



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 14, 2019

The Honorable Susan Collins
Chairwoman
Committee on Special Committee on Aging
United States Senate
G31 Dirksen Senate Office Building
Washington, D.C. 20510

Dear Chairwoman Collins:

Thank you for your letter supporting my recent proposal to help consumers block unwanted robocalls by default. Combatting unwanted robocalls has been my top consumer protection priority since becoming Chairman. We have tackled this complex challenge with a comprehensive approach—though rulemaking, enforcement actions, and consumer education—in addition to our collaboration with other government entities and industry.

During my tenure as FCC Chairman, I've had the opportunity to set the agenda for 28 monthly meetings. At almost half of those meetings, we've voted on measures to fight unlawful robocalls and caller ID spoofing. We've taken action to cut off robocalls and spoofing at the source, including authorizing carriers to stop certain spoofed robocalls. We've authorized the creation of a reassigned numbers database. And we've proposed to use the authority Congress gave us in last year's RAY BAUM'S Act to expand the reach of our anti-spoofing rules.

And in one of the biggest steps yet, at our June meeting, the FCC adopted my proposal to allow phone companies to establish call-blocking services as a default setting for consumers. This was paired with another proposal related to call-blocking—a Further Notice of Proposed Rulemaking regarding a safe harbor for carriers that block phone calls that are not properly authenticated under the SHAKEN/STIR Call Authentication framework, including a proposal for the Commission to mandate adoption of the SHAKEN/STIR framework if major voice service providers fail to implement the framework by the end of the year. I'm optimistic that these steps will make a significant dent in this problem, which generates the most consumer complaints to the Commission.

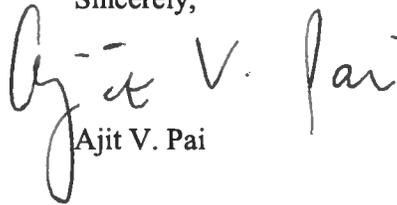
In addition, the Commission continues to aggressively enforce the Telephone Consumer Protection Act as well as the Truth in Caller ID Act. We have sent a clear message that those who engage in illegal robocall schemes will pay a price. The FCC coordinates with the Federal Trade Commission on investigations into violations of our Do Not Call rules, and we work together on consumer education programs. The Commission also works with federal and state agencies to share information and resources that can be used to investigate unwanted calls, such as the Department of the Treasury, Department of Justice, and Department of Homeland Security. Finally, we alert consumers about robocall scams, such as a recent "one-ring" advisory

issued this month warning consumers about scam calls using three-digit country codes for Mauritania or Sierra Leone and hanging up after a single ring.¹

I also appreciate all the work your Committee has done on this issue to help protect senior citizens—one of the more vulnerable group of consumers. The good news is that everyone—the Commission, Congress, the Federal Trade Commission, Attorneys General, consumer advocates, and the carriers—are all working to help end the scourge of unwanted robocalls. Notably, the Commission’s work here is fully in line with, and a complement to, the important work the Senate has done in crafting the Telephone Robocall Abuse Criminal Enforcement and Deterrence Act, or TRACED Act—important legislation that I hope soon becomes the law of the land. I remain hopeful that, working together, we can make an impact.

Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink that reads "Ajit V. Pai". The signature is written in a cursive style with a large initial "A".

Ajit V. Pai

¹ The “One-Ring’ Phone Scam” advisory is available at <https://www.fcc.gov/consumers/guides/one-ring-phone-scam>.



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June 14, 2019

The Honorable Bob Casey
Ranking Member
Committee on Special Committee on Aging
United States Senate
628 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Casey:

Thank you for your letter supporting my recent proposal to help consumers block unwanted robocalls by default. Combatting unwanted robocalls has been my top consumer protection priority since becoming Chairman. We have tackled this complex challenge with a comprehensive approach—though rulemaking, enforcement actions, and consumer education—in addition to our collaboration with other government entities and industry.

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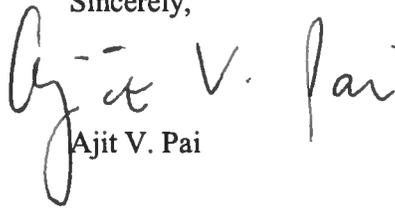
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