



Federal Communications Commission
Enforcement Bureau
45 L Street, NE
Washington, DC 20554

March 17, 2021

VIA CERTIFIED MAIL - RETURN RECEIPT REQUESTED

To: Harjot Pal Singh Batra
Owner/Director
Icon Global Services Ltd.
Unit 3.02, Q West Building
1100 Great West Road
Brentford TW8 0GP
England
hsbatra@iconglobal.co.uk

cc: bobby@iconglobal.co.uk

Re: Official Correspondence from the Federal Communications Commission

Dear Mr. Batra,

We have determined that Icon Global Services, Ltd. (Icon Global) is apparently transmitting illegal robocall traffic on behalf of one or more of its clients. **You should investigate and, if necessary, cease transmitting such traffic immediately and take steps to prevent your network from continuing to be a source of apparent illegal robocalls. As noted below, downstream voice service providers will be authorized to block all of Icon Global's traffic if you do not take steps to "effectively mitigate illegal traffic within 48 hours," or if you fail to inform the Commission and the Traceback Consortium within fourteen (14) days of this letter (March 31, 2021) of the steps you have taken to "implement effective measures" to prevent customers from using your network to make illegal calls.**¹

Why You Are Receiving This Notification. You are receiving this letter because one or more investigations conducted by the Commission, in conjunction with the Traceback Consortium, revealed that Icon Global apparently transmitted multiple illegal robocall campaigns from the sources listed in Attachment A.

Actions You Should Take Now. Icon Global should take the following steps to resolve this matter:

1. Promptly investigate the transmissions identified above.
2. If necessary, "effectively mitigate" the identified unlawful traffic by determining the source of the traffic and preventing that source from continuing to originate such traffic.
3. Implement effective safeguards to prevent customers from using your network as a platform to originate illegal calls.

¹ See 47 CFR § 64.1200(k)(4).

4. Within 48 hours, inform the Commission and the Traceback Consortium of steps taken to mitigate the identified apparent illegal traffic.
5. Within fourteen (14) days of the date of this letter (March 31, 2021), inform the Commission and the Traceback Consortium of the steps Icon Global is taking to prevent customers from using its network to transmit illegal robocalls.² Failure to provide this information within 14 days shall be equivalent to having failed to put effective measures in place.³

Consequences for Failure to Comply. If after 48 hours of issuance of this letter Icon Global continues to route or transmit harmful robocall traffic from the entities involved in these campaigns, downstream U.S.-based voice service providers may begin blocking all calls from Icon Global after notifying the Commission of their decision and providing a brief summary of their basis for making such a determination.⁴ Furthermore, if Icon Global fails to take sufficient mitigating actions to prevent its network from continuing to be used to transmit illegal robocalls, then downstream U.S.-based providers may block calls following notice to the Commission. **Failure to act within the deadline may result in the Commission issuing a notice to all U.S.-based voice service providers that they may block ALL call traffic transmitting from your network, permanently.**

Please direct any inquiries regarding this letter to Daniel Stepanicich, Attorney Advisor, Telecommunications Consumers Division, Enforcement Bureau, FCC, at daniel.stepanicich@fcc.gov or (202) 418-7451; and cc: to Kristi Thompson, Division Chief, Telecommunications Consumers Division,

² See *Advanced Methods to Target and Eliminate Unlawful Robocalls*, CG Docket No. 17-59, Third Report and Order, Order on Reconsideration, and Fourth Further Notice of Proposed Rulemaking, 35 FCC Rcd 7614, 7630, para. 43 (2020) (*Call Blocking Safe Harbor Report and Order*)

³ You are encouraged to reach out to the Commission before the deadline if you anticipate needing more time to execute this step.

⁴ In July 2020, the Commission adopted the *Call Blocking Safe Harbor Report and Order*, which authorized voice service providers to block illegal robocalls. *Call Blocking Safe Harbor Report and Order*, 35 FCC at 7628, para. 36; see also 47 CFR § 64.1200(k)(3)-(4). If the Commission identifies illegal traffic, based on information obtained through traceback such as that provided by the Traceback Consortium, the Commission may notify the voice service provider that it is transmitting identified probable illegal calls (or “bad traffic”) and, upon receipt of notification, the voice service provider should investigate promptly and take any steps that may be necessary to prevent the illegal caller from continuing to use the network to make such calls. Furthermore, if the notified voice service provider fails to take effective mitigation measures within 48 hours, any downstream voice service provider may block the calls from the notified provider. *Call Blocking Safe Harbor Report and Order*, 35 FCC Rcd at 7628-29, para. 39. Any voice service provider that decides to block traffic from the bad actor provider must notify the Commission of its decision and provide a brief summary of its basis for making such a determination prior to initiating blocking. *Id.* at 7630, para. 42; 47 CFR § 64.1200(k)(4). If the notified voice service provider fails to implement effective measures to prevent new and renewing customers from using its network to originate illegal calls, other downstream voice service providers may block the calls from the notified provider. *Call Blocking Safe Harbor Report and Order*, 35 FCC Rcd at 7630 para. 43; 47 CFR § 64.1200(k)(3)-(4). A voice service provider that decides to block traffic from the bad actor provider must notify the Commission of its decision and provide a brief summary of its basis for making such a determination prior to initiating blocking. *Id.* at 7630, para. 43; 47 CFR § 64.1200(k)(4).

