

## Support Strong Legislation to Stop Abusive Robocalls

July 23, 2019

Dear Representative:

The undersigned organizations representing consumers throughout the United States strongly urge your support for H.R. 3375, the Stopping Bad Robocalls Act. This bipartisan legislation, which the Committee on Energy and Commerce approved by a unanimous vote of 48-0, will help secure important protections against abusive robocalling.

Robocalls are an ever-increasing plague. Last year, Americans received an estimated 47.8 billion robocalls. They harass us, disrupt our peace of mind, interrupt important time with family, and interfere with important communications. Many of these annoying automated calls are to sell products or to collect debts. They also enable scams to enter our homes. Truecaller found that consumers had lost an estimated \$10.5 billion to phone scams in a single 12-month period. And spoofing, in which a caller sends a false number in the caller ID, compounds the problem, impeding call-blocking services and tricking consumers into picking up the phone.

A Consumer Reports national survey released earlier this year found that 70 percent of consumers don't even answer the phone anymore if they don't recognize the number, because their phones are so overrun with unwanted robocalls.

H.R. 3375 would strengthen our laws to curb this abusive robocalling.

- It would direct the FCC to issue clear regulations to better ensure that automated calls and texts cannot be made without the consumer's prior consent, by requiring that the technologies that enable unwanted calls are properly defined and consumers can stop unwanted calls by withdrawing consent, and closing off avenues for callers to seek loopholes.
- It would direct the FCC to require phone companies to provide effective call authentication capability, at no charge to consumers, to better identify and stop robocalling and texting that uses deceptively "spoofed" phone numbers.
- It would strengthen FCC powers to impose forfeiture penalties for intentional violations;
- It would direct the FCC to oversee creation of a database that callers can check in order to avoid making robocalls and texts to a telephone number that has been reassigned to a different consumer who has not given consent, and would clarify that the caller must have consent from the person actually being called.

Consumers are calling on Congress to enact these reforms now.

We strongly urge your support for H.R. 3375.

Please feel free to contact Margot Saunders at National Consumers Law Center, [mrsaunders@nclc.org](mailto:mrsaunders@nclc.org), and Maureen Mahoney at Consumer Reports, [mmahoney@consumer.org](mailto:mmahoney@consumer.org), with any questions.

Sincerely,

Allied Progress  
Americans for Financial Reform  
Center for Responsible Lending  
Consumer Action  
Consumer Federation of America  
Consumer Reports  
Electronic Privacy Information Center (EPIC)  
Justice in Aging  
National Association of Consumer Advocates  
National Association of Consumer Bankruptcy Attorneys  
National Consumer Law Center on behalf of its low-income clients  
National Consumers League  
National Fair Housing Alliance  
National Legal Aid & Defender Association  
National Rural Social Work Caucus  
Public Citizen  
Public Knowledge

Center for Digital Democracy, Alabama  
The Alabama Appleseed Center for Law & Justice  
Alaska Public Interest Research Group (AkPIRG)  
Center for Economic Integrity, Arizona  
Arkansans Against Abusive Payday Lending, Arkansas  
Arkansas Community Institute, Arkansas  
California Low-Income Consumer Coalition  
Public Law Center, California  
Media Alliance, California  
California Alliance for Consumer Education,  
Western Center on Law & Poverty, California  
Privacy Rights Clearinghouse, California  
Public Good Law Center, California  
Consumers for Auto Reliability and Safety, California  
Public Counsel, California  
Justice & Diversity Center of the Bar Association of San Francisco/ Consumer Advocacy  
Funeral Consumer Alliance of Connecticut, Inc.  
Connecticut Legal Services, Inc.  
Tzedek DC, District of Columbia  
Legal Aid Service of Broward County, Florida  
Florida Alliance for Consumer Protection, Florida  
Florida Silver Haired Legislature Inc., Florida  
Independent Party of Florida, Florida

Mid-Pinellas Coalition of Neighborhood Associations, Florida  
Funeral Consumers Alliance of Sarasota – Manatee, Florida  
Green Forest CDC, Georgia  
Georgia Watch, Georgia  
Woodstock Institute, Illinois  
Digital Privacy Alliance, Illinois  
Western Illinois Area Agency on Aging  
CARPLS Legal Aid, Illinois  
Kentucky Equal Justice Center  
Maine Center for Economic Policy  
Greater Boston Legal Services, on behalf of its low-income clients, Massachusetts  
Massachusetts Law Reform Institute  
The Midas Collaborative, Massachusetts  
Center for Civil Justice, Michigan  
Mississippi Center for Justice, Mississippi  
Montana Organizing Project, Montana  
New Jersey Citizen Action  
Legal Services of New Jersey  
Empire Justice Center, New York  
Public Utility Law Project of New York  
Financial Protection Law Center, North Carolina  
Oregon Legal Guides  
Oregon Consumer League  
SeniorLAW Center, Pennsylvania  
The One Less Foundation, Pennsylvania  
Philadelphia VIP, Pennsylvania  
South Carolina Appleseed Legal Justice Center  
Tennessee Citizen Action  
Texas Appleseed  
Friends for Life  
Texas Legal Services Center  
Community Justice Program, Texas  
Texas Access to Justice Commission  
Texas A&M University  
Family Violence Prevention Services, Texas  
AAA Fair Credit Foundation, Utah  
Virginia Citizens Consumer Council  
Statewide Poverty Action Network, Washington  
Mountain State Justice, Inc., West Virginia  
West Virginia Center on Budget and Policy  
WV Citizen Action Group, West Virginia  
National Association of Social Workers West Virginia Chapter