

**STATEMENT OF
CHAIRWOMAN JESSICA ROSENWORCEL**

Re: *Implications of Artificial Intelligence Technologies on Protecting Consumers from Unwanted Robocalls and Robotexts*, CG Docket No. 23-362, Declaratory Ruling (February 2, 2024)

It seems like something from the far-off future, but it is already here.

Artificial Intelligence-generated voice cloning and image creating tools are now more accessible and more likely to be used for fraud. This technology can confuse us when we listen, view, and click, because it can trick us into thinking all kinds of fake stuff is legitimate. Already we see this happening with Tom Hanks hawking dental plans online, a vile video featuring Taylor Swift, and calls from candidates for political office that are designed to confuse us about where and when to vote. We also have stories of grandparents who are led to believe that it is really their grandchild on the phone begging for funds, only to learn later it was a bad actor preying on their willingness to forward money to family.

No matter what celebrity or politician you favor, or what your relationship is with your kin when they call for help, it is possible we could all be on the receiving end of these faked calls. That is why at the Federal Communications Commission, we are taking action to stop the bad actors responsible for this junk. In November we launched a Notice of Inquiry to build a record to help combat illegal robocalls where AI might be involved. We asked questions about how AI might be used for scams that arise out of robocalls, by mimicking the voices of those we know. But just as important, we asked about how AI can help us with pattern recognition so that we turn this technology into a force for good that can recognize illegal robocalls before they ever even reach us on the phone.

Today we go a step further. We issue a Declaratory Ruling to make clear that under the Telephone Consumer Protection Act, restrictions on the use of an “artificial or prerecorded voice” apply to the AI technologies that are already being used to generate unwanted and unlawful robocalls.

What does that mean? The Telephone Consumer Protection Act is the primary law we have to help limit unwanted robocalls. It means that AI technologies like voice cloning fall within this law’s existing prohibitions and that calls that use this technology to simulate a human voice are illegal, unless callers have obtained prior express consent. It also means that when these calls happen, State Attorneys General across the country can go after the bad actors behind these robocalls and seek damages under the law. In fact, 26 State Attorneys General—from all across the country—wrote to us supporting this approach. Even better, at the Commission we now have a Memorandum of Understanding with 48 State Attorneys General who have agreed to work with us to combat robocalls. Now, with this Declaratory Ruling, we will have another tool to go after voice cloning scams and get this junk off the line.