

Media Contact:

Will Wiquist
will.wiquist@fcc.gov

For Immediate Release

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

WASHINGTON, November 15, 2023—The Federal Communications Commission today voted to begin a formal inquiry that will take a closer look at how artificial intelligence technology impacts illegal and unwanted robocalls and robotexts. The agency will assess both AI's potential to positively and negatively affect consumers.

As artificial intelligence technology becomes more prevalent, it presents opportunities to protect consumers but it can also pose privacy and safety challenges. In the case of robocalls and robotexts, AI could improve analytics tools used to block unwanted calls and texts and restore trust in our networks. But AI could also permit bad actors to more easily defraud consumers through calls and text messages, such as by using technology to mimic voices of public officials or other trusted sources.

The Notice of Inquiry adopted today seeks to gather information and prepare for changes in calling and texting practices that may result from AI-influenced technology. For example, the Commission seeks comment on how to define AI in the robocall and robotext context, the current state of AI use in calling and texting, the impact of emerging AI technologies on consumer privacy rights under the Telephone Consumer Protection Act, and what, if any, next steps the Commission should take to address these issues.

This inquiry is part of the Commission's broader exploration of opportunities and challenges that AI and machine learning pose to communications networks. Chairwoman Jessica Rosenworcel has highlighted the real opportunity for emerging technologies to help communications become more efficient and resilient. To that end, the Commission and the National Science Foundation co-hosted a [workshop](#) entitled "The Opportunities and Challenges of Artificial Intelligence for Communications Networks and Consumers." The Commission's [Technological Advisory Council](#) is studying these issues in order to advise the agency through its working group on AI/Machine Learning. And the Commission launched a [spectrum sharing proceeding](#) to explore how leveraging technologies such as AI to understand non-federal spectrum usage and draw insights from large and complex datasets can help facilitate more efficient spectrum use.

Action by the Commission November 15, 2023 by Notice of Inquiry (FCC 23-101).
Chairwoman Rosenworcel, Commissioners Carr, Starks, Simington, and Gomez approving.
Chairwoman Rosenworcel, Commissioner Starks issuing separate statements.

CG Docket No. 23-362

###

Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / Twitter: @FCC / www.fcc.gov

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).