

**Media Contact:**

Paloma Perez

[Paloma.Perez@fcc.gov](mailto:Paloma.Perez@fcc.gov)

**For Immediate Release**

**FCC CHAIRWOMAN LAUNCHES EFFORT TO BETTER UNDERSTAND AI'S IMPACT ON ROBOCALLS AND ROBOTEXTS**

WASHINGTON, October 23, 2023—Federal Communications Commission Chairwoman Jessica Rosenworcel today announced at an event with AARP that she will be sharing with her colleagues a proposed inquiry that would take a closer look at how artificial intelligence impacts illegal and unwanted robocalls and texts. The agency will assess this evolving threat and explore what tools are available to respond to it in the age of AI. The proposal, if adopted at the Commission's November 15, 2023 public open meeting, would begin an inquiry into strengths and vulnerabilities of using AI technologies to protect consumers from unwanted robocalls and texts under the Telephone Consumer Protection Act.

“AI is a real opportunity for communications to become more efficient, more impactful, and more resilient,” **said FCC Chairwoman Jessica Rosenworcel.** “While we are aware of the challenges AI can present, there is also significant potential to use this technology to benefit communications networks and their customers—including in the fight against junk robocalls and robotexts. We need to address these opportunities and risks thoughtfully, and the effort we are launching today will help us gain more insight on both fronts.”

If adopted by a vote of the full Commission, this action, called a Notice of Inquiry, would seek comment on the following:

- How AI technologies fit into the Commission's statutory responsibilities under the Telephone Consumer Protection Act (TCPA);
- If and when future AI technologies fall under the TCPA;
- How AI impacts existing regulatory frameworks and future policy formulation;
- If the Commission should consider ways to verify the authenticity of legitimately generated AI voice or text content from trusted sources; and,
- What next steps, if any, are necessary to advance this inquiry.

As AI technologies that can generate content become increasingly prevalent, they have the potential to perform tasks that would ordinarily require human participation. These include interactive communications by voice calls and texts to consumers. Additionally, AI has the potential to expand and refine analytics tools used to block unwanted robocalls and robotexts and restore trust in our networks. AI can also pose new privacy and safety challenges, including by mimicking real human voices. This inquiry aims to understand these benefits and risks, so the Commission can better combat harms, utilize the benefits of AI, and protect consumers.

###

*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).*