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For Immediate Release

**FCC RENEWS ROBOCALL AND DATA PROTECTION
INTERNATIONAL ENFORCEMENT PARTNERSHIP**

***Agency Has Focused on International, Federal, and State Partnerships to Protect
Consumers Against Scam Calls and Data Privacy Threats***

WASHINGTON, September 21, 2023—The FCC’s Robocall Response Team and the newly formed Privacy and Data Protection Task Force today announced the agency’s renewed partnership with international robocall enforcement bodies within the Unsolicited Communications Enforcement Network (UCENet). The Memorandum of Understanding signed by FCC Chairwoman Jessica Rosenworcel demonstrates the agency’s commitment to international partnerships in fighting consumer foes that know no borders: robocall scams and data theft.

The FCC announcement takes place alongside its partners at the Federal Trade Commission. The FCC and FTC work closely together on consumer protection issues such as combating robocall scams and protecting consumers’ privacy and sensitive data. Their simultaneous recommitment to UCENet will maximize the benefits of this international cooperation in protecting consumers and demonstrates the importance of cross-border engagement.

The FCC’s Enforcement Bureau has led the agency’s participation in UCENet, which has been a useful forum for sharing best practices and international resources on consumer protection efforts by government enforcement bodies. The FCC looks now to build on that success and utilize this coalition for investigations into scams and data breaches that cross borders.

FCC Leadership:

Chairwoman Jessica Rosenworcel: “Scammers and threat actors don’t care about international borders. To protect consumers at home and around the world, we need to work with our international partners to combat junk calls and enhance data security.”

Enforcement Bureau:

Chief Loyaan A. Egal: “UCENet is a critical forum for regulatory enforcers to learn from each other and build impactful, cooperative relationships. I thank my international counterparts for their collegiality and for their dedication to protecting consumers around the world.”

What’s New:

The FCC signed a Memorandum of Understanding to remain a leading partner in the UCENet. The FCC first joined the coalition in 2016 alongside the Federal Trade Commission. This network, previously known as the London Action Plan, has increasingly focused on robocall scams and data privacy. The FCC intends to continue UCENet’s success as a forum for sharing best practices while also developing it as a critical tool in international consumer protection investigations.

In addition to the FTC, the FCC joins the Australian Communications and Media Authority, the Canadian Radio-Television and Commission, the Korea Internet & Security Agency, the Authority for Consumers and Markets in the Netherlands, the UK Information Commissioner's Office, the Department of Internal Affairs in New Zealand, and the Office of the Privacy Commissioner of Canada as signatories to the Memorandum of Understanding.

The Privacy and Data Protection Task Force:

Chairwoman Rosenworcel established the FCC's Privacy and Data Protection Task Force because, given the always-on nature of connectivity in our culture, the communications industry is a lynchpin of society and critical infrastructure. Thus, this FCC staff working group was tasked with coordinating across the agency on the rulemaking, enforcement, and public awareness needs in the privacy and data protection sectors, including data breaches (such as those involving telecommunications providers) and supply chain vulnerabilities involving third-party vendors that service regulated communications providers. Since the establishment of the Privacy and Data Protection Task Force, the Commission has issued a \$20 million Notice of Apparent Liability against Q Link Wireless LLC and Hello Mobile Telecom LLC for apparent Customer Proprietary Network Information violations and proposed new rules to increase consumer protection against SIM swap and port-out fraud.

The FCC has an important role to play under the Communications Act in ensuring consumers enjoy the data privacy they both demand and deserve. Learn more:

<https://www.fcc.gov/privacy-and-data-protection-task-force>

The Robocall Response Team:

Chairwoman Rosenworcel established the FCC's Robocall Response Team to serve as an FCC staff working group to combat the unyielding menace of illegal spoofed, or scam, robocalls. The team pulls together expertise from across the agency to leverage the talents of enforcers, attorneys, policy makers, engineers, economists, and outreach experts. Learn more:

<https://www.fcc.gov/spoofed-robocalls>.

Getting Results:

- Blocking active robocall scam campaigns by issuing first-of-their-kind actions:
 - 99% drop in auto warranty scam robocalls after an FCC action;
 - 88% month-to-month drop in student loan scam robocalls;
 - Halted predatory mortgage robocalls targeting homeowners nationwide;
- Fining companies record-breaking amounts for illegal robocalls and spoofing;
- Closing gateways used by international robocallers to reach Americans' phones;
- Widespread implementation of STIR/SHAKEN caller ID authentication standards – including applying the requirements to gateway providers;
- Working with industry to traceback illegal calls to their sources;
- Ensuring voice service providers meet FCC robocall mitigation requirements;
- Signing robocall investigation partnerships with [47](#) states, District of Columbia, Guam and international partners;
- Establishing first-of-their-kind regulations targeting scam text messaging; and
- Launched the Robocall Mitigation Database to monitor STIR/SHAKEN compliance.

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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).