

**REMARKS OF
COMMISSIONER JESSICA ROSENWORCEL
ROBOCALL STRIKE FORCE MEETING
OCTOBER 26, 2016**

Picture this: small town, western Connecticut. It's quaint and quiet. It's where Catherine Larson perks up every time the phone rings. Her son is serving in the Navy in a war zone many time zones away. He's a member of the Submarine Service and spends months at a time underwater, in perilous seas on the opposite side of the world. She doesn't know exactly where her son is deployed, when he will be able to call, or what number he will be calling from. So she jumps to answer every phone call, hoping for the chance to speak with him—and fearing what news a single call can bring.

I met Catherine last year with Senator Richard Blumenthal in Hartford. She described why calls are so important to her household and so many others like hers with family members who wear the uniform. She relayed how every call could be the call but how too many are just robocalls. So night after night she answers the phone only to hear from scam artists offering her things she did not ask for, does not want, and does not need. But shutting off her line, changing her number—it's not an easy option—for people like her who have family members on active duty.

That's brutal. We talk a lot about the inconvenience, the hassle, the annoyance of robocalls—and the economic cost. But as Catherine's story makes clear there is a human cost.

Two months ago the Chairman called on industry to fix the growing mess we have with robocalls. The companies in this room today answered the call. Thank you for your service. Thank you for your report. Thank you for what you have done to date—accelerating standards, testing Do-Not-Originate technology, and educating consumers.

But let's be honest, it's not enough. It's not enough for military families waiting for calls from their loved ones. It's not enough for elderly folks who are targeted by fraudsters. It's not enough for young families with two parents with two jobs and too little time in the day who just want to sit down to dinner without interruption. Count my household among them. It's not enough for every one of us who thinks we have signed up on the Do-Not-Call list and think it's just another one of those government programs that is not working. Count me among them, too.

So no mission accomplished until the calls stop. On that score I believe everyone in this room still has work to do. If you were a member of the Chairman's task force, double down on your efforts. If you helped develop the list of long term deliverables, commit now to making them happen. Work harder, faster, better. And if you need to break things to get this done, just ask. We will help you.

So today let me offer my appreciation, but hold the applause. I don't think the Chairman's strike force has fully met the mark. There are no prizes for participation. But there are rewards for everyone—military families included—if we keep at it, keep working, and get this done.