

UNWANTED CALLS

THE FACTS



Americans are increasingly reporting frustration, inconvenience and financial losses from an inundation of unwanted calls to their mobile phones and landlines.

The surge in unsolicited and illegal robocalls is due to internet and dialing technology: It's easy and cheap for scammers to call from anywhere in the world and to hide behind fake caller ID information. These calls are an invasion of your privacy and they create access for opportunistic fraud and identity theft.

FCC ACTION



When robocall operations violate our rules by calling you when they should have had your prior consent - but didn't - the FCC takes enforcement action that can result in penalties and fines.

We publically release consumer complaint data daily; companies use the data to help run their call blocking services. In addition, we actively provide information and resources to help consumers take action to avoid unwanted calls, limit their risk and protect their interests.

WHAT YOU CAN DO



TO AVOID LOSING MONEY AND TIME TO TELEPHONE INTRUDERS, THE FCC RECOMMENDS THAT YOU:

- Put your mobile and landline numbers on the federal government's Do Not Call Registry.**
 Visit www.donotcall.gov or call 1-888-382-1222 from the number you want to register. You will get fewer telemarketing calls from legitimate companies within 31 days.
- Don't answer a call from a caller ID you don't recognize.**
 The caller may be acting illegally, and answering would verify that you have an active line. And don't call back an unfamiliar number later to find out who was calling - it could lead you to a scam.
- Never reveal any personal or financial information unless you have verified the caller's identification.**
 Scam callers may pretend to represent organizations or businesses you know, including government agencies. Independently verify numbers they tell you to call.
- File a complaint with the FCC when you receive an unwanted call.**
 You may help us determine where to take action.
- Look into services that can help to block unwanted calls.**
 These may be features on your mobile phone, apps, services from your provider or devices for your landline.
 Visit www.fcc.gov/unwanted-calls.