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

Sincerely,

V. Pai

Ajit 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 port-out 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,

[Signature]

Ajit V. Pai

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 port-out 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,

Ajit V. Pai

[Signature]

Ajit 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 port-out 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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Please let me know if I can be of any further assistance.

Sincerely,

[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 port-out 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,

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 port-out 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,

V. Pai

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 port-out 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,

Ajit V. Pai
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 port-out 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](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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Please let me know if I can be of any further assistance.

Sincerely,

Ajit 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 port-out 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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