed properly for STIR/SHAKEN. We're using variety of mitigation techniques to mitigate or prevent the transmission of illegal robocall traffic. Below you'll find a brief description of some of our actions:

1. Crazy Call allows to make calls only for registered users where users need to go through anti-spam validation. Besides that, suspicious activities are being monitored manually by our staff.
2. All of our users must accept Crazy Call Terms of Service, where they agree to use Crazy Call strictly for lawful purposes. In accordance with our Terms of Service robocall is strictly prohibited.
3. Call detail records (CDRs) are created for all calls and stored in a searchable database, and include all metadata including the ANI, DNIS, originating ip address, timestamps etc. and stored for a minimum of 1 year.
4. Our support team is available 24/7 to quickly and actively respond to any traceback requests received directly from carriers, industry associations and law enforcement
5. One user can only make 1 call at the time to limit the possibility for robo-calling.
6. Users can use only numbers provided and authorized by us or provided by them, but verified by SMS/Voice authorization.
7. All traffic from existing customers is monitored continuously for patterns of known abuse. Immediate action is taken in situations where it is deemed necessary to prevent robocalling or other forms of fraud.
8. We've created a dedicated email address to resolve any possible queries faster - abuse@crazycall.com