



Sangoma
carrier voice

telecom compliance toolkit



Telecom Compliance Is No Longer Optional

What Every Voice Service Provider Must Know to Stay Connected

If you are a CSP, MSP or ITSP, regulatory requirements and carrier enforcement are no longer optional. They directly impact whether your calls connect, your messages deliver, and your customers can be reached.

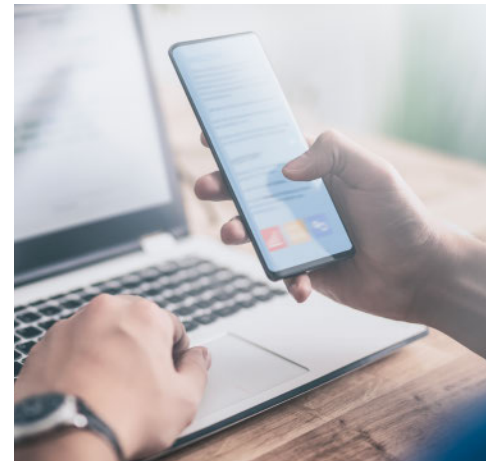
Understanding what's required is the first step to protecting your business, maintaining performance, and avoiding disruption.

STIR/SHAKEN, Call Authentication Is Required

The FCC requires all voice service providers to sign their calls under the **TRACED Act (47 U.S.C. § 227b)**:

"The FCC requires voice service providers to implement STIR/SHAKEN call authentication to verify caller ID information for IP-based voice calls."

If you're not compliant upstream providers may stop accepting your calls and you could be subject to fines from the FCC. Check out our STIR/SHAKEN solution and become compliant today!



Caller ID Reputation – Answer Rates Are Dropping

Call answer rates have reached new lows due to "SPAM Likely" tagging. Removing that label can increase your answer rate by up to 30%, helping you reconnect with customers and improve campaign performance.

Check out our Monitoring and Remediation services to increase your completion rates!

911 Compliance – RAY BAUM'S Act & Kari's Law

RAY BAUM'S Act and Kari's Law require providers to deliver dispatchable location information with 911 calls and ensure a centralized notification is triggered when 911 is dialed. If you're not compliant, emergency responders may not be able to locate the caller, creating serious legal and safety risks.

Check out our 911 Alerts and Dynamic Location Routing to ensure your customers get the help they need!

Turn the page to see how each compliance requirement impacts your business and how to solve it quickly.

Your One-stop Shop for Telecom Compliance Solutions

Boost your brand and scale with our mission critical compliance services for resale. Leverage our award-winning BackOffice and End-Client portals with industry-leading, FCC-compliant features, offered in an a la carte manner where you only pay for what your customers use.

Page 4: STIR/SHAKEN

Accelerate compliance with our hosted call-signing service. We sign your calls on your behalf—no hardware or network changes required, saving you time and money.

Page 5: Tax Compliance

Robust cloud platform for tax rating, calculation, collection, and timely remittance for all your customers—saving you time and money.

Page 6: Robocall Mitigation

Stop illegal robocalls, telemarketing scams, and caller ID spoofing with our next-generation protection. Use our API to build your own solution without switching providers.

Page 7: SPAM & Fraud Protection

Built-in domestic and international safeguards analyze traffic patterns 24/7 and detect abnormalities the moment they occur.

Page 8: 911 Dynamic Location Routing

Add fast, reliable, and easy-to-manage E911 location information or dynamic location routing to your phone numbers.

Page 9: SMS Campaign Registration

Quick and Simple registration of 10DLC for your customers, built into our BackOffice Portal.

Page 10: Do Not Originate

Meet FCC DNO requirements quickly with a fully managed validation service. Calls are checked against a continuously updated DNO dataset during processing—no infrastructure changes, development, or list management required.

Page 13: Caller ID Monitoring & Remediation

Proactively monitor and restore your caller ID reputation before calls are labeled Spam or Scam. Continuous monitoring across carriers and call-blocking apps identifies issues early and guides remediation to protect answer rates and outbound performance.

