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**ATTORNEY GENERAL RAOUL JOINS MULTISTATE COALITION TO EXPAND EFFORTS TO COMBAT
ILLEGAL ROBOCALLS**

***Raoul, Bipartisan Coalition of Attorneys General Outline Plan to Strengthen Illegal Robocall
Enforcement***

Chicago — Attorney General Kwame Raoul joined a bipartisan coalition of 52 attorneys general in calling on USTelecom – the leading organization representing telecommunications providers – and its Industry Traceback Group (ITG) to continue its collaboration with state attorneys general by bolstering technological capabilities to improve enforcement against illegal robocallers.

In a letter sent today to USTelecom, Raoul and the coalition are urging the association to further develop robocall traceback and other tools suited to law enforcement needs.

“I appreciate the efforts the telecommunications industry has made throughout this process and urge them to keep investing resources so that we can receive information about bad actors who are making unwanted telemarketing calls or helping scammers make them,” Raoul said. “We will be able to use this information to help protect Illinois residents from the nuisance of robocalls that we all try to avoid.”

In the letter, Raoul and the coalition are asking USTelecom to advance the ITG’s abilities to identify robocall campaigns, trends and business ecosystems; conduct automated traceback investigations; and coordinate with relevant law enforcement agencies. A key part of that action would be for USTelecom to develop and roll out an online platform to collect live data from carriers and robocall-blocking apps. When USTelecom or a law enforcement agency detects an illegal robocall campaign, the law enforcement agency would then be able to submit a subpoena to USTelecom in a streamlined online portal.

The process would allow for rapid review by USTelecom and give law enforcement agencies the ability to expedite subpoena procedures and access the platform to quickly retrieve relevant data. The platform would bolster law enforcement investigations and could potentially lead to attorneys general issuing temporary restraining orders that could stop a live robocall campaign in its tracks.

The coalition’s letter follows a January 2020 meeting in Washington, D.C., with representatives from Raoul’s office and other state attorneys general, federal agencies and the telecom industry. Some priorities developed at that meeting include:

- Automating and increasing the total volume of traceback investigations.
- Alerting relevant law enforcement agencies of suspected illegal robocall campaigns.
- Enabling law enforcement agencies to electronically upload and receive responses to subpoenas and civil investigative demands, and providing swift responses to those requests.
- Identifying non-cooperative voice service providers, including those that don’t participate in the traceback process, repeatedly originate or accept illegal robocalls, or repeatedly fail to provide sufficient records.

The coalition believes these measures would strengthen the partnership between the USTelecom-backed ITG and attorneys general, a relationship that led to the creation of the [Anti-Robocall Principles](#). Those principles were established in August 2019 when Attorney General Raoul, along with 50 attorneys general and 12

major telecom providers, took aim at reducing the number of unwanted and illegal robocalls reaching the American people.

More recently, the Telephone Robocall Abuse Criminal Enforcement and Deterrence (TRACED) Act was signed into. This law enables the industry to develop call-authentication protocols to combat caller-ID spoofing and implement other sweeping anti-robocall measures. Attorney General Raoul and a coalition of state attorneys general also advocated in support of this legislation in a letter to Congress.

Attorney General Raoul has been a consistent advocate for protections against illegal robocalls. In 2019, Raoul, in cooperation with the FTC, announced a major crackdown on robocalls that included 94 actions targeting operations around the country that were responsible for more than 1 billion calls. As part of that crackdown, Raoul [filed a lawsuit](#) against Glamour Services, LLC; Awe Struck, Inc.; and Matthew Glamkowski, the manager of Glamour Services and president of Awe Struck for allegedly using robocalling and telemarketing to solicit home cleaning services. In May 2019, Raoul submitted comments to the Federal Communications Commission urging the adoption of its proposed rules on enforcement against caller ID spoofing.

Consumers who wish to file a complaint concerning robocalls they have received can do so on the [Attorney General's website](#). Information about how consumers can add their number to the Do Not Call Registry is also available on the [Attorney General's website](#).