ITG 2022 Year-In-Review:
State of Industry Traceback

The USTelecom-led Industry Traceback Group (ITG) plays a central role in the battle against illegal robocalls. Throughout 2022, companies across the wireline, wireless, VoIP, and cable industries collaborated with law enforcement to trace, source, and ultimately, stop illegal robocalls—no matter where they originate.

"Another important partnership involves our coordination with the Industry Traceback Group (ITG) … [T]he ITG uses provider data to traceback and identify the source of illegal robocalls. This information and collaboration is essential to our enforcement efforts."

CHAIRWOMAN ROSENWORCEL, DEC. 23, 2022 LETTERS TO 12 U.S. SENATORS

ITG in Action

▸ 95% of completed tracebacks result in action with nearly 70% ending with the caller terminated or warned

▸ Over 500 offending callers kicked off the network

▸ Terminated callers responsible for approximately 32 million daily illegal robocalls

▸ ITG responded to 150 subpoenas in 2022, nearly matching the total in the ITG's previous history

Innovative Solutions

▸ Launched government portal, providing direct access for law enforcement to traceback results

▸ Deployed automatic alerting to providers of apparent noncompliance with FCC Robocall Mitigation Database rules

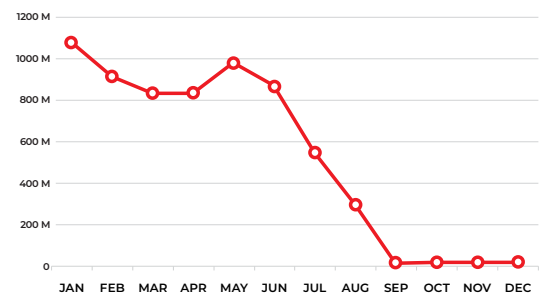▸ Rolled out collection and analysis of caller ID authentication information

Learn more tracebacks.org

Success Stories

Traceback-powered enforcement led to sharp declines in numerous illegal robocall campaigns, including:

U.S. CAR WARRANTY ROBOCALL SCAMS
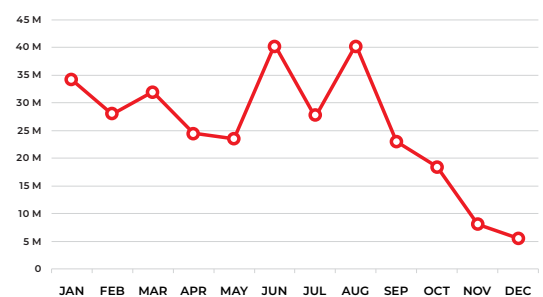ESTIMATED CAR WARRANTY ROBOCALLS | 2022

Source: Robokiller

Unsolicited auto warranty robocalls virtually disappeared after FCC and state enforcement, falling from a peak of over 1 billion estimated calls per month.

U.S. STUDENT LOAN ROBOCALL SCAMS
ESTIMATED STUDENT LOAN ROBOCALLS | 2022

Source: YouMail

FCC targeting of unsolicited student loan robocalls led to an estimated over eight figure drop in monthly robocalls.

A Powerful Partnership

ITG-led collaboration with law enforcement produced results:

JAN
» North Carolina AG files suit against Texas-based VoIP provider allegedly responsible for more than 515 million scam robocalls

FEB
» FCC issues cease-and-desist letters against to two providers, warning FCC may authorize blocking of all of their traffic

MAR
» Vermont AG files suit against provider for serving as U.S. entry point for numerous government imposter robocalls
» FCC warns three additional providers to remove illegal traffic from their networks

JUL
» FCC orders blocking of entities responsible for billions of auto warranty robocalls, and publicly warns eight voice service providers for allegedly facilitating such calls
» FCC proposes $116m fine for robocall toll-free traffic pumping scheme

AUG
» 50 State AGs announce investigations of 20 gateway providers that apparently brought illegal robocalls into the country

NOV
» FCC orders blocking of alleged likely source of illegal student loan scam robocalls
» Indiana AG files actions against two voice service providers it believed knowingly accepted and routed illegal calls

DEC
» Florida AG brings action against Miami-based provider for routing foreign-based robocalls into the United States
» FCC proposes $300m fine, the largest in agency history, against auto warranty robocallers

Continuing the Momentum

The ITG-fostered industry and law enforcement close partnership made great progress disrupting and holding illegal robocallers accountable in 2022. Despite this progress, bad actors responsible for illegal robocalls do not and will not stop trying. The good news is that the ITG, in partnership with the industry and law enforcement community, is on the beat.

"The Industry Traceback Group's tracebacks have accelerated the investigation process of illegal robocalls."

FCC DEC. 23, 2022 REPORT TO CONGRESS PURSUANT TO THE TRACED ACT

Learn more tracebacks.org