

# FEDERAL COMMUNICATIONS COMMISSION HONORS

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MAKE YOUR MARK: MAY 2020

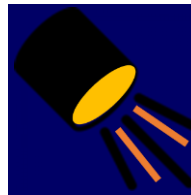
## Stop Unwanted Robocalls and Texts



Unwanted calls – including illegal and spoofed robocalls - are the FCC's top consumer complaint and our top consumer protection priority. These include complaints from consumers whose numbers are being spoofed or whose calls are being mistakenly blocked or labeled as a possible scam call by a robocall blocking app or service. The FCC is committed to doing what we can to protect you from these unwelcome situations and is cracking down on illegal calls in a variety of ways:

- Issuing hundreds of millions of dollars in enforcement actions against illegal robocallers.
- Empowering phone companies to block by default illegal or unwanted calls based on reasonable call analytics before the calls reach consumers.
- Requiring phone companies to implement [caller ID authentication](#) to help reduce illegal spoofing.
- Making consumer complaint data available to enable better call blocking and labeling solutions.

What is spoofing? Learn more in an animated video at [fcc.gov/spoofing](https://www.fcc.gov/spoofing).



## Spotlight

### TIPS to stop Unwanted Robocalls and Avoid Phone scams:

- Don't answer calls from unknown numbers.
- If you answer the phone and the caller or a recording asks you to hit a button to stop getting the calls, you should just hang up.
- Do not respond to any questions, especially those that can be answered with "Yes".
- Talk to your phone company about call blocking tools they may have.

## FEDERAL COMMUNICATIONS COMMISSION

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