



March 26, 2020

The Honorable Ed Chau  
State Capitol  
Room 5016  
Sacramento, CA 95814

Re: SB 3007 (Telecommunications: Automatic Dialing-Announcing Devices: Call Mitigation Technology)—Support

Dear Assemblymember Chau,

Consumer Reports<sup>1</sup> is proud to sponsor AB 3007, which would give consumers important protections over robocalls: unwanted, autodialed calls and texts. For years, in response to consumer outcry, we have worked in the marketplace, at the FCC, in Congress, and in the states, to ensure that consumers have the choice over whether they will receive a robocall. Nearly three-quarters of a million consumers have signed our petition calling on the phone companies to offer free, effective robocall-blocking tools, and many thousands have also signed our petitions calling for additional federal protections from robocalls. It is in accordance with these efforts that we support AB 3007.

Consumers need immediate relief from robocalls. The scope of this problem is demonstrated by the fact that, since 2006, complaints about violations of the federal Do Not Call list have 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

---

<sup>1</sup> Consumer Reports is an independent, nonprofit membership organization that works side by side with consumers to create a fairer, safer, and healthier world. For 83 years, CR has provided evidence-based product testing and ratings, rigorous research, hard-hitting investigative journalism, public education, and steadfast policy action on behalf of consumers' interests. Unconstrained by advertising, CR has exposed landmark public health and safety issues and strives to be a catalyst for pro-consumer changes in the marketplace. From championing responsible auto safety standards, to winning food and water protections, to enhancing healthcare quality, to fighting back against predatory lenders in the financial markets, Consumer Reports has always been on the front lines, raising the voices of consumers.

<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).

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.

This bill will be an important protection alongside federal laws and the ongoing efforts at the FCC. Whatever might eventually become of those federal efforts, this bill will ensure that California consumers have strong protections now. We urge your support.

Respectfully submitted,



Maureen Mahoney  
Policy Analyst  
Consumer Reports

Cc: Members, Assembly Communications and Conveyance Committee  
Edmond Cheung, Chief Consultant

---

<sup>4</sup> Fed. Comm'n's 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>.