

March 2, 2020

The Honorable Amy Klobuchar United States Senate 425 Dirksen Senate Office Building Washington, DC 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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I should note that current law already addresses the consumer protection concerns raised in your letter, and we are using our existing resources to improve our education efforts in this area. We are committed to working with the wireless carriers and other stakeholders as necessary to ensure that consumers are aware of these frauds and the tools available to protect their accounts. Scams like those referenced in your letter are forms of identity theft, and as such the FCC encourages anyone targeted to also contact law enforcement if they are a victim.

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

Sincerely,

Ajjt V. Pai



March 2, 2020

The Honorable Angus King United States Senate 130 Hart Senate Office Building Washington, DC 20510

Dear Senator King:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Ajit V. Pai



March 2, 2020

The Honorable Edward J. Markey United States Senate 255 Dirksen Senate Office Building Washington, DC 20510

Dear Senator Markey:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Sincerely,

Ajt V. Pai



March 2, 2020

The Honorable Jon Tester United States Senate 311 Hart Senate Office Building Washington, DC 20510

Dear Senator Tester:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Ajlt V. Pai



March 2, 2020

The Honorable Maggie Hassan United States Senate 330 Hart Senate Office Building Washington, DC 20510

Dear Senator Hassan:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Ajit V. Pai



March 2, 2020

The Honorable Richard Blumenthal United States Senate 706 Hart Senate Office Building Washington, DC 20510

Dear Senator Blumenthal:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Sincerely,

Ajjt V. Pai



March 2, 2020

The Honorable Ron Wyden United States Senate 221 Dirksen Senate Office Building Washington, DC 20510

Dear Senator Wyden:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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March 2, 2020

The Honorable Tammy Duckworth United States Senate 524 Hart Senate Office Building Washington, DC 20510

Dear Senator Duckworth:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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Ajt V. Pai



March 2, 2020

The Honorable Tina Smith United States Senate 770 Hart Senate Office Building Washington, DC 20510

Dear Senator Smith:

Thank you for your letter regarding the Commission's efforts to educate consumers regarding cellphone fraud. I have made it a priority as Chairman to provide consumers with the information they need to protect themselves against cellular phone-related scams.

We use a multipronged approach when it comes to educating the public on these topics. We are continuously posting new content to our Consumer Help Center to address these issues, as well as training our Consumer Complaint Center agents to provide tips and relevant information to consumers who call or file electronic inquiries. Regarding SIM swaps and portout requests, The FCC has had a consumer guide on cellular fraud for several years that provides useful information on how consumers can protect themselves. And last fall, we released a Consumer Help Center post on port-out scams, available at https://www.fcc.gov/port-out-fraud-targets-your-private-accounts. Consistent with these efforts, I recently asked the FCC's Consumer and Governmental Affairs Bureau to review whether there are other steps consumers can take to protect themselves and what consumer education efforts may be beneficial.

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