



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

October 5, 2018

The Honorable F. James Sensenbrenner, Jr.
U.S. House of Representatives
2449 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Sensenbrenner:

Thank you for your letter regarding unwanted robocalls. This is consumers' top complaint to the FCC, and we have accordingly made combating illegal robocalls—including illegal spoofing—the FCC's top consumer protection priority. As you recognize, there is no silver bullet for defeating the scourge of robocalls. The FCC continues to attack this issue on several fronts—through enforcement, regulation, and collaboration with other government agencies and industry. During my tenure as FCC Chairman, I've had the opportunity to set the agenda for 20 monthly meetings. And at almost half of those meetings, we've voted on measures to fight the scourge of unlawful robocalls. But robocallers are constantly evolving to avoid detection and law enforcement, which means that there is always more to be done.

Enforcement of the TCPA as well as the Truth in Caller ID Act has been a key component of our strategy. The Commission has extensive ongoing enforcement efforts, many of which are a result of complaints filed with the FCC and the Federal Trade Commission (FTC). We have sent a very clear message that those who engage in illegal robocall schemes will pay a price—assessing \$200 million in fines against illegal robocallers and just last week proposing another \$37 million fine for a spoofing telemarketer in Arizona.

The FCC has also taken action to cut off robocalls and spoofing at the source. Over the last year, we have authorized carriers to stop certain spoofed robocalls, pursued the creation of a reassigned numbers database, pushed industry to establish a robust call-authentication framework, and explored provider-initiated robocall blocking, including real-time analytics and other methods that providers and third-party call blocking service providers could employ in order to determine that a certain call is illegal. Earlier this year, the Commission, in partnership with the FTC, held a tech expo exploring the various technologies and apps available to consumers to fight illegal robocalls. The Commission also held a joint policy forum with the FTC in March to discuss the robocall problem with industry and consumer stakeholders.

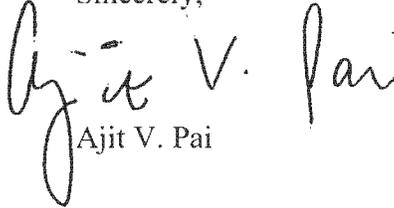
As for enforcing Do Not Call regulations, the FCC coordinates with the FTC to investigate violations of the Do Not Call regulations as part of its investigations into violations of the TCPA and the Truth in Caller ID Act. For entities not regulated by the FCC, the FCC will issue warning citations and impose fines against companies violating or suspected of violating the do-not-call rules. For entities subject to FCC regulation, however, the FCC is able to proceed directly to a forfeiture proceeding for suspected violations.

In addition to coordination with the FTC, we work with both Federal and State agencies to share information and resources that can be used to investigate unwanted calls. The FCC's Enforcement Bureau regularly coordinates with other agencies, such as the Department of the Treasury, Department of Justice, and Department of Homeland Security. In many instances, the FCC has formalized this cooperation through the execution of memoranda of understanding. We also have bilateral engagements with foreign counterparts on robocalls.

The Commission also strongly supports collaborative efforts with the industry to promote best practices in addressing robocall issues, including Caller ID authentication and industry-led efforts to develop comprehensive solutions to prevent, detect, and filter unwanted robocalls. We are actively encouraging an industry-proposed authentication standard-setting process. The Commission has also worked with carriers to implement improved "traceback" methods that will allow our staff and carriers to investigate illegal robocalls more effectively by quickly identifying the sources of such calls. Further, the Commission has already made data from complaints about illegal robocalls available to third parties who use it to help their call blocking tools more readily identify problematic calls.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,



Ajit V. Pai