July 10, 2019

Via Email and ECFS

The Honorable Geoffrey Starks
Commissioner
Federal Communications Commission
445 Twelfth Street SW
Washington, DC 20554

Re: **_Advanced Methods to Target and Eliminate Unlawful Robocalls_ (CG Docket No. 17-59); _Call Authentication Trust Anchor_ (WC Docket No. 17-97)**

Dear Commissioner Starks:

We appreciate your June 10, 2019, letter focused on the need for call management services that are free to consumers. We strongly share the view of you and your fellow Commissioners on the importance of such services. Indeed, Google is already at the forefront in providing millions of consumers with effective call authentication and blocking tools at no cost today.

We make available several notable tools. One is Google's Phone app for Android,[1] which provides visual warnings about potential spam callers, enables users to block specific numbers on their own devices, and allows users to report suspicious calls to help protect the Android community from fraud and spam. Any mobile phone manufacturer and/or carrier can preload the Phone app on Android devices they sell, with no cost to them or to the users who benefit.

Users who have chosen Google's Phone app can have their phone block suspected spam calls from ringing and instead send those calls directly to voicemail. This feature, which is free, is provided on an opt-in basis to users and builds on the existing "suspected spam caller" warning feature in Android. Users are informed of this option through their individual device settings and in our online help center (*see* https://support.google.com/phoneapp/answer/3459196), and via educational prompts in the app for certain users. Users of the Phone app are also able to check their logs of received calls, which include the suspected spam calls that were prevented from ringing.

Users of the Google Voice call-management app also enjoy the features similar to those included in the Phone app as described above. The call blocking tool on Google Voice is

---

[1] Google Play, *Phone App,* at https://play.google.com/store/apps/details?id=com.google.android.dialer&hl=en_US.

Google

provided on an opt-in basis. Google Voice users are informed of this feature through their settings as well as in the help center (*see* https://support.google.com/voice/answer/115089).

Most of Google's Pixel phones further offer a Call Screen feature, which gives users the option to have the Phone app ask who is calling and why, and to see a real-time transcript of the caller's response before deciding whether to answer a call. Viewed as the "best weapon against spam"[2] by one tech publication, this opt-in tool is free to Pixel users. Google also offers it at no cost to manufacturers and carriers, who we welcome to adopt Call Screen on their phones. More details about Call Screen are available at https://support.google.com/phoneapp/answer/9118387.

Google is steadfastly focused on empowering our users to avoid unwanted calls. We have developed the free solutions described above and continue to reach out to carriers and manufacturers to encourage them to consider adopting our solutions for the benefit of their customers. We remain invested in our free solutions and will seek their wider distribution, while at the same time working toward the deployment of STIR/SHAKEN through our involvement with the Secure Telephone Identity Governance Authority.

Please contact me should you have any questions.

Respectfully submitted,

Darah Franklin
Counsel
Google LLC

---

[2] Patrick Holland, *Pixel 3's Call Screen and Now Playing Are the Best Reasons to Own This Phone: Besides the Camera, of Course*, CNET, Dec. 12, 2018, https://www.cnet.com/news/pixel-3-call-screen-and-now-playing-are-the-best-reasons-to-own-this-phone/.