

Fighting Robocalls



Attorney General

Josh Stein

Unwanted robocalls rob of us our time and our peace of mind – but worse, they can rob us of our hard-earned money. Attorney General Josh Stein has been leading the fight to cut down on unlawful robocalls and prevent scams.

We're fighting so that as the months go on, you get fewer and fewer spam calls to your phone. And if you do get them, you don't fall for their scams. Here's what we've done:

CREATED THE ANTI-ROBOCALL PRINCIPLES, WHICH MOST MAJOR CELL PHONE PROVIDERS HAVE ADOPTED. PROVIDERS AGREED TO:

- Offer free cell blocking and labeling.
- Implement STIR/SHAKEN caller ID technology.
- Analyze and monitor network traffic.
- Investigate suspicious calls and practices.
- Confirm the identity of commercial customers.
- Work with law enforcement and attorneys general to traceback spam calls and go after robocallers.



SUED GATEWAY PROVIDERS, WHICH ROUTE CALLS THROUGH THE UNITED STATES PHONE NETWORK.

- Attorney General Stein sued telephone company Articul8 and its owner for violating telemarketing laws.
- Articul8 facilitated more than 65 million illegal calls to NC phone numbers in a single year.
- Those calls included government imposter scams, auto warranty scams, computer security scams, and bill scams.



CREATED THE ANTI-ROBOCALL LITIGATION TASK FORCE WITH 50 OTHER ATTORNEYS GENERAL. THE TASK FORCE:

- Investigates and takes legal action against companies responsible for significant volumes of illegal and fraudulent robocall traffic routed into and across the United States.
- Sued Avid Telecom for originating and routing billions of robocalls.
- Has issued more than 10 warning notices to companies breaking telemarketing laws.
- Works with the FCC to shut down suspicious telephone provider activity.



SHUT DOWN CHARITY FRAUD ROBOCALL OPERATION

- Attorney General Stein, other states, and the FTC shut down a massive telefunding operation by Associated Community Services (ACS) and related defendants that bombarded 67 million consumers with 1.3 billion deceptive charitable fundraising calls.
- These callers collected more than \$110 million by claiming to support veterans, children, and firefighters.



WON \$210 MILLION AGAINST DISH NETWORK FOR VIOLATING THE DO-NOT-CALL LIST

- North Carolina received \$14 million from Attorney General Stein's \$210 million multistate settlement with Dish Network for unlawful telemarketing that violated do-not-call laws.
- This was the largest penalty ever in North Carolina over do-not-call violations.



EDUCATES NORTH CAROLINIANS ABOUT ROBOCALL SCAMS

- Members of the Attorney General's Office educate North Carolinians about the common signs of a robocall scam, and how to report those suspected scams.
- You can report robocalls to our office at 1-844-8-NO-ROBO or ncdoj.gov/norobo.
- You can also sign up for the Do Not Call registry to cut down on unwanted calls at www.donotcall.gov.