Ideal for VoIP resellers and service providers, wholesale customers can buy unbundled services a la carte. Our full-featured, extensible SIP trunking platform enables number ordering, management, and provisioning, by you or your end users.

STIR/SHAKEN Express

FCC Call Authentication, Without the Engineering Burden

Compliance Is Now Enforced. Blocking Is Real.

The FCC requires Voice Service Providers to sign outbound calls using their own STIR/SHAKEN certificate. Unsigned traffic risks:

- › Call blocking by downstream carriers
- › Reduced answer rates
- › Regulatory exposure
- › Removal from the Robocall Mitigation Database
- › Damage to customer trust

Meet STIR/SHAKEN Express

STIR/SHAKEN Express is a fully managed and hosted solution built for providers who don't want a compliance project; they want compliance handled. Simply route your outbound traffic to Sangoma Carrier Voice and it's signed before it leaves the network, meeting STIR/SHAKEN implementation requirements with the FCC.

- ⊘ **No signing servers to deploy.**
- ⊘ **No certificate lifecycle stress.**
- ⊘ **No architecture redesign.**

Perfect for:

- › Non-facilities-based providers
- › Facilities-based carriers seeking simplicity
- › Growing CSPs without dedicated compliance teams
- › Providers tired of temporary third-party signing

What Makes It Different?

Rapid Time to Compliance:

Go live in days, not months.

Fully Managed Certificate Lifecycle:

Provisioning, validation, renewal are handled for you.

No Network Changes:

Your SIP topology remains intact. Traffic flows exactly as it does today.

Zero Infrastructure Deployment:

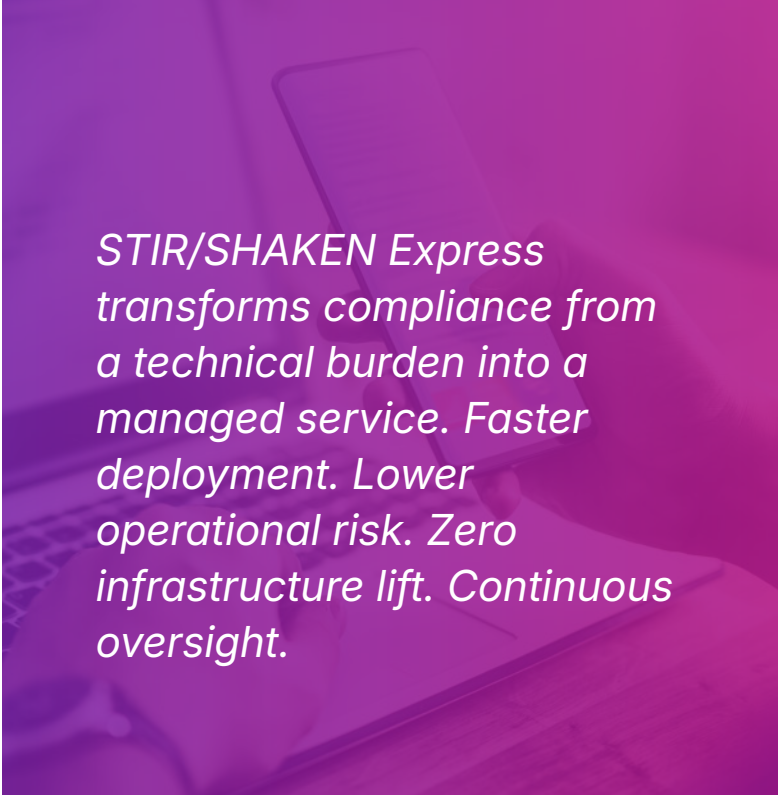
No hardware. No software. No internal build.

Attestation & DNO Support:

Standards-based authentication with Do Not Originate enforcement.

Continuous Monitoring:

Carrier-grade reliability and signing continuity, managed 24/7.



