



Nomorobo™

**Potomac Area Technology and
Computer Society
June 16, 2017**

Agenda

- Consumer Phone Scams – 2016
- Telemarketing and Consumer Fraud and Abuse Prevention Act
- Do Not Call Registry
- Robocall Contest
- Nomorobo
- Report Robocalls
- Hiya App

Consumer Phone Scams - 2016

- 11% of U.S. consumers reported they lost money to a telephone scam
- 27 million U.S. consumers lost approximately \$7.4 billion to phone scams
- Average - \$274 / victim
- Robocalls are first step in larger attack
- Quick money
- Personal Information
- ID theft

Telemarketing and Consumer Fraud and Abuse Prevention Act

FCC rules under TCPA:

- Require anyone making a telephone solicitation call to your home to provide
- His or her name
- Name of the person or entity on whose behalf the call is being made
- Telephone number or address where the person or entity can be contacted.

Telemarketing and Consumer Fraud and Abuse Prevention Act

- Prohibits telephone solicitation calls to your home before 8 am or after 9 pm
- Requires telemarketers to comply immediately with any do-not-call request you make during a call
- If you receive a telephone solicitation that you think violates any of the FCC rules, you can file a complaint with the FCC
- FCC can issue warning citations and impose fines but does not award individual damages

Telemarketing and Consumer Fraud and Abuse Prevention Act

Mobile Phones

- All non-emergency robocalls, both telemarketing and informational, require your permission to be made to a wireless phone – political, polling, etc.
- Calls and text messages have the same protection under FCC rules
- An existing commercial relationship does not constitute permission to be robocalled or texted

Telemarketing and Consumer Fraud and Abuse Prevention Act

Mobile Phones

- Consent to be called or texted cannot be a condition of a sale or other commercial transaction
- Urgent calls or texts specifically for health or fraud alerts may be allowed without prior consent
- They must be free, and you can say “stop” at any time

Telemarketing and Consumer Fraud and Abuse Prevention Act

Take Action: What can you do

- Ask your phone company to offer robocall-blocking technology for which the FCC has now given the legal approval
- Register your number on the Do Not Call list

Telemarketing and Consumer Fraud and Abuse Prevention Act

Take Action: What can you do

- Tell unwanted callers that you do not consent to the call
- Make a record of the number and
● When you made your request not to be called
- Contact FCC
- Wireless and landline home phones are protected against telemarketing robocalls made without prior written consent from the recipient

Telemarketing and Consumer Fraud and Abuse Prevention Act

Take Action: What can you do

- Congress has explicitly empowered us to choose to take legal action.

Telemarketing and Consumer Fraud and Abuse Prevention Act

- Do-Not-Call act enacted in 2003
- Gives consumers control over what calls they want to receive
- Marketers pushed the limits with the provision that allows companies to call anyone with whom they have a “business relations” for up to 30 days after their last transaction with the customer

Telemarketing and Consumer Fraud and Abuse Prevention Act

- Some companies decided that anyone who called asking for their address was obliged to accept the phone spam for 30 days
- FCC clarified consumers have the right to remove the privilege at any time

Telemarketing and Consumer Fraud and Abuse Prevention Act

No More Bending the Rules

- Some mobile apps that access a consumer's contacts have assumed that the user's permission to robocall him/her extends to all of the contacts
- FTC says No!

Telemarketing and Consumer Fraud and Abuse Prevention Act

No More Bending the Rules

- FCC's new rulings specifically declare carriers can block robocalls and robotexts at a customer's request
- Give your carrier a call to find out the procedure

Telemarketing and Consumer Fraud and Abuse Prevention Act

- Several exceptions to the do-not-call rules remain in effect:
- Robocalls to landline phones are permitted for political and charity purposes = First Amendment Free Speech
- Bill collectors can call your landline unless you tell them in writing not to call

Telemarketing and Consumer Fraud and Abuse Prevention Act

Technology

- Like malware, spam phone calls are a never-ending and always evolving plague
- Minimizing the unwanted texts and calls takes as much diligence as avoiding malware

Do Not Call List - 2003

If you are unsure if you have registered previously, please

[VERIFY HERE](#)

IS MY PHONE NUMBER REGISTERED?



You can verify if and when your phone number was registered.

Follow the verification steps below.

1. Enter up to three phone numbers and your email address. Click Submit
2. Check whether the information is correct.
3. Receive an email with the verification information.

