



# PROTECTING YOURSELF FROM SPOOFING

USTelecom is committed to working with broadband providers, government and industry stakeholders to ensure aggressive civil and criminal enforcement against illegal robocallers and provide call-blocking solutions to consumers.

## What Is Spoofing?

Spoofing is when a caller disguises their identity by deliberately misrepresenting the name or number that appears on your caller ID display. In most cases these calls try to trick you into providing valuable personal information such as your Social Security or credit card number.

### WHAT IS NEIGHBOR SPOOFING?

Neighbor spoofing is when illegal robocallers display a phone number similar to yours, or use your area code or one from a neighboring area, in the hopes you are more likely to answer the call and provide personal information.



**56 MILLION** Americans lost nearly **\$19.7 BILLION** from phone scams in 2020\*

### HOW TO PROTECT YOURSELF FROM SPOOFING SCAMS

- **Don't answer** calls from unknown numbers
- **Hang up** if you accidentally answer the phone
- **Don't hit** any buttons if the caller or message instructs you to do so
- **Don't answer** any questions
- **Never provide** any personal information in response to a robocall
- **Verify** when the caller claims to represent a company you know or a government agency. You always can directly call the company or agency using the number found on their website.
- **File a complaint online** with the [FTC](#) or call 1-877-FTC-HELP or [FCC](#) or call 1-888-CALL-FCC
- **Register your number** with the [National Do Not Call Registry](#)

\* Source: <https://www.comparitech.com/blog/information-security/phone-spam-statistics/>