

FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)
)
Protecting Consumers from One-Ring Scams) **CG Docket 20-93**

COMMENTS OF FIRST ORION CORP.

With its Scam ID service supported by First Orion analytics, T-Mobile undoubtedly protects more consumers from scammers than any other service provider: Scam ID is provided to *all* T-Mobile subscribers, free of charge and on an opt out basis. As a result, for over half a billion calls per month, T-Mobile subscribers are alerted to incoming scam calls (including the one-ring scam) with the descriptor “Scam Likely.” Subscribers can easily opt in to have these calls blocked, though blocking adoption rates are quite low. Given that, as well as the extremely low rate for opting out of labeling, labeling is clearly a consumer friendly complement to blocking.

However, outside of T-Mobile’s opt out labeling model, neither labeling nor blocking has become as widely deployed as the Commission, and consumers, would like. We appreciate that the Commission proceeds cautiously in all matters impacting call completion and applaud the steps it has taken with regard to empowering service providers and their analytics partners to apply call treatment to illegal and unwanted calls. Specifically including authority to block one ring scam calls is an extension of that authority and certainly has no negative implications. However, as opposed to a specific safe harbor for the one-ring scam, we encourage the

Commission to leverage the mandate set forth in the TRACED Act¹ and provide a broad limitation of liability for blocking and labeling of calls when based on reasonable analytics, which may include information from the STIR/SHAKEN call authentication framework.

There is ample support in the record for a broad safe harbor.² Furthermore, there are no apparent hurdles to moving forward with this limitation of liability ahead of the December 2020 deadline, particularly given the efficacy of analytics platforms and the fact that free and “effective redress” for callers and consumers required in the TRACED Act³ is already available.

Our advanced analytics platform system consists of a sophisticated software platform in the T-Mobile network aggregating data points and details of associated signaling for over three billion calls per month and a machine learning platform that analyzes the data provided and continually adjusts to account for changes in scammers’ tactics. The technology is supported by an experienced data research and verification team that not only researches potentially problematic numbers but proactively tries to establish linkages between legitimate enterprises and numbers. Our reported incidences of false positives represent a fraction of a percent of calls analyzed, and the one-ring scam presents no specific challenges or increased false positives.⁴

¹ Pallone-Thune Telephone Robocall Abuse Criminal Enforcement and Deterrence Act, Pub. L. No. 116-105, § 4(c)(1) (B), 133 Stat. 3274, 3284 (2019) (“*TRACED Act*”).

² See e.g., Reply Comments of USTelecom, WC Docket Nos.17-97 and 20-67, at 10 (filed May 29, 2020); Comments of CTIA, WC Docket Nos.17-97 and 20-67, at 26-28 (filed May 15, 2020); Comments of NCTA – The Internet & Television Association, CG Docket No. 17-79, WC Docket No. 17-97, at 3–5 (filed Jan. 29, 2020); Comments of T-Mobile USA, Inc., CG Docket No. 17-59, WC Docket No. 17-97, at 7–8 (filed Jan. 29, 2020); Comments of Verizon, CG Docket No. 17-59, WC Docket No. 17-97, at 1 (filed Jan. 29, 2020).

³ TRACED Act § 10(b).

⁴ With regard to the one ring scam in particular, we are able to record and analyze the characteristics of calls from numbers that produce one ring and then terminate, distinguishing calls that are “good” (but for whatever reasons are terminated) versus scam calls.

As for redress, the table below identifies the analytics engines for major wireless service providers and the information necessary to report issues and register data associated with enterprise telephone numbers and outbound calling.⁵

Analytics Engine	Service Provider	Descriptor	Free Data Registration	Redress	Contact Time
First Orion	T-Mobile	“Scam Likely”	www.calltransparency.com	https://callreporting.t-mobile.com/	24 hours
Hiya	AT&T	“SpamRisk “Fraud Risk”	https://hiya.com/manageyourcallerid	support@hiya.com	Next business day
TNS	Verizon, Sprint, US Cellular, C-Spire	“Potential Spam”	https://reportarobocall.com/trf/	Communications@tnsi.com	Next business day

With concerns over redress alleviated, the Commission can move forward with a broad limitation of liability to encourage wider adoption of blocking and labeling services.

June 19, 2020

Respectfully submitted,

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⁵ For most VoIP landline providers such as Comcast, Charter, Verizon, et al, most blocking services are provided by Nomorobo (www.nomorobo.com). Again, as this is an opt in model we consider it outside the purview of Commission proceedings. Call originators with concerns over Nomorobo services may use reports@nomorobo.com