Do Not Call List

Thank you for registering your phone number with the National Do Not Call Registry. You successfully registered your phone number ending in 8852 on July 27, 2003. Most telemarketers will be required to stop calling you 31 days from your registration date.

Visit <https://www.donotcall.gov> to register another number or file a complaint against someone violating the Registry.

Please do not reply to this message as it is from an unattended mailbox. Any replies to this email will not be responded to or forwarded. This service is used for outgoing emails only and cannot respond to inquiries.

Do Not Call List

Thank you for registering your phone number with the National Do Not Call Registry. You successfully registered your phone number ending in 2274 on July 27, 2003. Most telemarketers will be required to stop calling you 31 days from your registration date.

Visit <https://www.donotcall.gov> to register another number or file a complaint against someone violating the Registry.

Please do not reply to this message as it is from an unattended mailbox. Any replies to this email will not be responded to or forwarded. This service is used for outgoing emails only and cannot respond to inquiries.

And, yet!

Unwanted / unanswred calls from Monday – Wednesday afternoon

- Simi Valley
- San Fernando CA
- Oak View CA
- 818 #
- Cell Phone CA (4)

And, yet!

- Private (6)
- Caliente CA
- New York New York (2X / day)
- 612 – Life Safety
- 252 – Bakersfield carpet cleaner
- 800 Service (3)
- 252 – Really Louisiana

And, yet!

- Wyatt Tesia – Google search – 67 searches – bad number
- V60801212200147 – not a working number
- Winnetka CA
- Schleicher W (2) – Google search brings up <http://800notes.com/Phone.aspx/1-310-316-2576> = 87 year-old man living on Avenue Susana in Redondo Beach
 - = approximately 30 robocalls

Nationwide Contest

- 2012 – FTC launched competition to find a solution to nagging, automated calls
- Nearly 800 eligible submissions received
- Two winners – April 2013
- Sedar Danis and Aaron Foss each received \$25,000
- ...“real breakthrough solutions” which focus on “intercepting and filtering out illegal prerecorded calls,” according to FTC

Nationwide Contest

- Solutions use technology to ‘blacklist’ robocaller phone numbers and ‘whitelist’ numbers associated with acceptable incoming calls
- FTC didn’t endorse either winner, but encouraged private sector to reach out to both of them to develop their proposals.
- Danis’s entry was titled: “Robocall Filtering System and Device with Autonomous Blacklisting, Whitelisting, Graylisting and Caller ID Spoof Detection”

Nationwide Contest

- Judges considered whether an idea would work, was easy to use and could be rolled out for production
- Foss's idea was Nomorobo
- Cloud-based solution that uses 'simultaneous ringing' which allows incoming calls to be routed to a second telephone line
- This line would identify and hang up on illegal robocalls before they could ring through to the user



Nationwide Contest

- After winning the challenge
- Interviewed on countless networks
- Testified in front of the Senate Subcommittee on Consumer Protection
- Experience Aaron describes as “just me, sitting there in the Senate, with my little Twilio app”

Nomorobo

Finally!

**No more annoying
robocalls and
telemarketers.**

Nomorobo has stopped over **242,329,324 robocalls.**

Nomorobo

- The day Aaron launched Nomorobo to the public
- 120,000 people signed up
- Sent 10,000 sign-up confirmation emails in an hour and half
- Crashed his email client and was locked out of email
- Website went down twice due to hundreds and hundreds of thousands of visitors




















Nomorobo

- Two months after launching
- Nomorobo had blocked 400,000 illegal robocalls
- Protected more than 27,000 phone numbers
- Had 22,000 active users
- 275,000 people waiting for their carriers to support simultaneous ring

Nomorobo

- Nomorobo doesn't require carriers to do anything other than support simultaneous ring
- Technology invented in the 1980s
- No app to download
- No hardware to install

Nomorobo

Supported VoIP Carriers			
			
			
			
			
			

What Provider in Your Area is Missing?

Cox and ???

- Call and request they add Simultaneous Ringing to their service
- You don't want to receive robocalls
- The more people that call them, the better

Nomorobo

Unfortunately, Nomorobo is not available on traditional analog copper landlines at this time.

Step 1 - Choose your landline carrier

Please choose your landline carrier.

Step 2 - Enter your email address

Please enter your email address.

