



# PUBLIC NOTICE

Federal Communications Commission  
445 12<sup>th</sup> St., S.W.  
Washington, D.C. 20554

News Media Information 202 / 418-0500  
Internet: <https://www.fcc.gov>  
TTY: 1-888-835-5322

DA 18-638

Released: June 20, 2018

## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU SEEKS INPUT FOR REPORT ON ROBOCALLING

CG Docket No. 17-59

**Comments Due: July 20, 2018**

**Reply Comments Due: August 20, 2018**

With this Public Notice, the Consumer and Governmental Affairs Bureau (Bureau) solicits input for a staff report (*Report*) on robocalling. In November 2018, the Commission directed the Bureau to prepare the *Report* in consultation with the Federal Trade Commission's Bureau of Consumer Protection.<sup>1</sup> The Commission specified that the *Report* should "encompass both the progress made by industry, government, and consumers in combatting illegal robocalls, and the remaining challenges to continuing these important efforts" and should "focus on quantitative data, including, but not limited to, calling trends and consumer complaints" in order to "provide particular insight into the current state of the robocalling problem and how to target additional measures to help consumers avoid the fraud and annoyance that they experience."<sup>2</sup>

*Effect of Initiatives.* We seek data and other information on the progress of robocalling initiatives among government, industry, and consumers. For example, how have providers responded to the new permissive rules from the November 2017 *Call Blocking Order*, which became effective in February 2018?<sup>3</sup> What kinds of blocking are providers doing as a result of this and other actions? Industry has made progress toward a standardized system for caller ID authentication, namely SHAKEN/STIR,<sup>4</sup> to address the caller ID spoofing that is frequently used with illegal robocalls. How is that effort progressing

---

<sup>1</sup> *Advanced Methods to Target and Eliminate Unlawful Robocalls*, Report and Order and Further Notice of Proposed Rulemaking, 32 FCC Rcd 9706, 9727 (2018) (*Call Blocking Order*).

<sup>2</sup> *Id.*

<sup>3</sup> *Call Blocking Order*, 32 FCC Rcd at 9731.

<sup>4</sup> The Secure Handling of Asserted information using toKENS (SHAKEN) and the Secure Telephone Identity Revisited (STIR) framework together are referred to as SHAKEN/STIR. See generally Secure Telephone Identity Revisited (STIR), IETF, <https://datatracker.ietf.org/wg/stir/about/> (last visited Apr. 8, 2018) (describing IETF STIR standards and efforts); Joint ATIS/SIP Forum Standard – Signature-Based Handling of Asserted Information Using toKENS, <https://www.sipforum.org/download/sip-forum-twg-10-signature-based-handling-of-assertedinformation-using-tokens-shaken-pdf/?wpdmdl=2813>. The Commission has launched an inquiry into what role it might play in facilitating caller ID authentication. See generally *Call Authentication Trust Anchor*, WC Docket No. 17-97, Notice of Inquiry, 32 FCC Rcd 5988 (2017).

and when will it result in consumer benefits? The FCC and the FTC make consumer complaint data available to the public.<sup>5</sup> How is the data being used and what are the benefits of its release?

Voice service providers and third parties have developed opt-in tools that enable consumers to identify and block illegal calls. What criteria do filtering tool providers use in selecting calls for consumers to block or label as illegal or unwanted? What products are available and what are their platform limitations (*e.g.*, VoIP-only), what settings are available to the consumer (*e.g.*, what types of calls may the consumer choose to block or label), and how effective and popular are they?<sup>6</sup> What is the cost to consumers? What tools are available for traditional copper landlines? What are service providers doing to let consumers know about available tools?

*Available Data.* We seek data and other information, including notable trends in illegal robocalling including for a baseline period of January 2018. In addition to total call volume over a given period of time, we seek disaggregation by voice service provider, type of call (landline, VoIP, wireless), month, type of scam (IRS, grandparent scam, etc.), call origin (domestic or international), and any other relevant detail. Commenters may provide links to publicly available data or include Excel spreadsheets when they file their comments.

Commenters seeking confidential treatment for all or part of their submissions should request such treatment.<sup>7</sup> Where information could be competitively sensitive or could disclose information likely to allow unlawful callers to circumvent filtering mechanisms, providers and industry groups may aggregate information without attributing practices or data to individual entities.

*Enforcement and Remaining Challenges.* Call traceback is useful for identifying and enforcing against the makers of illegal robocalls. How is traceback making a difference in enforcement against unlawful robocalls? We seek specific examples if available. How can the Commission facilitate better traceback? What traceback options are available for calls originating overseas? How are law enforcement authorities proceeding against robocallers and what has been the effect of those efforts? Beyond those identified above, we seek comment on other challenges that remain in combatting illegal robocalls and how the Commission and others might address them.

Finally, we seek comment on any other information that may inform the Commission's analysis of the state of robocalling.

## **PROCEDURAL MATTERS**

Pursuant to section 1.2 of the Commission's rules,<sup>8</sup> interested parties may file comments and reply comments on or before the dates indicated on the first page of this document. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS). *See Electronic Filing of Documents in Rulemaking Proceedings*, 63 FR 24121 (1998).

- Electronic Filers: Comments may be filed electronically using the Internet by accessing the ECFS: <http://www.fcc.gov/ecfs/>.

---

<sup>5</sup> The FCC releases data on unwanted call (telemarketing or robocalls) complaints filed with the Consumer Help Center. FCC, Consumer Complaints Data - Unwanted Calls, <https://opendata.fcc.gov/Consumer/Consumer-Complaints-Data-Unwanted-Calls/vakf-fz8e/data> (last visited Apr. 17, 2018). The FTC releases data that includes information on Do Not Call and robocall complaints reported to the FTC. Federal Trade Commission, Open Government Do Not Call Data, <https://www.ftc.gov/site-information/open-government/data-sets/do-not-call-data> (last visited Apr. 17, 2018).

<sup>6</sup> We ask commenters to provide the number of users as of January 2018, if available.

<sup>7</sup> 47 CFR § 0.459.

<sup>8</sup> 47 CFR § 1.2.

- Paper Filers: Parties who choose to file by paper must file an original and one copy of each filing. If more than one docket or rulemaking number appears in the caption of this proceeding, filers must submit two additional copies for each additional docket or rulemaking number.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building.
- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

**People with Disabilities:** To request materials in accessible formats for people with disabilities (braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

*Additional Information.* For further information, contact Karen Schroeder of the Consumer and Governmental Affairs Bureau at (202) 418-0654 or [Karen.Schroeder@fcc.gov](mailto:Karen.Schroeder@fcc.gov).