Get Compliant with Confidence

How to Navigate Global Regulatory Requirements with CallTrackingMetrics (CTM)

Before you can buy and use global phone numbers in your CTM account, you'll need to verify your business. Rules vary by country, but you can easily complete this process yourself from your CTM account.

This process keeps your communications secure and compliant.

Here's how to get started.

1 Check Country Requirements

Every country has its own documentation requirements. You can check which documents you need in the Regulatory Compliance Application.

Go to:

- Trust Center → Global Compliance → Applications

2 Select Your Country & Number Type

Choose your country and the type of number you need. Your options are:

- Local
- Mobile
- Toll-free

3 Upload Required Documentation

Enter your business details and upload any required files. This might include:

- Company registration number
- Business website details
- Emergency address
- Authorized representative contact info

4 Create Your Regulatory Compliance Application

Once you've uploaded your required information and documents, click "Create Regulatory Compliance Application" and wait for its approval.

You can check its progress at any time.

5 Get Status Updates via Email

You'll receive email updates as your bundle is reviewed and approved. If corrections are needed, we'll let you know.

Helpful Tips

- 📌 **Start early.** Approval can take time depending on a carrier's response.
- 📌 **Double-check your documents.** Incomplete or mismatched info causes delays.
- 📌 **Review the CTM Knowledge Base.** Search help articles for answers to common questions.
- 📌 **Questions?** Email our Carrier Relations & Regulatory team (porting@calltrackingmetrics.com)

Ready to Get Started?

Log in to your account to begin the compliance process today.

Visit the CTM Trust Center →

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Voice Regist.

Caller ID

Trust Center

GLOBAL COMPLIANC

Requirements

Applications

Addresses

CallTrackingMetrics