Next »

Nomorobo

Good News! Time Warner supports Nomorobo!

Please check your email for a link to complete the signup process. If you don't receive it soon, please check your spam folder.

Nomorobo

From: "Nomorobo" <mailer@nomorobo.com>

[Add to Contacts](#)

[Block Sender](#)

[Allow Sender](#)

Welcome to Nomorobo!

Please click the link below to confirm your email and begin the setup process.

[Click Here To Setup Nomorobo](#)

How Does It Work?

- Nomorobo utilizes a MASSIVE database of known, illegal robocallers
- Compiled with the help of the FTC, user reports, and their own honey traps
- Nomorobo number is enabled as a simultaneous ring number
- It is the first number to screen the call

How Does It Work?

- In computer terminology, a honeypot is a computer security mechanism set to detect, deflect, or, in some manner, counteract attempts at unauthorized use of information systems. Generally, a honeypot consists of data (for example, in a network site) that appears to be a legitimate part of the site, but is actually isolated and monitored, and that seems to contain information or a resource of value to attackers, who are then blocked. This is similar to the police baiting a criminal.

How Does It Work?

- If a call matches a number in the database, Nomorobo answers call
- Hangs up
- No match? Call goes through
- Your phone rings once to let you know the robocall has been answered and stopped


BASIC

LANDLINES

Free protection for all of your VoIP landlines.

Free!

No monthly charges

 24x7x365 Protection

✓ No ads. No gimmicks.

✓ Stops over 551,000 robocallers

✓ Protect Unlimited VoIP Landlines

✗ Protect iPhone and Android smartphones

[Sign up now!](#)


PREMIUM

MOBILE

Affordable protection for your smartphone.

\$1.99

per device, per month

 24x7x365 Protection

✓ No ads. No gimmicks.

✓ Stops over 551,000 robocallers

✓ Free 30 day trial!

iOS 10.1+ required. Android coming soon.

 Download on the
App Store

Android coming soon

Report Robocalls to FTC

It does make a difference - Florida

- June 2017 – Card Member Services
- Worthless credit card interest rate reduction programs
- FTC and Florida Office of Attorney General received eight from federal district court judge against Orlando-based individuals
- Scheme operated from 2011 to mid-2015

Report Robocalls to FTC

It does make a difference - Florida

- Illegally called thousands of consumers nationwide
- Many seniors
- Consumers provided credit card information
- Defendants charged between \$300 and \$4,999 up-front
- Provided nothing in return
- Applied for new credit cards without knowledge or consent

Report Robocalls to FTC

It does make a difference - California

- Default judgments against Aaron Michael Jones and nine companies
- \$2.7 million penalty against him – payable to the Commission
- Blasted consumers with billions of illegal telemarketing robocalls
- Called more than 100 million numbers on the Do Not Call List every year

Report Robocalls to FTC

It does make a difference – East Central Region

- \$2.2 million civil penalty against Justin Ramsey and Prime Marketing – suspended upon payment of \$65,000
- Order bans Ramsey and his company from placing robocalls to sell goods or services
- One week in July 2012, defendants made more than 1.3 million illegal robocalls
- 80 percent were to numbers listed on the DNC Registry

Report Robocalls to FTC

It does make a difference – Full Refunds

- People tricked into buying bogus My Car Solutions ‘extended auto warranties’
- Mailing 5,970 refund checks totaling more than \$4 million
- Collected from Fred Khalilian, Dolce Group Worldwide



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

<https://www.ftc.gov/news-events/media-resources/do-not-call-registry/robocalls>

I WOULD LIKE TO...

