

**STATEMENT OF  
COMMISSIONER OLIVIA TRUSTY**

Re: *Improving Customer Service and Protecting Consumers through Onshoring; Advanced Methods to Target and Eliminate Unlawful Robocalls; Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, Further Notice of Proposed Rulemaking, CG Docket Nos. 26-52, 17-59, 02-278 (March 26, 2026)

March 10<sup>th</sup> marked the 150th anniversary of the first telephone call. And, it goes without saying that since Alexander Graham Bell's historic breakthrough communications technologies have advanced dramatically benefitting consumers in myriad ways.

Notwithstanding these advancements, bad actors have kept pace with technology, changing business practices, and other evolutions in the communications marketplace. We have seen fraudsters and scammers develop new, sophisticated ways to exploit vulnerabilities in communications networks and the broader digital ecosystem for their own gain and unjust enrichment. These malicious activities can reduce consumer trust and ultimately slow the adoption of modern communications services and stall future innovation.

A trusted, reliable, and secure communications ecosystem is paramount to ensuring that consumers continue to benefit from a dynamic marketplace where innovation and investment can thrive. And so, I welcome today's NPRM to address risks to Americans that originate from call centers located overseas. In particular, I appreciate the Notice's focus on protecting the privacy and security of consumers' sensitive information and proposing ways to more proactively identify and mitigate threats before they impact American consumers.

The proposals in this item mark another important step forward by this Commission to enhance trust in our communications ecosystem and build consumer confidence to adopt new services, which will ultimately create a stronger foundation for innovation. I thank the Consumer and Governmental Affairs Bureau for their work on this item.