

There are 3 distinct scenarios used on our platform for handling CallerIDs and preventing spoofing which are handled differently. They are listed below:

1. **Inbound calls from our upstream carriers to our customer DDI's.** Our upstream carriers verify the inbound CallerID before passing the traffic to us. We have trusted relationships with BT, Voxbone, Telnyx and Colt for inbound traffic with CallerID presentation. We pass through the presented CallerID from those trusted suppliers.
2. **Outbound calls from our customers.** We take care to know our customer. Each of our customers is only able to present from a verified list of CallerID's. We either host the DDI on our platform, or we whitelist the CallerID for the specific customer after verifying that that customer owns and control that number.
3. **Diverted calls.** Our customers can divert inbound calls and forward those calls out to their staff e.g. for mobile team members to pick up incoming calls. In this case our customer can control the call distribution to the internal team members. The number presented to their internal team member is the CallerID presented to us by our upstream carrier (case 1 above).