

Federal Communications Commission

Welcome



Eduard Bartholme Bureau Chief

Consumer and Governmental
Affairs Bureau

The Consumer and Governmental Affairs Bureau develops and implements the FCC's consumer policies and serves as the agency's connection to the American consumer. Our mission includes disability rights, consumer education, and outreach to state, local and Tribal governments.

fcc.gov/consumer-governmental-affairs

Current Tools

Regulatory Approaches to Combatting Illegal Robocalls



FCC Federal
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Blocking

- Safe Harbors
- Do-Not-Originate

STIR/SHAKEN

- Caller ID Authentication Framework

Robocall Mitigation Database

- Providers are required to describe what they are doing to block scam calls
- Tool to remove providers that facilitate bad traffic from the network

Traceback

- Industry Traceback Group (ITG), designated by the FCC as the official traceback consortium.
- Tracebacks identify where illegal calls enter the network



STOPPING ROBOCALLS ALONG THE CALL PATH



3 CALL TRANSIT STOPPING ROBOCALLS BEFORE THEY REACH CONSUMERS

- Enhanced Provider Blocking Protections: Includes multiple blocking requirements, safe harbors, and network-level protections



5 AFTER THE CALL ENHANCING ACCOUNTABILITY FOR CALLERS

- Strong Enforcement Actions Against Bad Actors

4 CALL TERMINATION EMPOWERING CONSUMERS

- Caller Name and Call Branding for Verified Caller ID
- Labeling and Blocking Tools
- Customer White Lists for Approved Numbers
- Disclosing to Consumers When a Call Originates Overseas



STOP THE SCAM

ALONG THE ROBOCALL PATH

Robocalls travel through several networks before reaching you. Stopping them along the way helps block scams.



2 CALL ORIENTATION PROVIDER OBLIGATIONS TO DETER ROBOCALL ORIENTATION

- Stopping International Robocalls at Their Source
- Strengthening the Robocall Mitigation Database
- Expanding Caller ID Authentication (STIR/SHAKEN)



1 BEFORE THE CALL INCREASING COSTS & REDUCING PROFITS FOR ROBOCALL GENERATORS

- Strengthening "Know Your Customer" Requirements
- Restricting Phone Number Access and Use
- Removing or Limiting Service for Bad-Actor Providers

