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For Immediate Release

**FCC DEMANDS THREE MORE COMPANIES IMMEDIATELY STOP
FACILITATING ILLEGAL ROBOCALL CAMPAIGNS**

These Are the Fourth Tranche of Enforcement Bureau Cease and Desist Letters

WASHINGTON, October 21, 2021—FCC Acting Chairwoman Jessica Rosenworcel today announced the latest FCC action to combat illegal robocalls and spoofing campaigns that target consumers. The FCC’s Enforcement Bureau sent cease-and-desist letters to three network providers—Duratel, Primo Dialler, and PZ/Illum Telecommunication—demanding that these providers immediately cease originating illegal robocall campaigns on their networks, many of which originated overseas, and report to the Commission the concrete steps they are implementing to prevent a recurrence of these operations.

“We announced the formation of the agency’s Robocall Response Team with a clear message: bad actors beware,” said Rosenworcel. “These cease-and-desist letters should serve as a warning sign to other entities that believe the FCC has turned a blind eye to this issue. We haven’t. Our latest action makes it clear to companies like these that we will intervene when necessary to protect American consumers. The FCC is putting its full force behind stopping these junk calls.”

Investigations by the Enforcement Bureau, in conjunction with the industry-led Traceback Consortium, indicate that these companies each transmitted multiple illegal robocall campaigns on their networks. Duratel and PZ/Illum originated substantial numbers of government imposter scam calls including posing as the Social Security Administration, the Federal Reserve, or the Department of Homeland Security. Primo Dialler originated robocalls that threatened utility discontinuation and offered fake credit card rate reductions. The FCC identified the providers based on Industry Traceback Group information, which identifies the providers that receive the most tracebacks over a 60-day period, as well as information from the Social Security Administration Office of the Inspector General.

The FCC has made clear that, should this practice not end immediately, other network operators will be authorized to block traffic from these companies altogether. The Bureau issued similar letters to other companies in [March](#), [April](#), and [May](#). In response to the previous letters, most of those companies appear to have stopped facilitating robocall campaigns and taken steps to prevent reoccurrences. The FCC will continue to monitor all these companies’ activities and, should a reoccurrence take place, stands ready to authorize the blocking of traffic from any of these duly warned companies.

Today’s letters make clear that Duratel, Primo Dialler, and PZ/Illum Telecommunication must take steps to “effectively mitigate illegal traffic” within 48 hours. And they must inform the Commission and the Traceback Consortium within fourteen days of the steps taken to implement effective measures to prevent their clients from using their network to make illegal

calls. If they do not take such steps, other networks will be authorized, and may even be required, to block traffic from these companies.

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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).