

Stop Unwanted Robocalls and Texts

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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.
- Allowing consumer options on tools to block calls from any number that doesn't appear on a customer's contact list or other "white list."
- Requiring phone companies to implement [caller ID authentication](#) to help reduce illegal spoofing.
- Requiring gateway providers to shut down the on-ramps for international illegal robocall traffic.
- Making consumer complaint data available to enable better call blocking and labeling solutions.

Check out the consumer guide on [Call Blocking Tools and Resources](#), which includes information on many of the call blocking and labeling tools currently available to consumers.

Learn more about [FCC Initiatives to Combat Robocalls and Spoofing](#) and download the [FCC Report on Robocalls](#).

[File a complaint with the FCC](#) if you believe you have received an illegal call or text, or if you think you're the victim of a spoofing scam. Click the tabs below for tips, FAQs and resources.

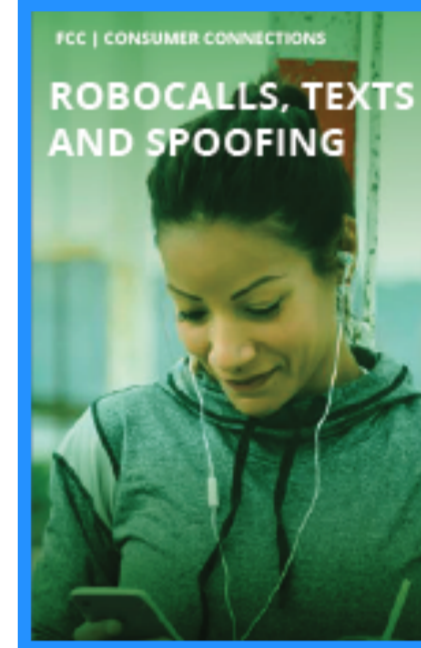
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Consumer Tips to Stop Unwanted Robocalls and Avoid Phone Scams

- Don't answer calls from unknown numbers. If you answer such a call, hang up immediately.
- You may not be able to tell right away if an incoming call is spoofed. Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- 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. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- Use caution if you are being pressured for information immediately.
- If you have a voice mail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voice mail if you do not set a password.
- Talk to your phone company about call blocking tools they may have and check into apps that you can download to your mobile device to block unwanted calls.
- If you use robocall-blocking technology already, it often helps to let that company know which numbers are producing unwanted calls so they can help block those calls for you and others.
- To block telemarketing calls, register your number on the [Do Not Call List](#). Legitimate telemarketers consult the list to avoid calling both landline and wireless phone numbers on the list.

Tip Card



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Consumer Help Center

Learn about consumer issues - visit the FCC's Consumer Help Center at [fcc.gov/consumers](https://www.fcc.gov/consumers)

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Visit our Consumer Complaint Center at consumercomplaints.fcc.gov to file a complaint or tell us your story.

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