STIR/SHAKEN Express transforms compliance from a technical burden into a managed service. Faster deployment. Lower operational risk. Zero infrastructure lift. Continuous oversight.

Simple & Easy Telecom Tax Calculation

Saving you time & money from doing it yourself!

Managing the tax rating, collecting and calculating taxes, and ensuring timely remittance of taxes for all your customers can be quite burdensome and complex, especially if they are dispersed nationwide.

Recent STIR/SHAKEN regulations requiring businesses to apply for a Federal Registration Number mean even small service providers are required to remit their taxes.

Our Tax Module can save you the time and frustration of understanding tax law requirements, not to mention avoiding penalties and fines.

With our Tax Module:

- › Consolidate your customers' taxes, on all levels of government and service types
- › Save time from figuring out new tax compliance information as your customers expand across regions

Our tax module is integrated within our Hosted Billing platform, which makes it extremely easy for you to do billing reconciliation. Using our extensive online portal, view your charges and your customers' charges so that you easily make quick changes to adjust your profits.



Simplified pricing setup:

Simple and easy rate deck markup lets you enter in your percentage markup and you're done.



General ledger accounts:

Assign GL accounts to your services and generate reports so that you can see exactly where your revenue is originating from.



Fully customizable payment terms:

Our system gives you the ability to easily set individual net payment terms for each of your customers.



Sales agent support:

Assign Sales Agents to customers and run reports to track both commissionable and non-commissionable revenue.



Professional invoicing:

Use our wizard to customize your invoices with logos, color schemes, and more.



Flat-rate support:

If you want to charge your customers a simple flat rate for domestic and international calls, we have the tool for that.



Protect Your Subscribers from Robocalling

Over the course of 2019, spam calls have increased 108% in the USA, from the previous year, to 54.6 billion calls, resulting in an average of 14 spam calls per month to consumers. The Covid-19 pandemic of 2020 created further challenges as an increased number of remote workers became vulnerable to answering unknown calls since their mobile devices became their desk phones.

Caller ID spoofers fake their caller ID, pretending to be legitimate businesses. This damages legitimate business reputations and prevents them from reaching their customers as subscribers stop answering unknown calls:

Robocall Mitigation

By implementing robocall mitigation within your VoIP network, you can accurately detect and protect your subscribers from illegal robocalls, caller ID spoofers, and spammers. This service will improve the caller experience by:

- › Empowering subscribers to avoid answering spam calls with visual warnings of suspicious calling numbers
- › Stopping scammers by blocking or tagging potentially fraudulent calls
- › Allowing only legitimate calls to reach subscribers, improving call answer rate and allowing legitimate businesses to reach their customers

Fraud Detection

Detection of high volume robocalling, spoofing and spam call activity.

Subscriber Notification

Caller ID Name override to warn subscribers of suspicious calls.

Call Blocking Support

Accurate identification enabling you to block fraudulent phone calls as per the TRACED Act (2019).

Caller ID Name Service

Easy integration of Caller ID name lookup service, including robocall mitigation with override to include original caller ID even when call is determined fraudulent.

Sangoma Carrier Voice Services delivers a simple to integrate robocall mitigation solution, which combines behavioral analytics, caller authentication and verification. It is part of our Caller ID Name (CNAM) API, enabling you to easily integrate robocall mitigation and CNAM service within your VoIP network. It is also available at no extra charge to customers using our existing CNAM services.

SPAM & Fraud Mitigation

The security services you need to combat fraud!

Sangoma Carrier Voice Services built-in security ensures you peace of mind. The VoIP industry is rife with fraud, and there are frequent stories of a PBX getting hacked and thus costing the business owner hundreds, if not thousands, of dollars.

Our Fraud Detection Service

Our system analyzes your traffic patterns 24/7 and identifies any abnormalities as soon as they start happening. SMS and Email notifications will alert the right people with information they need to be equipped to make the necessary adjustments on your network to mitigate the negative consequences of a breach.



