



Board of County Commissioners | Consumer Protection Agency

Quick Fact:

*92% of adults in the United States have reported receiving fraudulent telephone offers.**

National Consumer Protection Week

Tip Of The Day

Don't Trust Your Caller ID

Caller ID spoofing occurs when a caller falsifies his caller identification in an attempt to trick the receiver into thinking the call came from a different source. It's similar to email spoofing where a sender can make his message appear as though it was sent from a different email address. Spoofers can make a call appear to have come from any telephone number they wish.

How spoofing works

- Spoofers log onto Web sites offering spoofing services and pay a fee to allow them to input a fake name and number to display in a recipient's caller ID.
- Scammers can use spoofing services to disguise their numbers as those of trusted government agencies, such as the IRS, banks, or private residences to convince their targets to make payments or provide personal information.
- Suspects can use a spoofing service and computer software that disguises a caller's voice, such as making a man sound like a woman.

What you need to know

- Federal Communications Commission (FCC) rules prohibit telemarketers from blocking caller ID information and requires them to use accurate caller ID numbers and, if possible, the name of the company selling the products or services.
- Congress is currently considering new laws that would make caller ID spoofing a crime, and permit law enforcement officers to take action against the spoofers.
- If you have caller ID and receive a call from a telemarketer that doesn't have the required caller ID information, file a complaint with the FCC.
- You can also file a complaint with the FCC if you suspect the caller ID information is false.

How to file a complaint

- Contact the FCC:
 - ◊ Online by logging onto <http://esupport.fcc.gov/complaints.htm>
 - ◊ Email the FCC's Consumer Center at fccinfo@fcc.gov.
 - ◊ Call 1-888-CALL-FCC (1-888-225-5322) or TTY 1-888-TELL-FCC (1-888-835-5322)
 - ◊ FAX to 1-866-418-0232
 - ◊ Write to: Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th St. SW
Washington, DC 20554

*National Consumers League

Be an educated consumer!
Visit www.hillsboroughcounty.org/consumerprotection
Hillsborough County Consumer Protection Agency | 813-903-3430