Scam robocalls have destroyed trust in phone calls. 2000+ robocalls are received every second in the U.S. 46% of robocalls are scams.

It’s no wonder people don’t trust incoming phone calls. 70% of consumers don’t answer calls from unknown callers.

For CSPs, voice calls are critical for customer communications. 2nd most used channel to connect with consumers is voice calls. 95% say outbound calls are vital to reducing costs. 84% say outbound calls are vital to grow revenue.

But only 20% of CSPs’ outbound calls are answered due to:

- Unknown caller
- Call spoofing
- Fraud
- Robocalls
- Call blocking and spam tagging

Resulting in...

- 56% decreased customer satisfaction
- 48% increased operational costs
- 37% loss of revenue
- 29% customer churn
- 29% lost productivity

Combating unwanted and illegal robocalls helps CSPs and their Enterprise customers bring trust back to communications, protect brand reputation and deliver better business results.

To learn more, visit: stirshaken.neustar

Neustar is the leader in call authentication and caller ID, helping carriers fight against illegal robocalls and call spoofing.