

ROBOCALLS

What are robocalls?

Scam calls generated by an automated calling system.

These can be for fake travel offers, sham investment opportunities, phony warranty extensions and more.

The call can look like it's coming from your local area – and even display a fake name on your caller ID.

"Good" robocalls

Here are examples of legitimate robocalls:

- Credit card alerts
- Doctor/dentist reminders
- Overdue bill reminders
- Prescription drug availability
- Emergency alerts
- School updates
- Utility outages

Other permissible calls:

- Sales calls
- Campaign/political calls
- Charitable calls
- Debt collection calls
- Surveys
- Government notices

Tip: A legitimate caller will not request information from you such as your social security number, bank account number or other personal information. If you are asked for any such information, it is advised that you end the call immediately.

What you can do to reduce robocalls

Register for the National Do Not Call Lists via www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register.

Purchase Call Blocker and telemarketer screening devices. (Search "Landline Call Blocking" devices to see what's available.)

Nomorobo (nomorobo.com) is a call-blocking solution for wireless/VoIP platforms.

Ask your wireless carrier what "Call Protect" products they offer. Features often include enhanced caller ID, spam warning and a personal block list.

Volcano provides special calling features for residential and business customers for just \$3.00/mo. per feature:

- Call Rejection
- Special Call Acceptance

Residential and business customers can also subscribe to Anonymous Call Rejection for \$3.00/mo.

How to report a suspected fraudulent call

File a complaint online at: consumercomplaints.fcc.gov

By phone:
1-888-CALL-FCC
(1-888-225-5322)

TTY:
1-888-TELL-FCC
(1-888-835-5322)

ASL:
1-844-432-2275