Widgets

Customizable widgets within the system dashboard enable you with a quick glance of usage by country, endpoint, source IP, region, customer and more!



Alerts

Configure three levels of alerts: Notify, Warning and Urgent, as either SMS, email or both. Alerts contain quick links to specific graphs for each alert to investigate.



International Protection

International calling fraud is painful and costly when discovered late. Our system detects and tracks both completed calls and failed international attempts.

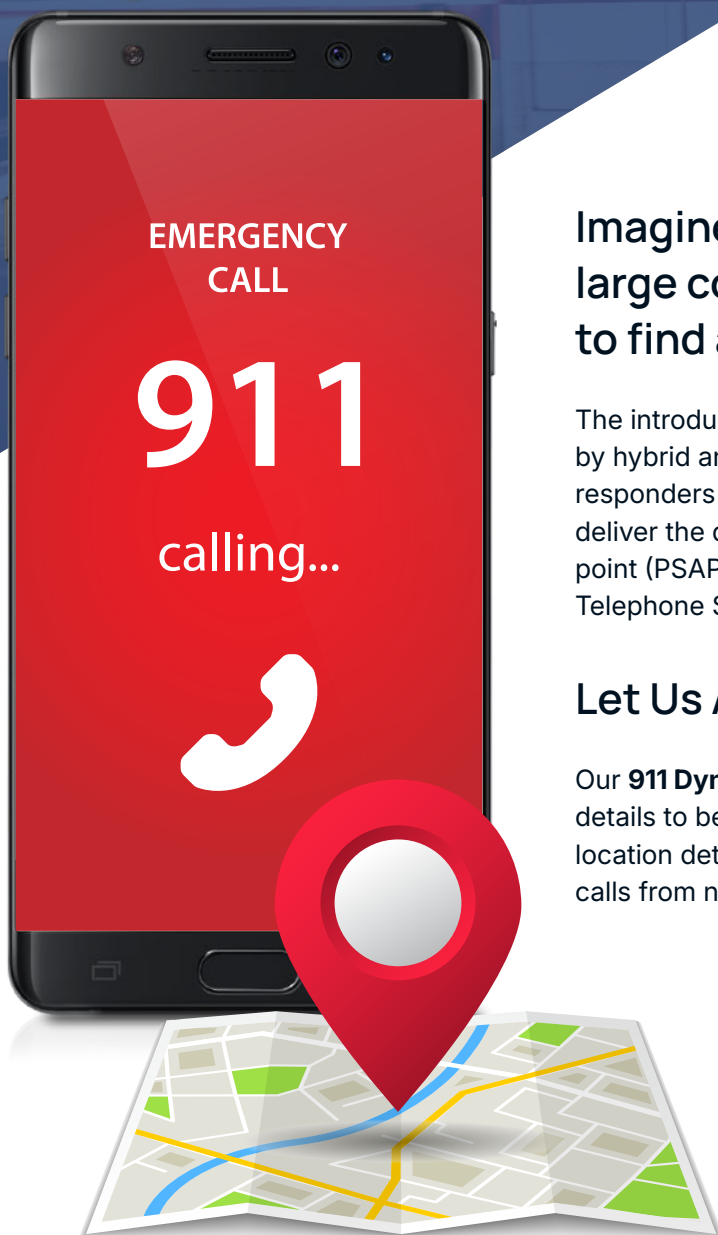
Enabling the International Failed Attempts feature in our Fraud Detection System combats fraudulent activity for your business.

Customizable spend limits and per-trunk international termination control ensure network safety and liability limitation.

Caller ID Name (CNAM) Protection

To mitigate the profound problem of fraudulent robocalls to subscribers, our CNAM API, or robocall mitigation services, analyzes each inbound call to you and notifies you with a fraud score to help protect your customers.

Are your E911 endpoints compliant with RAY BAUM's ACT?



Imagine first responders pulling up to a large complex with only a street address to find a 911 caller?

