

What is a Robocall?

If you answer the phone and hear a recorded message instead of a live person, it's a robocall. Robocalls trying to sell you something are illegal unless you've given the company your **written** permission to call you that way. If someone is already breaking the law by robocalling you without permission, there's a good chance it's a scam. At the very least, it's a company you don't want to do business with.



Call blocking can help stop robocalls from scammers. But some robocalls might still get through. If you get an illegal robocall, **hang up**. Don't press a number, which could lead to more robocalls. Then report it to the FTC (<https://donotcall.gov/> or 1-888-382-1222, option 3). Some robocalls are legal and don't require your permission, like purely informational messages, political calls, or calls from charities. But if they try to also sell you something on the call, it becomes an illegal robocall.

What is Spoofing?

Spoofing are calls from fake name and numbers. Call blocking technology can sometimes stop calls from scammers who can make fake names or numbers show up on your caller ID. Scammers often use these "spoofed" names and numbers in government imposter scams to make you think it's Social Security or law enforcement calling. Then they try to convince you to wire money or pay them with gift cards.

In something known as neighbor spoofing, scammers display a number with your area code. They often match the first six digits of your phone number, so you're more likely to answer the call. Often the faked name and number belong to a real person who has no idea their information is being misused.

Report Unwanted Calls

Report unwanted calls at ftc.gov/complaint (<https://ftc.gov/complaint> or 1-888-382-1222, option 3). Report the number that appears on your caller ID — even if you think it might be spoofed or faked — and any number you're told to call back. The FTC analyzes complaint data and trends to identify illegal callers based on calling patterns. We also use additional information you report, like any names or numbers you're told to call back, to track down scammers.

The FTC takes the phone numbers you report and release them to the public each business day. This helps phone carriers and other partners that are working on call-blocking solutions. Your reports also help law enforcement identify the people behind illegal calls.

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