Enforcement Bureau, FCC, at kristi.thompson@fcc.gov. A copy of this letter has been sent to the Traceback Consortium.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Thompson", written over a solid horizontal line.

Kristi Thompson
Division Chief
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission

ATTACHMENT A

Customer	Date of Call	Caller ID	Called Number	Description	Violation
Caprus IT	February 7, 2021			Fraudulent Apple Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Caprus IT	February 4, 2021			Fraudulent Apple Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Caprus IT	February 3, 2021			Fraudulent Apple Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Caprus IT	January 29, 2021			Fraudulent Apple Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Bigfoot Mediatech Co. Ltd.	October 19, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	September 18, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Pulse Telesystems	September 12, 2020			Attempted Telephone Denial of Service Attack	47 U.S.C. § 227(b); 47 CFR § 64.1200
Pulse Telesystems	September 10, 2020			Attempted Telephone Denial of Service Attack	47 U.S.C. § 227(b); 47 CFR § 64.1200

Caprus IT	September 9, 2020			Fraudulent Bank of America Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Legacy	July 22, 2020			Fraudulent Comcast Customer Service Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Prestige DR Voip	July 21, 2020			Utility Service Imposter	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	June 29, 2020			Insurance-AutomotiveDept	47 U.S.C. § 227(b); 47 CFR § 64.1200
Digipillar IT	June 16, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Digipillar IT	June 16, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Caprus IT	June 15, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Digipillar IT	June 15, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
TBI Telecom	June 10, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200

VAS RD	May 26, 2020			COVID-19/Election related robocalls	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	May 1, 2020			Fraudulent Employment Advisor	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	April 24, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	April 24, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	April 20, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Yodel Technologies / Yodel Voice	April 16, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
OpenCambio LLC	April 15, 2020			Health Insurance Advisor	47 U.S.C. § 227(b); 47 CFR § 64.1200
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OpenCambio LLC	April 15, 2020			Health Insurance Advisor	47 U.S.C. § 227(b); 47 CFR § 64.1200

Tech BPO	March 3, 2020			Social Security Administration Imposter	47 U.S.C. § 227(b); 47 CFR § 64.1200
ROHITRS	February 27, 2020			Social Security Administration Imposter	47 U.S.C. § 227(b); 47 CFR § 64.1200
VS Technology	February 24, 2020			Social Security Administration Imposter	47 U.S.C. § 227(b); 47 CFR § 64.1200
VS Technology	February 24, 2020			Social Security Administration Imposter	47 U.S.C. § 227(b); 47 CFR § 64.1200
VS Technology	February 21, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
VS Technology	February 21, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
VS Technology	February 21, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Overseas Inc	February 20, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	January 31, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200

No Response	January 31, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	January 31, 2020			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	January 21, 2020			Fraudulent Amazon Tech Support Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	January 2, 2020			Fraudulent Apple Customer Service Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	January 2, 2020			Fraudulent Apple Customer Service Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	December 4, 2019			Fraudulent Apple Customer Service Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
Checkbox Telecom	November 25, 2019			Fraudulent Visa-Master Card scam	47 U.S.C. § 227(b); 47 CFR § 64.1200
Voxpace	October 10, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	August 15, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200

Smart Technocrats and Consultancy Services Pvt. Ltd	August 7, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
Tirth Informatics Pvt Ltd	July 29, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	July 29, 2019			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	July 29, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
AGG RBM Comm / World Connect / CGS	July 29, 2019			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
AGG RBM Comm / World Connect / CGS	July 22, 2019			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
AGG RBM Comm / World Connect / CGS	July 22, 2019			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
AGG RBM Comm / World Connect / CGS	July 22, 2019			Fraudulent Social Security Administration Robocall	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	July 12, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200

Green Voice Solutions	July 12, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	June 10, 2019			One Ring Scam	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	June 10, 2019			One Ring Scam	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	June 10, 2019			One Ring Scam	47 U.S.C. § 227(b); 47 CFR § 64.1200
No Response	May 30, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
Bluestar Telecom	May 17, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
Bluestar Telecom	May 14, 2019			Fraudulent IRS Impersonator	47 U.S.C. § 227(b); 47 CFR § 64.1200
Legacy	May 2, 2019			One Ring Scam	47 U.S.C. § 227(b); 47 CFR § 64.1200