For Immediate Release

FCC REQUIRES VOICE PROVIDERS TO REPORT ON ROBOCALL REDUCTION EFFORTS

Phone Companies Must Block Calls From Non-Filers

WASHINGTON, April 20, 2021—The Federal Communications Commission today launched the Robocall Mitigation Database through which voice service providers are required to inform the agency of their robocall mitigation efforts. As of September 28, 2021, phone companies must refuse to accept traffic from voice service providers not listed in the Robocall Mitigation Database.

The new Robocall Mitigation Database includes a portal through which voice providers must file certifications regarding their efforts to stem the origination of illegal robocalls on their networks. Companies that were granted an extension for compliance with the call authentication mandate contained in the TRACED Act and FCC rules – generally small companies and/or providers of non-IP-based services – must file detailed reports on the steps they are taking to ensure they are not the source of illegal calls.

"Protecting consumers from scammers that use robocall and spoofing tools is a top priority," said FCC Acting Chairwoman Jessica Rosenworcel. "To succeed, we not only need an all-hands-on-deck response from government, but we need industry commitment and focus. Our message to providers is clear: certify under penalty of perjury the steps you are taking to stop illegal robocalls, or we will block your calls."

Call authentication, based on STIR/SHAKEN technological standards, enables voice service providers to verify that the caller ID information transmitted with a call matches the caller's phone number. Use of these standards will help combat scammers' use of caller ID spoofing to mask their true identity and trick consumers by appearing to call from local or other trusted numbers. It will also allow law enforcement, the FCC, and industry to more quickly and effectively trace back scam calls to their source.

The FCC, acting under authority granted by the TRACED Act, previously required providers with IP-based phone networks to implement the STIR/SHAKEN framework by June 30, 2021. The FCC also required voice service providers with non-IP network technology either to upgrade their non-IP networks to IP and implement these standards, or work to develop a non-IP caller ID authentication solution. Providers that received an extension of time to come into compliance with these STIR/SHAKEN obligations must adopt robocall mitigation programs. The database launched today will be the portal through which originating providers report on their compliance with these obligations. The FCC's Wireline Competition Bureau formally launched the [database](#) and provided filing details in a [Public Notice](#) released today.

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