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March 12, 2015

Mr. Tim Marvin
EndRobocalls.org Campaign
Consumers Union
Headquarters Office
101 Truman Avenue
Yonkers, New York 10703-1057

Re: February 17, 2015 Letter re Robocalls

Dear Mr. Marvin,

AT&T Chief Executive Officer Randall Stephenson asked that I respond to your letter.

At the outset, AT&T appreciates Consumers Union's "long history of supporting efforts to reduce unwanted telemarketing calls and robocalls to consumers."¹ Consumer Reports has provided helpful and accurate guidance on the issue to its subscribers and non-subscribers alike.² Consumers Union also understands that consumers may want to receive certain types of robocalls, and that companies should be able to contact consumers if the consumer consents.³

As a fellow participant in the FCC's current proceeding relating to call blocking and robocalls, Consumers Union is undoubtedly familiar with the Comments and materials filed by AT&T.⁴ In our comments, we identified the key reasons for the increase in robocalling, explained that addressing robocalls is a business priority for AT&T, described our work with government and industry to combat the problem through the Communications Fraud Control Association, the Messaging, Malware and Mobile Anti-Abuse Working Group, the Alliance for Telecommunications Industry Solutions and the Internet Engineering Task Force.

¹ Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, CG Docket No. 02-278, *Response of Consumer's Union* (Jan. 23, 2015).

² <http://www.consumerreports.org/cro/news/2014/01/how-to-eliminate-annoying-robocalls/index.htm> (last accessed Mar. 12, 2015).

³ *Consumer's Union Ex Parte Presentation*, CG Docket No. 02-278 (Apr. 16, 2014).

⁴ Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, CG Docket No. 02-278, *Comments of AT&T* (Jan. 23, 2015).

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Although the records developed to date by the FTC, the FCC, the U.S. Senate and industry working groups show that no easy or comprehensive solution exists to identify and eliminate the illegal or unwanted telemarketing or robocalls from the billions of calls that traverse carrier networks, our FCC comments surveyed the products and services currently available to address robocalling and, as requested by the FCC's Public Notice, we provided comments on their limitations and drawbacks. We further explained how the transition from legacy TDM networks to Internet Protocol networks will help speed the development of more effective tools to address robocalling, and we identified no barriers in the Communications Act or the FCC's rules applicable to customer-directed call blocking tools.

I assure you that AT&T will continue its efforts to address the issue of illegal and harassing calls of all stripes, as well as unwanted telemarketing and robocalls, both on its own, in partnership with industry and stakeholders such as Consumer Reports, and especially in lawful cooperation with federal and state law enforcement officials, including the states attorneys general, the FCC Enforcement Bureau, and the FTC's Bureau of Consumer Protection.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim McKone". The signature is written in a cursive, slightly slanted style.