



**UNWANTED MEDICARE CALLS?
WE CAN HELP YOU!**

TIRED OF RECEIVING UNWANTED CALLS?



Do you receive unwanted calls or texts from telemarketers? Is your own telephone number being spoofed, blocked, or labeled as a possible spam call?

The FCC is committed to doing what they can to protect you from these unwelcome situations. The FCC has tackled unwanted calls and spoofing on as many fronts as possible by:

- *providing tips to consumers to thwart unwanted calls and spoofing,*
- *implementing new rules to better protect and empower consumers,*
- *taking enforcement action against bad actors,*
- *keeping consumers informed of their options,*
- *encouraging new pro-consumer innovation, and*
- *encouraging the private sector to do more to combat unwanted calls and texts.*

NATIONAL DO NOT CALL (DNC) REGISTRY

Your first course of action to stop annoying and unwanted calls, you must first log your phone number/s into the National DNC Registry. You only need to do this once. Your registration DOES NOT EXPIRE!

If you have not yet listed your phone number with the national DNC, you may do this by calling **1-888-382-1222** from the phone you wish to register

or complete the registry online at **www.donotcall.gov**

When registering your number, you must provide an email address. After submitting, you will receive an email that you **MUST** verify for them to add your number to the DNC Registry.

Keep in mind this must be done for each phone number you want to include.

WHAT IS THE FCC

WHAT DOES THE FCC DO

CALLS THAT ARE NOT PERMITTED

HOW TO FILE A COMPLAINT

WHAT HAPPENS WITH A COMPLAINT

QUESTIONS

FEDERAL COMMUNICATION COMMISSION

WHAT IS THE FCC?

The ***Federal Communications Commission*** regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories.

An independent U.S. government agency overseen by Congress, the Commission is the federal agency responsible for implementing and enforcing America's communications law and regulations.



CALLS THAT ARE NOT PERMITTED



Below is a list of calls that may be in violation of FCC policy.

- Calls made prior to 8 am or after 9 pm
- Calls made if you are listed on the DNC (do not call) registry
- People calling from fake or randomized numbers - Spoofing
- Calls made pretending to be Medicare or other government agencies

WHAT IS SPOOFING?



Spooing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity. Scammers often use neighbor spoofing so it appears that an incoming call is coming from a local number or spoof a number from a company or a government agency that you may already know and trust.

If you answer, they use scam scripts to try to steal your money or valuable personal information, which can be used in fraudulent activity.

TYPES OF COMPLAINTS

Actionable Complaints

Telecommunication Issues

- Billing
- Service Issues


Referrable Complaints/Data Collection

Non-Telecommunication Complaints


- Loud commercials
- Calls when registered on the Do Not Call List
- Robocalls
- Unwanted telephone calls and unsolicited faxes

HOW TO FILE A COMPLAINT

If you are listed in the DNC registry, have not requested information from an agent or Medicare provider, your calls may be in violation of FCC policy.



There is no cost to file an information complaint with the FCC. To file a complaint, you can either complete a printed form (forms are available) then either fax or mail it into the address listed on the form.



Another option is to file your complaint online at
[Phone Form - Descriptions of Complaint Issues – FCC Complaints](#)

WHAT HAPPENS WITH MY COMPLAINT?



Tracking your Complaint

You receive an email with confirmation the complaint was received.



Gathering Information

You may be contacted by an FFC Consumer Representative if more information is needed.



Reviewing Your Complaint

Not all complaints are actionable by the FFC. These complaints are shared internally or with other agencies.



Serving the Complaint

When all required information has been gathered all telecommunication complaint it is sent to the provider.



Service Provider Response

Provider is required to respond in writing within 30 days of receipt.



The provider response did not solve my complaint. What can I do?



If you believe the response, you received was insufficient, you may send rebuttal information to the FCC by replying to the email you were sent. The FCC will review your information and determine if it is sufficient to send to the provider triggering a new obligation to respond. If your additional information constitutes a new complaint, you will be asked to fill out a new form. Another option is filing a **formal complaint with the FCC**.

FOLLOWING UP ON YOUR COMPLAINT



QUESTIONS