

# Does MultiLine protect against spam?

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Yes. MultiLine has an embedded real-time spam filter. The service intercepts calls that are likely spam and routes them to MultiLine voicemail.

- Every phone call to a USA MultiLine number is scored in real-time against a spam-scoring AI filter. Any call that is flagged as a potential spammer is intercepted and sent to voicemail without ringing the user's phone.
- Together with our network partner in the USA, Movius has implemented the STIR/SHAKEN protocol. It provides an additional layer of protection.
  - STIR/SHAKEN is an industry-standard that dramatically reduces the number of spoofed calls.
  - When the network flags a potentially spoofed call MultiLine will intercept it and route it to voicemail so it does not ring on the user's phone.
  - To prevent calls from numbers that are potentially spoofed from leaving a voicemail, these calls are screened and must press "7" to leave a voicemail. This ensures that in the case of a false positive, real callers will be able to leave voicemails, but robocallers will fail the challenge and be unable to leave a voicemail.
- Our network partner in the USA has also implemented an AI-based text spam filter.
- Movius can work with our customers to define customer-specific controls.

Spam is an unfortunate reality of mobile communications, but there are several strategies we use for MultiLine that work to reduce the amount of spam received, and [features for our users](https://help.moviuscorp.com/help/reduce-unwanted-calls) (<https://help.moviuscorp.com/help/reduce-unwanted-calls>) to help combat spam calls that still make it through these measures.

When people retire their numbers, carriers take these numbers for a period of time and shut them off. This causes the systems spammers and robo-callers use to identify the numbers as inactive and remove the numbers from their systems.

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