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October 4, 2017

The Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Dear Commissioners:

Today, we participated in a hearing held by the U.S. Senate Special Committee on Aging on robocalls and scams on seniors. Senator Casey is the Ranking Member of the Committee, and Attorney General Shapiro is the chief law enforcement officer of Pennsylvania and was an invited witness. We discussed efforts at the Federal, State, and local level that would help to prevent older Americans from falling victim to fraud or scams and committed to redouble our efforts to prevent as many scammers from preying upon our loved ones as possible. To that end, we write to urge you to immediately finalize and implement the rules proposed in the Matter of Advanced Methods to Target and Eliminate Unlawful Robocalls (CG Docket No. 17-59).

It has been nearly eight months since you first proposed a rule that would make it harder for scammers to spoof certain telephone numbers to trick people into answering their phones and creating opportunities for fraud and scams. In this time period, it is likely that over 19 billion calls have been placed using robocalling technology, based on data you have cited in official documents. As Consumer Reports noted a few years ago, if robocalls were a disease, they would be an epidemic. Worse yet, many of these calls will contribute to the estimated \$3 billion bilked from our nation's seniors each year through fraud and scams.

We know that certain types of scams appear to target seniors specifically or may have a disproportionate impact on them, including but not limited to, technical support services scams, charitable donation scams, and sweepstakes scams. We have a sacred responsibility to the generations who came before us, and should be doing everything within our power as quickly as possible to ensure that older Americans do not lose one more penny to thieves pretending to be the IRS or a grandchild in need of rescue. Making it harder for these con artists to appear as though they are calling from a government agency or legitimate business, as your proposed rule would do, will go a long way. If an unknown number appears on a caller ID, it is less likely that a loved one will answer the phone and engage in a conversation that results in their hard-earned savings winding up in the hands of criminals.

Every day that you delay the implementation of the proposed rule, more seniors fall victim to a fraud or scam. It is time that you take action on this rule to help protect friends and loved ones. We look forward to receiving an update from you as to when this rule will become final.

Sincerely,

A handwritten signature in blue ink that reads "Bob Casey, Jr." in a cursive, slightly stylized font.

Robert P. Casey, Jr.
United States Senator

A handwritten signature in blue ink that reads "Josh Shapiro" in a cursive, stylized font.

Josh Shapiro
Pennsylvania Attorney General



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

February 8, 2018

The Honorable Robert P. Casey, Jr.
United States Senate
393 Russell Senate Office Building
Washington, D.C. 20510

Dear Senator Casey:

Thank you for your letter regarding the Commission's efforts to protect consumers against abusive and invasive robocalls. Spoofed robocalls are often used by fraudsters to lure our most vulnerable populations, like elderly American consumers, into pernicious scams and avoid detection. Your views are very important and will be entered into the record of the proceeding.

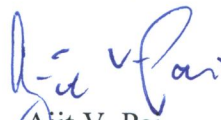
As Chairman, I've repeatedly made clear that the FCC's top consumer protection priority is aggressively pursuing the scourge of illegal robocalls. The Commission's November 2017 *Report and Order and Further Notice of Proposed Rulemaking* is one more step toward fulfilling that commitment, by enabling voice service providers to block certain calls before they reach consumers' phones. Specifically, carriers may now block calls that purport to come from invalid, unallocated, or unused phone numbers. There is no valid reason why a legitimate caller would spoof the caller ID so that a call appears to come from an invalid or unassigned phone number (e.g., 000-000-0000). Such calls are therefore likely to be illegal or fraudulent.

As part of this *Order*, we also adopted rules to allow carriers to block calls purporting to be from a phone number when the subscriber to that number requests that those calls be blocked. These "Do-Not-Originate" requests allow an individual, company, or government organization to prevent its phone number from being spoofed by robocallers, by telling carriers to block calls purporting to be from phone numbers that are only used for inbound calls and never for outbound calls. Such calls are very likely to be illegal or fraudulent. And to address the rare instance when an error might be made, we encourage carriers to establish a transparent process for legitimate callers to challenge a blocked number and to resolve the challenge quickly.

The scourge of unlawful robocalls is technically complex to address, and no single action will get the job done. But this *Order* is part of the FCC's multi-prong strategy for fighting unlawful robocalls, and it will be a significant step toward winning the fight.

I appreciate your interest in this matter, and I look forward to working with you to protect consumers from illegal robocalls. Please let me know if I can be of any further assistance.

Sincerely,



Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

February 8, 2018

The Honorable Josh Shapiro
Attorney General
State of Pennsylvania
15 Strawberry Alley
Harrisburg, PA 17120

Dear Mr. Shapiro:

Thank you for your letter regarding the Commission's efforts to protect consumers against abusive and invasive robocalls. Spoofed robocalls are often used by fraudsters to lure our most vulnerable populations, like elderly American consumers, into pernicious scams and avoid detection. Your views are very important and will be entered into the record of the proceeding.

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