The introduction of collaboration tools and softphones, brought on by hybrid and mobile working, has made it challenging for first responders to locate someone calling 911. Your organization must deliver the dispatchable location to the public safety answering point (PSAP) with any 911 call, including those from Multi-Line Telephone System (MLTS).

Let Us Address This For You

Our **911 Dynamic Location Routing Services** allow for full address details to be sent at the time a call is placed, providing specific location details (e.g. Room #, Floor, Suite, etc) as well as allowing calls from nomadic users that find themselves in multiple locations.

<https://carrierservices.sangoma.com/>

DID YOU KNOW?

Your customers are required to register their outbound SMS messages to avoid being blocked!



It's on You to Verify Your Customers Are Compliant!

10DLC registration is a required process sanctioned by the FCC and MNOs (Mobile Network Operators: AT&T, Verizon, T-Mobile) to **prevent spam messaging** on their networks. After receiving approval, your organization will benefit from faster sending speeds, higher deliverability, and less carrier filtering.

Sending outbound text messages without registering **will cause deliverability and compliance issues**, in addition to increased costs for unregistered traffic.

To comply with 10DLC, every organization sending outbound text messages is **required to register** their brand (the legal entity responsible for the content of the messages) with The Campaign Registry.

We've Made It Easy For You

10DLC registration is integrated within our BackOffice Portal, making it simple for you to register your customer's SMS for 10DLC. Just enter in some basic information on behalf of your customers, such as:

- › Company legal name
- › Country of registration
- › Type of organization (private, publicly traded, nonprofit)
- › Tax number/ID/EIN
- › Business's website
- › Descriptions of each campaign they text for
- › Sample messages for each campaign they text for

Then, we'll handle the rest and get your customers' SMS registered with The Campaign Registry. Check out our [dedicated wiki](#) for step-by-step instructions so that your customers can continue sending out SMS!



Do Not Originate (DNO) Compliance Service

The Fastest, Easiest Path to FCC DNO Compliance, Powered by Sansay.

The FCC's Eighth Report & Order mandates that all carriers, service providers, and ITSPs must implement Do-Not-Originate (DNO) call blocking to every provider in the call path, originating, transit, and terminating.

Failure to comply will result in blocked calls, enforcement penalties, audit exposure, and reputational impact across your network. DNO compliance requires:

- › Maintaining a continuously updated, "reasonable" DNO list
- › Engineering DNO queries into existing call flows
- › Sourcing your own data, the FCC does not provide a list
- › Ongoing testing, QA, and operational upkeep

Most providers will struggle to meet this deadline, as it will take **6-12 months of development work**.

Say hello to the Sangoma DNO Add-On

A turnkey, fully managed DNO validation service integrated directly into our STIR/SHAKEN Express service.

Your existing NSS workflow simply performs an additional DNO dip during call processing, with no new infrastructure or integrations. Our service uses Sansay's enriched, continuously updated DNO dataset, including:

Invalid NPAs
Unallocated and reserved NPA-NXX
Vacant NPA-NXX-Y

ITG DNO Registry entries
Routing-designated DNO TNs

Updated daily, this dataset ensures the strongest possible protection and a fully "reasonable" DNO list as required by the FCC.

DNO service requires our v1 or v2 NSS (STIR/SHAKEN) solution and registration for the [ITG DNO List](#) (cost associated).

Why It Matters — and Why It's Better



Immediate compliance:

Become DNO-compliant in days, not months.



Zero engineering effort:

Your NSS server already handles call authentication. We simply add a DNO validation step into the same workflow.



No list management required:

We handle all DNO sourcing, normalization, compliance, and daily updates. You focus on routing.



Stronger network protection:

Blocking spoofed, invalid, or fraudulent originations improves call trust, reduces dispute volume, and protects your subscribers and brand reputation.

How Carrier Voice Is Different

Built directly into STIR/SHAKEN Express:

No new APIs, routing changes, infrastructure, or development cycles required.

Carrier-grade data coverage:

Powered by Sansay's proprietary DNO intelligence, Carrier Voice is broader and more complete than DIY lists or minimal FCC interpretations.

