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For Immediate Release

First Commission-Level Vote Under Chairman Carr Proposes A Nearly \$4.5 Million Fine Stemming From Apparently Illegal Robocall Scheme

Telnyx Apparently Allowed Callers Posing as Government Officials on Its Network in Violation of 'Know Your Customer' Requirements for Providers

WASHINGTON, February 4, 2025—In a bipartisan vote and the first Commission-level action under Chairman Brendan Carr, the FCC today proposed a \$4,492,500 fine against Telnyx LLC related to government imposter robocalls made on its network. Among other potential victims, the calls were made to FCC staff and their family members and purported to be from a fictitious FCC “Fraud Prevention Team.” Telnyx apparently failed to take affirmative, effective measures to prevent malicious actors from using its network to originate illegal voice traffic, a violation of FCC rules.

“Cracking down on illegal robocalls will be a top priority at the FCC,” **said FCC Chairman Brendan Carr**. “That is why I am pleased that our first Commission-level action is a bipartisan vote in favor of this nearly \$4.5 million proposed fine. This fine flows from an apparently illegal robocalling scheme and continues the FCC’s longstanding work to stop bad actors.”

“Providers are required to know their customers and secure their networks to deter fraudulent and malicious calls,” **said Patrick Webre, Acting Chief of the Enforcement Bureau**.

On the night of February 6, 2024, and continuing into the morning of February 7, 2024, over a dozen FCC staff and some of their family members reported receiving calls on their personal and work telephone numbers that transmitted the following artificial and prerecorded voice message:

“Hello [first name of recipient] you are receiving an automated call from the Federal Communications Commission notifying you the Fraud Prevention Team would like to speak with you. If you are available to speak now please press one. If you prefer to schedule a call back please press two.”

The FCC has no such “Fraud Prevention Team” and the FCC was not responsible for these calls. The FCC’s Enforcement Bureau believes the purpose of the calls was to threaten, intimidate, and defraud. One recipient of an imposter call reported that they were ultimately connected to someone who “demand[ed] that [they] pay the FCC \$1000 in Google gift cards to avoid jail time for [their] crimes against the state.”

Under FCC rules, all voice service providers, including Telnyx, are obligated to know their customers and exercise due diligence before allowing them to originate calls. Telnyx apparently failed to verify the identity of its customer that placed the scam robocalls. As the companies responsible for introducing calls onto the public voice network, originating

providers are best positioned to prevent illegal calls by stopping them before they begin. When a voice service provider fails to meet its obligations to properly vet its customers before they commence using the provider's services to originate calls, it creates an opportunity for malicious actors to make illegal calls that inflict harm on the American public.

The [proposed action](#), formally called a Notice of Apparent Liability for Forfeiture, or NAL, contains only allegations that advise a party on how it has apparently violated the law and may set forth a proposed monetary penalty. The Commission may not impose a greater monetary penalty in this case than the amount proposed in the NAL. Neither the allegations nor the proposed sanctions in the NAL are final Commission actions. The party will be given an opportunity to respond and the Commission will consider the party's submission of evidence and legal arguments before acting further to resolve the matter.

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