

Enhanced Customer Experience with Robocall Blocking

GROWING ROBOCALL PROBLEM

The FCC is making a big push to help consumers combat robocalls and telemarketing calls. Robocalling is an awful abuse of technology and telecommunications infrastructure.

Robocalls are currently the number one source of consumer complaints at the FCC. And this annoying and criminal activity is growing. Telecompetitor reported that August 2016 saw a new record set with nearly 1,000 robocalls placed every second in the U.S., according to YouMail's robocalling trends research. The FCC is calling on service providers to play a role in stopping these calls.

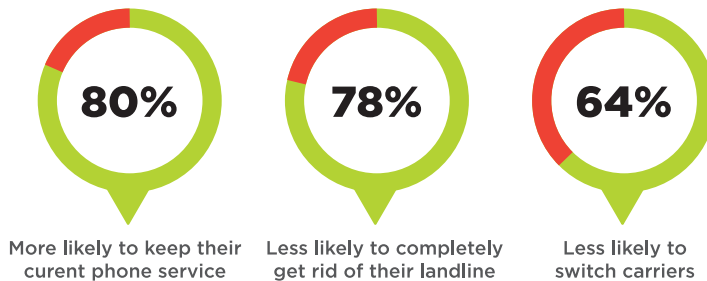
ROBOCALL BLOCKING SOLUTION

Alianza supports Nomorobo for VoIP landlines. Nomorobo is a third-party service that identifies known robocallers and telemarketers and blocks those calls from ringing end customer phones. Service providers powered by our Cloud Voice Platform can promote this service that protects their subscribers from fraud, scams and annoying unsolicited calls.

Your residential end-users can sign up for this free service that blocks residential robocalls and telemarketers while Alianza handles the technology on the back-end.

HAPPIER CUSTOMERS

Not only will your customers be happier, but implementing this solution can also have a financial impact for service providers. In a study of its users, Nomorobo found that phone service satisfaction and churn are positively impacted.



HOW IT WORKS

At this time the solution requires the end user to be aware of this solution and then take action: 1) sign up for an account at Nomorobo.com and 2) follow simple set-up instructions using simultaneous ring.

To enable this solution for end users, Alianza service provider customers simply need to take a few administrative steps working with your Alianza Account Manager to get listed as an option at Nomorobo.com.

Visit the Alianza Customer Resource Center in Admin Portal for more details or contact your Alianza Account Manager.

Key Features

- Greater customer satisfaction
- Reduced churn
- Enhanced customer loyalty and lifetime value
- Easy to set-up
- Free to end-users