Fastest path to compliance:

Sangoma eliminates the risk of missing regulatory deadlines due to internal delays.

Designed for high-volume carrier environments:

This is not a generic fraud tool, it is purpose-built for the networks already relying on Sangoma NSS for authentication.



Your Easy Button for DNO Compliance

With Sangoma, you get a turnkey, low-lift, fully managed DNO compliance solution that requires **no coding, no custom development, and no operational overhead.**

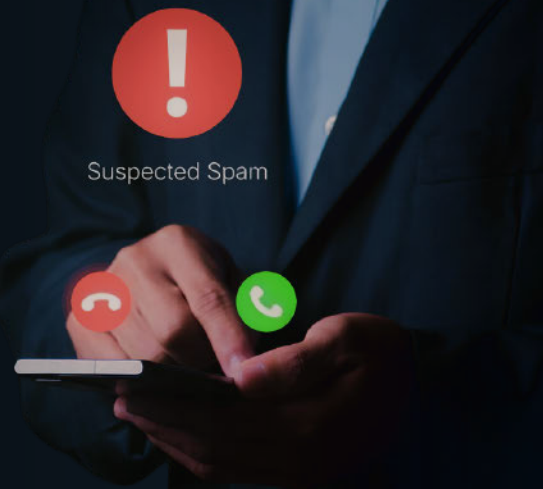
Just turn it on, we'll handle the rest.



Beyond Compliance:

Enhancing Call Trust & Brand Reputation


Sangoma Caller ID Reputation



Proactively monitor and fix caller ID reputation issues before your outbound calls are labeled *Spam*, *Scam*, or *Fraud*.

Your Calls Are Being Labelled, Without You Knowing

Today's carriers and call-blocking apps use dynamic analytics, not just authentication to decide whether a call gets delivered, labeled, or blocked. Even legitimate, compliant businesses are frequently misclassified due to calling behavior, reputation drift, or incorrect caller ID data.

 **STIR/SHAKEN authenticates calls.**
It does NOT prevent spam labeling.

When Calls Don't Get Answered, Revenue Suffers

- > Lower answer and connection rates
- > Missed sales, appointments, and notifications
- > Brand trust erosion from "Spam Likely" labels
- > Higher agent costs and burnout
- > Reduced ROI from outbound campaigns

Sangoma Caller ID Reputation gives you visibility and control over how your calls are perceived, before performance drops.

Protect Your Calls. Restore Trust. Maximize Answer Rates.

Key Benefits

- > Higher answer and connection rates
- > Improved customer trust
- > Fewer spam-label support tickets
- > Better outbound ROI
- > Reduced agent waste
- > Long-term number reputation protection

How Sangoma Caller ID Reputation Works



Monitor

Continuous reputation auditing across:

- > Major carriers
- > Call-blocking apps
- > Reputation & analytics aggregators

Includes:

- > Daily & real-time alerts
- > Number-level reputation scans



Manage

Diagnose and control number health with:

- > Caller ID (CNAM) accuracy checks
- > STIR/SHAKEN attestation validation
- > Reputation analytics by number, brand, or campaign



Mitigate

Take action to restore performance:

- > Identify and remove unhealthy numbers
- > Guided remediation paths
- > Optional managed remediation handled for you

Result:

- > Healthier numbers that improve over time

Proper remediation of the reputation of your phone number could increase your answer rates by up to 30%

Why Sangoma?

Sangoma brings carrier-grade voice expertise and deep insight into how calls are labelled, analyzed, and blocked. Caller ID Reputation extends our Carrier Voice portfolio with proactive protection for outbound performance, helping customers stay ahead as call-labelling rules continue to evolve.





A trusted communications partner with over 40 years on the market, Sangoma has over 2.7 million UC seats across a diversified base of over 100,000 customers. Sangoma has been recognized for ten years running in the Gartner UCaaS Magic Quadrant.



[Request a
Quote Today](#)

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