Submit a Consumer Complaint to the FTC

Apply for a Refund in an FTC Case

Report Identity Theft

List a Number on the National Do Not Call Registry

Get a Free Copy of My Credit Report

File a Comment

Report An Antitrust Violation

File Documents in Adjudicative Proceedings



FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

NATIONAL DO NOT CALL REGISTRY



REGISTER A
PHONE NUMBER



VERIFY A
REGISTRATION



SUBMIT A
COMPLAINT

Hiya Free iPhone / Android App

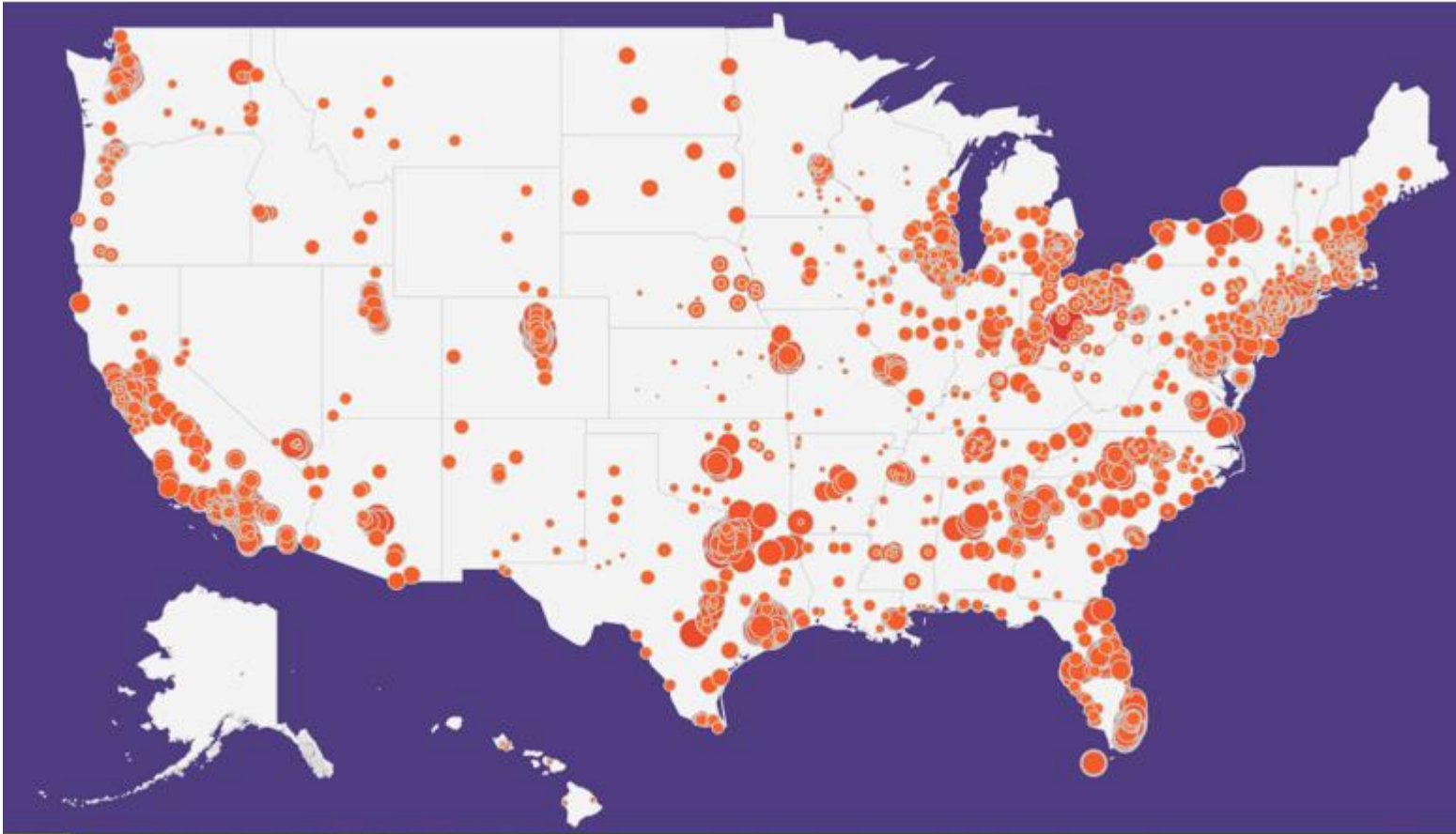
- Identifies numbers so you can tell difference between a friend and a robocall
- Automatically blocks the ones you want to avoid
- Automatically blocks scams and spam threats across globe
- iPhone and Android experience is safe and secure
- 1.7 billion robocalls made to mobile phones in March 2017

Hiya Free iPhone / Android App

- Must be 13 years or older to use the services
- Between 13-18, must have parental consent



US Cities Utilized by Robocallers



Sources

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- Hiya – www.hiya.com
- Nomorobo – www.nomorobo.com
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- <https://www.ftc.gov/news-events/media-resources/do-not-call-registry/robocalls>

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- Two win contest aimed at blocking robocalls
- <http://www.cnn.com/2013/04/02/us/robo-calls-contest/>

Questions

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