

MobiCaller & MobiCaller+

OUTBOUND CALLER ID ROTATION & SPAM REPUTATION MANAGEMENT

Keep outbound numbers productive with configurable caller ID rotation, Truecaller spam-reputation checks and controlled replacement of affected numbers.

Available with a Pixel Voice standalone SIP trunk, Pixel Voice Contact Centre, or a compatible external carrier using Bring Your Own Carrier (BYOC).

AUTOMATIC ROTATION	SPAM CHECKS	CALLER IDENTITY
Configurable rotation intervals	Truecaller lookups and flagged-number management	Geographic or mobile number pools; preferred-name option

Pixel Voice Technology | 021 013 0020 | info@pixelvoice.co.za | www.pixelvoice.co.za

How MobiCaller works

MobiCaller manages a pool of outbound Caller Line Identification (CLI) numbers. As outbound calls reach the configured MobiCaller routing service, an available number from the selected pool is presented to the recipient. Rotation can be scheduled at configurable intervals to distribute outbound activity across the pool.

Outbound calling

Calling platform or SIP trunk > **MobiCaller routing and number pool** > **Recipient sees selected caller ID**. The solution can be used with Pixel Voice SIP trunking or Contact Centre, or with a compatible external SIP trunk/carrier through BYOC.

Inbound callbacks to rotated numbers

Under the callback-routing arrangement confirmed with our upstream provider, when a recipient returns a call to a displayed number that remains active in the pool, the inbound call reaches the managed number pool and is forwarded to the designated DID associated with the customer's trunk. This enables customers to return missed calls while the number remains available and correctly routed.

Callback delivery depends on the number remaining active in the pool and the agreed inbound routing configuration. The callback destination and handling of retired or replaced numbers are confirmed during provisioning.

Spam-reputation monitoring and number replacement

• Run Truecaller reputation lookups to identify caller IDs reported as spam.

• Automatically detect and remove spam-flagged numbers, with replacement support to maintain an effective pool.

• Monitor caller ID name changes and enable automatic flagging when changes are detected.

• Spam checks and rotation help manage number reputation but cannot guarantee that a number will never be flagged or that every call will be answered.

MobiCaller vs MobiCaller+

PRODUCT	INCLUDED CAPABILITIES
MobiCaller	Configurable CLI rotation, Truecaller spam lookups, spam-flag detection, number removal and replacement support.
MobiCaller+	All MobiCaller capabilities, plus the ability to set a preferred business or brand name for caller ID presentation. Display of the preferred name may depend on downstream caller-identification services.

Configuration, reporting and controls

Configuration

• Set the DID rotation interval to suit the calling strategy.

• Define lookup offsets (in days) for spam detection.

• Enable automatic flagging when caller ID name changes are detected.

• Configure geographic or mobile CLI number pools, with multiple bundles available.

• Use regional prefix presentation where applicable, such as presenting a 010 caller ID for a Johannesburg destination.

Account overview report

Review active, inactive, recently used and spam-flagged numbers in the DID pool. Identify numbers requiring replacement and monitor the overall condition of the pool.

Summary statistics dashboard

Track Active Rate and Burn Rate to understand DID utilisation, the impact of spam flags and the effectiveness of the rotation strategy.

Supported deployment options

• **Pixel Voice standalone SIP trunk:** connect your compatible SIP system to our trunk and enable MobiCaller routing.

• **Pixel Voice Contact Centre:** use MobiCaller for outbound campaign caller ID management.

• **External carrier or SIP trunk (BYOC):** retain a compatible preferred carrier and add MobiCaller or MobiCaller+ with a separate once-off BYOC integration charge.

Service conditions

• Geo and Mobile number-pool packages have a **minimum three-month term**.

• The number pool and spammed-number replacement cycle are monthly for recurring packages.

• Top-up DID bundles remain available until the relevant numbers are flagged as spam, subject to service configuration.

