



June 24, 2019

The Honorable Michael F. Doyle, Chairman
The Honorable Robert E. Latta, Ranking Member
Subcommittee on Communications and Technology
Committee on Energy and Commerce
United States House of Representatives
Washington, D.C. 20515

Dear Chairman Doyle and Ranking Member Latta:

Consumer Reports¹ writes in support of H.R. 3375, the Stopping Bad Robocalls Act, bipartisan legislation that will help secure important protections against unwanted robocalls. Robocalls continue to plague consumers, disrupting peace of mind, interrupting important time with family, and enabling scams to enter consumers' homes. Truecaller found that consumers had lost an estimated \$10.5 billion to phone scams in a single 12-month period.² 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.³

A new Consumer Reports national survey released earlier this year found that 70 percent of consumers don't even pick up the phone anymore if they don't recognize the number, because their phones are so overrun with unwanted robocalls.⁴

¹ Consumer Reports is an independent, nonprofit member organization that works side by side with consumers for truth, transparency, choice, and fairness in the marketplace. Founded in 1936, Consumer Reports has the largest nonprofit educational and consumer product testing center in the world, and uses its dozens of labs, auto test center, and survey research center to rate thousands of products and services annually. CR's premier magazine Consumer Reports has more than 3.6 million subscribers, and the award-winning CR.org has 2.9 million paying members and more than 15 million unique visitors monthly, on average. We use our rigorous research, consumer insights, journalism, and policy expertise to inform purchase decisions, improve the products and services that businesses deliver, and drive effective legislation and regulation -- to create a fairer, safer, and healthier world.

² Kim Fai Kok, *Truecaller Insights: Phone Scams Cause Americans to Lose \$10.5 Billion in Last 12 Months Alone* (Apr. 17, 2019), <https://truecaller.blog/2019/04/17/truecaller-insights-2019-us-spam-phone-scam-report/>.

³ Fed. Comm'n Comm'n, *Caller ID Spoofing* (last updated May 1, 2019), <https://www.fcc.gov/consumers/guides/spoofing-and-caller-id>.

⁴ Octavio Blanco, *Mad About Robocalls?* Consumer Reports (April 2, 2019), <https://www.consumerreports.org/robocalls/mad-about-robocalls/>.

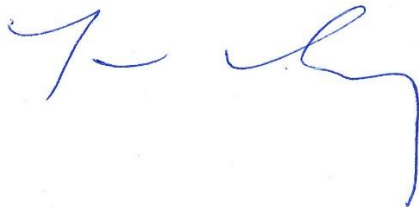
H.R. 3375 would make a number of important improvements. It would clarify the Telephone Consumer Protection Act (TCPA) to stop robocallers from seeking to create loopholes to avoid having to obtain consumers' consent to robocall. It would expedite the FCC's ability to obtain forfeiture penalties for intentional violations of the TCPA. And it would require phone companies to provide consumers with effective technology, at no charge, to identify and stop spoofed calls.

Consumers strongly support these reforms. Recently, for example, Consumer Reports helped consumers send nearly 300,000 messages to Congress, asking for strong anti-robocalls legislation.⁵

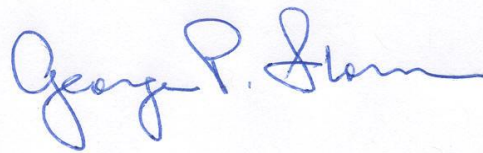
As you consider the bill in Subcommittee, we urge you to keep the bill strong, and to support only amendments that would further strengthen it.

H.R. 3375 would take an important step in our efforts to protect consumers from unwanted robocalls. We look forward to working with you to see these protections enacted into law.

Sincerely,



Maureen Mahoney
Policy Analyst
San Francisco, CA



George P. Slover
Senior Policy Counsel
Washington, DC

cc: Members, Subcommittee on Communications and Technology

⁵ In recent months, Consumer Reports has also gathered over 200,000 signatures on our petition calling on the FCC to require phone companies to implement caller ID authentication as soon as possible.