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For Immediate Release

**FCC TO OPEN PORTAL FOR HOSPITALS AND OTHER
INSTITUTIONS TO ALERT THE ENFORCEMENT BUREAU ABOUT
ROBOCALL AND SPOOFING CAMPAIGNS**

WASHINGTON, June 17, 2021—The Federal Communications Commission today adopted rules establishing a formal system by which private entities like hospitals or other institutions can provide information about suspected robocall or spoofing campaigns directly to the FCC’s Enforcement Bureau. The new online portal will allow such entities to alert agency investigators of concerning incidents, including floods of robocalls like those that have been known to clog up hospital phone lines.

In the Pallone-Thune Telephone Robocall Abuse Criminal Enforcement and Deterrence Act (TRACED Act), Congress directed the FCC to create a process that streamlines the ways in which a private entity may voluntarily share with the Commission information relating to a call or text message that violates prohibitions regarding robocalls or spoofed caller ID information. This process will be separate from and will not impact the FCC’s current consumer complaint process.

The new online portal will collect information from filers including contact information and details about the robocall campaign. From there, Enforcement Bureau staff may pursue investigations, work with partners like the [Traceback Consortium](#) to seek to cut off a robocall campaign, work with other federal and/or state partners, and/or work with the consumer affairs team to provide consumer protection support. The new private entity robocall notification portal will be available on FCC.gov following the legally required Paperwork Reduction Act review by the Office of Management and Budget.

Action by the Commission June 17, 2021 by Report and Order (FCC 21-75). Acting Chairwoman Rosenworcel, Commissioners Carr, Starks, and Simington approving. Acting Chairwoman Rosenworcel and Commissioner Starks issuing separate statements.

EB Docket No. 20-374

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).