

**STATEMENT OF
COMMISSIONER OLIVIA TRUSTY**

Re: *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. 17-59 and 02-278 (April 30, 2026)

Protecting consumers from scams is essential to safeguarding the communications networks that underpin our economic vitality and national security. Robust “know your customer” practices are a critical component of that effort.

At their most effective, these measures can prevent bad actors from accessing communications networks in the first place. They also can equip law enforcement with the information needed to identify and pursue those scammers and other criminals who do manage to gain access.

Although the FCC has maintained “know your customer” requirements for several years, experience suggests that further refinement may be warranted. Provider flexibility remains important as well, however greater clarity regarding the scope and application of these obligations could better serve both consumers and providers.

As we evaluate the record in this proceeding, I look forward to considering how enhanced know your customer requirements fit together with tools such as improved caller ID authentication to more effectively combat illegal calls. Consumers deserve nothing less.

I thank the Consumer and Governmental Affairs Bureau for their work on this important item.