• Call termination, SIP trunk rental and any other carrier usage charges are separate from the MobiCaller number-pool subscription unless specifically included in an accepted quotation.

MobiCaller | Monthly number-pool pricing

All amounts below are Pixel Voice Technology customer prices. Select the required caller ID type and pool size. Recurring packages have a minimum three-month term.

Geographic caller IDs

PACKAGE	DID POOL	TOTAL MONTHLY COST	SPAMMED-NUMBER CYCLE
MobiCaller 1	20	R1,950.00	Monthly
MobiCaller 2	50	R4,550.00	Monthly
MobiCaller 3	100	R7,800.00	Monthly

Mobile caller IDs

PACKAGE	DID POOL	TOTAL MONTHLY COST	SPAMMED-NUMBER CYCLE
MobiCaller 4	20	R2,730.00	Monthly
MobiCaller 5	50	R6,500.00	Monthly
MobiCaller 6	100	R11,700.00	Monthly

Additional number bundles

TYPE	ADDITIONAL DIDS	PRICE	VALIDITY
Geographic top-up	10	R1,300.00	Until spammed
Mobile top-up	10	R1,300.00	Until spammed

Top-up bundles are additional purchases, not monthly subscriptions. Recurring package fees apply for the selected base pool.

MobiCaller+ | Monthly number-pool pricing

MobiCaller+ includes the standard rotation and spam-management capabilities, plus preferred business or brand name presentation on the caller ID.

Geographic caller IDs

PACKAGE	DID POOL	TOTAL MONTHLY COST	SPAMMED-NUMBER CYCLE
MobiCaller+ 1	20	R2,730.00	Monthly
MobiCaller+ 2	50	R6,370.00	Monthly
MobiCaller+ 3	100	R10,920.00	Monthly

Mobile caller IDs

PACKAGE	DID POOL	TOTAL MONTHLY COST	SPAMMED-NUMBER CYCLE
MobiCaller+ 4	20	R3,822.00	Monthly
MobiCaller+ 5	50	R9,100.00	Monthly
MobiCaller+ 6	100	R16,380.00	Monthly

Additional number bundles

TYPE	ADDITIONAL DIDS	PRICE	VALIDITY
Geographic top-up	10	R1,820.00	Until spammed
Mobile top-up	10	R1,820.00	Until spammed

Preferred-name presentation is dependent on the recipient network and caller-identification application; universal name display is not guaranteed.

Bring Your Own Carrier (BYOC)

Use a compatible external SIP trunk or preferred carrier with MobiCaller or MobiCaller+, without requiring the outbound calling platform to be hosted by Pixel Voice.

SERVICE	CHARGE TYPE	PRICE
BYOC integration	Once-off	R6,500.00
Selected MobiCaller or MobiCaller+ pool	Monthly	As per package tables

The once-off BYOC integration charge is additional to the selected monthly number-pool package. Compatibility, authentication, routing and callback configuration are assessed during onboarding.

Example for a single-user outbound calling setup

A single user who needs Johannesburg 010 caller IDs could select MobiCaller 1, which includes a pool of 20 geographic numbers. The subscription is R1,950 per month, subject to a three-month minimum term. If using an external carrier, the separate R6,500 once-off BYOC integration charge applies. Outbound call charges remain separate.

Getting started

• Choose MobiCaller or MobiCaller+ and the required geographic or mobile number-pool size.

• Confirm whether calls will use Pixel Voice SIP trunking, Pixel Voice Contact Centre or an external carrier.

• Confirm routing requirements, callback destination DID and desired CLI rotation interval.

• Configure spam-reputation lookups, reporting access and the number-replacement workflow.

Commercial information

Payment terms: An invoice is issued after quotation acceptance. Banking details are supplied on the invoice only.

Note: MobiCaller pricing covers number-pool services and features described here. Carrier call rates, additional trunk services and any other integration requirements will be confirmed separately.

Pixel Voice Technology
021 013 0020 | info@pixelvoice.co.za
www.pixelvoice.co.za