STATEMENT OF
COMMISSIONER ANNA GOMEZ


Robocalls and robotexts are the number one complaint that consumers raise to the FCC. We agree, they are incredibly frustrating. That is why we continuously work to combat robocalls and robotexts. Whether improving our existing databases or exploring the role of Artificial Intelligence (AI), dedicated staff at the FCC works hard to mitigate unwanted robocalls and robotexts with every tool at our disposal and continuously looks for new ways to end this menace to consumers.

Today, we took an important action in this line of work. We voted on proposals to ensure that AI is harnessed to protect consumers from harm rather than amplify the risks they experience in the robocall and robotext context. AI technologies can bring both new challenges and opportunities to combat this scourge, and responsible and ethical implementation of AI technologies is crucial to strike a balance.

I am glad that we are seeking comment on ways that consumers can become aware of when they are receiving communications generated with AI. We serve consumers best when we arm them with information. I look forward to hearing from leaders in technology, consumers, and industry as we develop a record in this proceeding.

I commend the staff of the Consumer and Governmental Affairs Bureau, the Wireline Competition Bureau, and all staff at the Agency for your hard work to protect consumers.