

Caller ID Clearance by TTHM 2026

Achieving Successful Mass-Dialout Delivery

There is no central SPAM or Allowlist database for calls passed through carrier networks. Instead, we see independent SPAM filters and databases policing calls in partnership with carriers. That means mass-outreach can get blocked or tagged as SPAM across major phone networks if it is not done correctly.

TTHM already complies with [STIR/SHAKEN protocols](#) for registering outbound calls on behalf of clients. This has improved delivery rate and reliability, and we consider this method for registering legitimate traffic a boon to the industry. However, with each carrier managing its own process for Allowlisting and creating its own SPAM databases – often through third party vendors – we still sometimes see legit calls restricted.

- Telephone Town Hall Meeting has developed a method for manually clearing Caller IDs across major networks using protocols established by each carrier and/or their SPAM database manager.
- The process is labor-intensive but has proven to dramatically decrease SPAM tags for our higher-volume clients. Completion of the Allowlisting process can take ten days or more, so it is important to begin the clearance process in advance of planned mass-outreach.
- The Caller ID Clearance process requires the client to identify a contact that can prove ownership of the phone number being used for Caller ID if requested. Then TTHM works to register the Caller ID phone with each of the different entities managing SPAM filters in the US and Canada.

Please complete the form below with the best contact for verifying ownership of the phone number being used for Caller ID. In most cases, verification of phone number ownership is not needed, but this information is required in case mobile carriers and/or SPAM database managers request verification.

Contact First Name

Phone to Clear

Contact Last Name

Name ID (CNAM*)

*CNAM (Caller ID Name) has a 15-character limit.

Contact Phone

Contact Email

EIN or FEC ID

Expect at least 10 days for completion and percolation of Allowlisting and CNAM to phone carriers.

