

Six Top Tips for Consumers to Stop Illegal Robocalls

There is no full-proof method to stop unwanted robocalls, and real solutions require that the Federal Communications Commission use the laws effectively to regulate robocallers and require phone companies to authenticate all calls. Yet, the following tips can help consumers take some control.

1. File complaints with the Federal Communications Commission: Complaint data is the best tool federal agencies have to gauge the extent of the robocall epidemic. While filing a complaint may not prompt an immediate response, complaint data may prompt the FCC to take action. The Telephone Consumer Protection Act is the only legal defense to robocalls and texts made without your consent, and the FCC is tasked with upholding and strengthening the TCPA's rules and regulations. File a complaint [HERE](#).

2. Add your number to the Do-Not-Call List: While the DNC list does not stop all robocalls, it is a valuable resource for removing your number from the call lists of companies that do not want to violate the law. Sources of robocalls that you do business with, such as banks or student loan servicers, and sources of scam calls that often have no regard for the law, will still get through. Add your number [HERE](#).

3. Revoke consent: If you're receiving robocalls from a bank, lender, or other company you do business with, they likely have your consent (hidden in the fine print) to robocall you. *While they like having the option, it isn't their right and you can revoke your consent at any time.* Tell the caller you "revoke consent." If the calls continue, contact customer service and tell them that you do not consent to receive calls and that you want your number to be added to their "do not call" list. This won't stop illegal scam calls but it will reduce the volume of robocalls you receive.

4. Don't engage with the caller: Most autodialed robocalls include a prompt to press a key or give a voice command. DON'T! Pressing a key, even if the recording says it's to remove your number from the list, tells the caller that your number is active and that you'll likely answer future calls. Even worse, the voice commands can be recorded and used against you by scammers to represent consent to purchase products or services.

5. Don't answer/block unknown numbers on your mobile device: Easier said than done, this will help avoid robocalls. But important calls can come from unknown numbers and most landline phones don't have call-blocking features. Plus, listening to voicemails left by robocallers can be just as annoying, and costly (if you purchase phone service by the minute), so use this method as a last resort.

6. Install call-blocking apps: Various call-blocking apps, like YouMail and NoMoRobo, provide a free or low-cost service to mobile smartphone users that filter out identified scam robocalls and allow users to block specific numbers and report the calls. But typically these apps don't help landline users.

Find more information at the National Consumer Law Center's Robocalls and Telemarketing page.

Find an attorney that specializes in telemarketing and recorded calls (TCPA)