

**Aaron Foss**  
**Founder, Nomorobo**  
**Answers to Additional Questions for the Record for the**  
**United States House of Representatives Committee on Energy and Commerce**  
**Subcommittee on Digital Commerce and Consumer Protection**  
**“Do Not Call: Combating Robocalls and Caller ID Spoofing”**  
**Hearing held on April 27, 2018**

**The Honorable Robert E. Latta**

1. We have over 1.7 million consumers using Nomorobo on mobile and VoIP landline phones. Landline protection is free and mobile is only \$1.99/month or \$19.99/year.
2. To the user, after a quick installation, robocalls simply disappear. Behind the scenes, our detection algorithm is analyzing millions of calls per day to determine what phone numbers are sending unwanted robocalls. Over 1,300 new robocaller numbers are detected each day. Our full blacklist contains over 900,000 known robocallers.
3. Robocall protection begins immediately after enabling Nomorobo. On landlines, each time a robocall is intercepted, the user’s phone will ring once and then stop. On mobile, after downloading and installing the app, the consumer chooses how the app handles robocalls. If they select “Block,” they’ll never see or hear them at all. Robocallers are sent straight to voicemail. If they select “Identify,” incoming robocalls will be shown as “Nomorobo Caller ID: ● Robocaller” on the lock screen and the consumer can choose whether to answer or decline the call. Our accuracy rate is 98%, meaning that we only miss blocking 2% of all robocalls.
4. In February of 2018, Nomorobo analyzed a total of 70 million calls. 28 million robocalls were stopped, 900,000 robocalls were missed, and only 40,000 good calls were accidentally stopped. This works out to a false positive rate of 0.14%.

5.
  - a. To combat robocalls and spoofing, equipment manufacturers and the consumer electronics industry can continue to add features that allow third-party developers to block and analyze robocalls. The app ecosystem, where developers create solutions that fill in missing features of the operating systems, works very well.
  - b. I can't speak to any specific conversations that we've had with companies such as Apple or Google.
6.
  - a. We don't share call complaint data with the FTC for its call complaint sharing initiative.
  - b. We do not input the FTC's call complaint information into our proprietary solution.
  - c. The faster the FTC can provide the data, the more actionable it becomes. Any delay, even just a few hours, diminishes the value of the data feed.
  - d. Anecdotally, a lot of users tell us that in addition to reporting robocalls in Nomorobo, they also report it to the FTC's call complaint system.
7. There are many ways for a user to report an incorrectly labelled phone number. They can
  1. Enter it in their control panel at <https://www.nomorobo.com> or
  2. Call or text it to us at 608-371-6666 or
  3. Email us at [support@nomorobo.com](mailto:support@nomorobo.com) or
  4. Report it in the Nomorobo app.All reports are reviewed and researched by a customer support representative within hours of receipt.
8. We don't audio fingerprint any consumer calls. The only calls that are recorded, transcribed, or "fingerprinted" are ones that come into our company owned honeypot

phone lines. I think there's a huge privacy issue with answering consumer calls and that's why we don't do it. Consumers shouldn't have to give up privacy for protection.

**The Honorable Michael C. Burges**

1.
  - a. I'm not familiar with the status of this Notice of Proposed Rulemaking. I do not know if it will be retroactive.
  - b. On landlines, callers are always able to bypass our blocking by completing an audio CAPTCHA ("Please enter the number XX to complete your call"). On mobile, callers can always leave a voicemail if they are incorrectly blocked. In cases where a number is incorrectly blocked/labelled, there are many ways for a user to report it. They can 1. Enter it in their control panel at <https://www.nomorobo.com> or 2. Call or text it to us at 608-371-6666 or 3. Email us at [support@nomorobo.com](mailto:support@nomorobo.com) or 4. Report it in the Nomorobo app. All reports are reviewed and researched by a customer support representative within hours of receipt.
2. The best way to help vulnerable populations would be to have the various government and non-profit organizations encourage the use of robocall blocking services. They're a safe and effective way to stop the robocall problem.
3. Yes. I believe that businesses should be able to know if their numbers are on any robocall blacklists.

**The Honorable Gus Bilirakis**

1. I'm not sure if consumers that use pre-paid mobile options are any more or less vulnerable to robocalls, spoofing, or scams but I do know that they can use Nomorobo

just the same as post-paid consumers can. As long as they have an Android or iOS smartphone, they can download and install Nomorobo directly from the applicable app store.