



April 29, 2020

The Honorable Miguel Santiago, Chair  
Communications and Conveyance Committee  
State Capitol, Rm. 6027  
Sacramento, CA 95814

Re: AB 3007 (Chau)—Support

Dear Assemblymember Santiago,

The undersigned groups support AB 3007, which would give consumers important protections over robocalls: unwanted, autodialed calls and texts. Swift action to rein in robocalls is needed. Since the COVID-19 crisis began in March, scammers have been targeted consumers with fake offers for coronavirus tests, and other harmful messages.<sup>1</sup>

Despite federal efforts to address the robocall problem, these unwanted messages continue to plague consumers. Since 2006, complaints about violations of the federal Do Not Call list have

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<sup>1</sup> Tony Romm, *'That Can Actually Kill Somebody': Scam Robocalls are Pitching Fake Coronavirus Tests to Vulnerable Americans*, Wash. Post (Mar. 19, 2020), <https://www.washingtonpost.com/technology/2020/03/19/robocalls-coronavirus-test/>.

exploded.<sup>2</sup> Consumers filed over 5 million complaints about violations of the Do Not Call list in fiscal year 2019.<sup>3</sup> This is reflected in FCC complaint data, in which unwanted calls reliably rank as one of the top consumer complaints.<sup>4</sup> Many of these robocalls are from scammers, who take advantage of gaps in the law to evade detection and prosecution. By requiring providers to offer advanced robocall-blocking tools to all of their customers, this bill will enable consumers to take simple, effective action to protect themselves from these unwanted robocalls. While several phone companies have begun to offer call-blocking tools to at least some of their customers, many consumers, particularly traditional landline users, still lack access to these tools.

However, it's not just scam calls that interfere with consumers' privacy and peace of mind. This bill also gives consumers needed protections from robocalls that may be legal but are still unwanted. It provides a consent requirement for most non-emergency autodialed calls and texts, both to cell phones and to landlines, so consumers can exercise their preferences. It also defines "autodialer" to cover all technology used to make robocalls and robotexts, and ensures that consumers can revoke consent to autodialed calls by any reasonable means.

For these reasons, we support the bill, and urge the members of the committee to vote in favor.

Respectfully submitted,

Consumer Action

Consumer Attorneys of California

Consumer Federation of America

Consumer Federation of California

Media Alliance

Privacy Rights Clearinghouse

Cc: The Honorable Ed Chau  
Members, Assembly Communications and Conveyance Committee  
Edmond Cheung, Committee Consultant

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<sup>2</sup> *National Do Not Call Registry Data Book FY 2016*, Fed. Trade Comm'n at 4 (Dec. 2016), [https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2016/dnc\\_data\\_book\\_fy\\_2016\\_post.pdf](https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2016/dnc_data_book_fy_2016_post.pdf).

<sup>3</sup> *National Do Not Call Registry Data Book FY 2019*, Fed. Trade Comm'n at 6 (Oct. 2019), [https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2019/dnc\\_data\\_book\\_2019.pdf](https://www.ftc.gov/system/files/documents/reports/national-do-not-call-registry-data-book-fiscal-year-2019/dnc_data_book_2019.pdf).

<sup>4</sup> Fed. Commc'ns Comm'n, *The FCC's Push to Combat Robocalls & Spoofing* (last visited March 26, 2020), <https://www.fcc.gov/about-fcc/fcc-initiatives/fccs-push-combat-robocalls-spoofing>.