

Steps that Textmagic Limited has taken to avoid illegal robocall traffic:

- All users who register in our app are subject to internal fraud checks.
- All paying users have either a verified business email address, proved mobile phone, or confirmed identity by uploading ID and other documents.
- We only allow outbound calls from the virtual numbers that have been purchased in our app by the users.
- These virtual numbers are provided to us by certified Tier 1 providers [Bandwidth.com](https://bandwidth.com) and [Vonage.com](https://vonage.com)
- There is **no physical way for Textmagic users to spoof or enter custom Caller ID when making outbound calls.**
- If there is an incident where illegal robocall traffic is identified coming from the TextMagic app, we are open to any requests to block the corresponding numbers and users. We are ready to cooperate to mitigate any risks.
- In case such an incident happens, our support team can be contacted using the following channels:
 - support@textmagic.com
 - +1(844) 600-0669
 - Livechat channel on our website: www.textmagic.com