

[Click Here](#) to see how to Stop Unwanted Robocalls and Texts

Unwanted calls – including illegal and spoofed robocalls - are the FCC's top consumer complaint and our top consumer protection priority.

In addition, complaints are on the rise from consumers whose numbers are being spoofed or whose calls are being mistakenly blocked or labeled as a possible scam call by a robocall blocking app or service. The FCC is committed to doing what we can to protect you from these unwelcome situations and is cracking down on illegal calls in a variety of ways: Issuing hundreds of millions of dollars in enforcement actions against illegal robocallers.

- Allowing phone companies to block certain types of calls that are likely to be unlawful before they even reach consumers.
- Empowering consumers to use call blocking or labeling services for calls to their telephone number.
- Working to develop ways that phone companies can authenticate Caller ID to reduce illegal spoofing.
- Making our complaint data available to enable better call blocking and labeling solutions.

You can file a complaint with the FCC if you believe you have received an illegal call or text. Click the tabs below for tips, FAQs and resources.

Consumer Tips

Robocalls

Spoofing

Call Blocking Resources

Do Not Call List

Robotexts

Consumer Tips to Stop Unwanted Robocalls and Avoid Phone Scams

- Don't answer calls from unknown numbers. If you answer such a call, hang up immediately.
- You may not be able to tell right away if an incoming call is spoofed. Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- Use caution if you are being pressured for information immediately.

- If you have a voice mail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voice mail if you do not set a password.
- Talk to your phone company about call blocking tools they may have and check into apps that you can download to your mobile device to block unwanted calls.
- If you use robocall-blocking technology already, it often helps to let that company know which numbers are producing unwanted calls so they can help block those calls for you and others.
- To block telemarketing calls, register your number on the Do Not Call List. Legitimate telemarketers consult the list to avoid calling both landline and wireless phone numbers on the list.

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#### Consumer Help Center

Learn about consumer issues - visit the FCC's Consumer Help Center at [www.fcc.gov/consumers](http://www.fcc.gov/consumers).

File a Complaint with the FCC

File Your Complaint

Visit our Consumer Complaint Center at [consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov) to file a complaint or tell us your story.

Bureau/Office:

Consumer and Governmental Affairs

Tags: Consumers - Do-not-call - Junk Faxes - Robocall - Robocalls - Scams - Telephone Consumer Issues - Telephone Consumer Protection Act (TCPA)