



America's  
broadband  
providers are  
committed  
to protecting  
consumers  
from illegal  
robocalls.

TAKE ACTION AGAINST ILLEGAL  
ROBOCALLS

## Take Action

Illegal robocallers often solicit personal information like bank accounts or social security numbers to steal money or gain access to accounts. Here are tips to help you dodge robocall scams.

### BE AWARE

Common scams include:

- **Charity:** Asking for illegitimate donations to charity
- **Health:** Selling fraudulent or inferior health insurance or health care devices
- **IRS:** Asking for payment of money owed in taxes
- **Warrant for Arrest:** Threatening arrest or fines for missing jury duty or for other claimed infractions
- **Suspicious Activity:** Claiming suspicious activity on your social security number or financial accounts

### PROTECT YOURSELF

- **Remember** legitimate government agencies will always contact you in writing
- **Research** legitimate banks and charities before opening accounts or making donations
- **Don't provide** personal information in response to a robocall
- **Verify** when the caller claims to represent a company or government agency. Call the company or agency back using the number found on their website
- **Beware** even a number that looks legitimate could be spoofed
- **Don't answer** calls from unknown numbers
- **Hang up** if you accidentally answer the phone
- **Don't push any buttons** especially if the robocaller instructs you to do so

### TAKE ACTION

- **Rely on call blocking or labeling services** offered by your phone provider, some of which may be included by default
- **Contact** the AARP Fraud Watch Network Helpline at 877-908-3360
- **Register your number** with the National Do Not Call Registry: [donotcall.gov](https://donotcall.gov)
- **File a complaint** with the FCC ([consumercomplaints.fcc.gov](https://consumercomplaints.fcc.gov); 1-888-CALL-FCC, or 1 888 2255 322) or FTC ([ftc.gov/complaint](https://ftc.gov/complaint); 1-877-FTC-HELP or 1-877-382-4357)