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STIR/SHAKEN Trusted Caller Program

STIR/SHAKEN Trusted Caller Program Ensures Confidence and Integrity

As a SHAKEN Service Provider, Quality Voice & Data is recognized as a TrustedCaller™. With this status, QVD will digitally sign and deliver your calls with the highest-level attestation designated by the STIR/SHAKEN framework, known as “Full” or “A” Attestation.

This is more important than ever before because effective 6/30/2022, any non-wireline carrier that is not an authorized SHAKEN Service Provider will have their calls blocked by other carriers. And it is important to note that most call centers’ telecom carriers are non-wireline (they are SIP or VoIP). It is easy to do a SHAKEN test to identify for sure if your carrier is delivering calls to the major carriers with an A Attestation, meaning that they are a SHAKEN Service Provider and they have direct termination to each major carrier.



CONFIDENCE & INTEGRITY

To ensure confidence and integrity in the STIR/SHAKEN framework and to restore consumer confidence in answering calls, SHAKEN Service Providers must complete a



TCC APPLICATION

The Trusted Call Completion application process is straightforward and easy to complete. The Federal Communications Commission (FCC) requires telecom carriers to know their customer



KNOW YOUR CUSTOMER (KWC)

The basis for the confidence and integrity of SHAKEN telecom services is that scammers will be identified if the Traceback Group is investigating a potential fraud call

minimum due diligence
before providing services
to a new client.

and QVD has created a
streamlined application
process

campaign.



TRACEBACK GROUP COORDINATION AND RESPONSE

As a SHAKEN Service
Provider, QVD has a
responsibility to ensure
each client can be easily
identified and notified if
necessary. This makes it
hard for scammers to
continue to operate, hurting
legitimate callers.



RESPONSIVE CUSTOMER SERVICE

Our team has a passion
for providing high quality,
responsive customer
service. Give us a chance
and we'll blow you away
with our intelligent
urgency.



TEST SHAKEN TODAY

It's easy to do a SHAKEN
test. By loading just 4
numbers in your outbound
dialer, or dialing them from
your phone system, we
can tell you if your calls
are being delivered with an
A Attestation today.

Conduct a STIR/SHAKEN telecom carrier test today

It's easy to conduct a test to identify if your existing carrier is delivering calls to the major carriers with a SHAKEN route and A Attestation. Fill out this form and a member of our team will be in contact to schedule the test.

How Does QVD Ensure Integrity in the TrustedCaller™ Program?

A key component of our TrustedCaller™ program is the Trusted Call Completion application process. Each client must completed this application which includes providing key information about the company's beneficial owners. It is similar to the financial services industry standard called Know Your Customer (KYC).

As a SHAKEN Service Provider, it is our responsibility to ensure that each client can be easily identified and notified if necessary. Our status as a SHAKEN Service Provider can be revoked if we fail to provide required information to the Traceback Group. The TraceBack Group is an industry consortium sanctioned by the Federal Communications Commission (FCC) to conduct private-led efforts to trace back the origin of suspected unlawful robocalls.

Let us discuss your specific, unique needs with you today. Click [here](#) to schedule a call with Steve Eveland, VP of Sales.

Request a Free Quote

One of our experts will reach out to you shortly. In a hurry? give us a call at (866) 986-0610

Sign Up for Newsletter

Get the latest in outbound calling strategies & FCC regulations

As an authorized SHAKEN Service Provider Company, we specialize in providing reputation based telecom services.



(866) 986-0610

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