

PROTECTING YOURSELF FROM SPOOFING

America's broadband providers are committed to protecting consumers from illegal robocalls.

There are a number of ways robocallers try to infiltrate your phone. One of the more prevalent techniques is spoofing.

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 are part of a scheme to trick you into providing valuable personal information such as your Social Security or credit card number.

This information can then be sold illegally or used fraudulently.

WHAT IS NEIGHBOR SPOOFING? ▶

Neighbor spoofing is when illegal robocallers display a phone number similar to yours in the hopes that you are more likely to answer the call and provide personal information.

WHAT CAN YOU DO IF YOUR NUMBER IS BEING SPOOFED? ▶

Scammers switch numbers frequently so it is likely that within hours they will stop using your number.

WHEN IS SPOOFING LEGAL? ▶

There are examples of when spoofing is legal, such as when a doctor uses their personal phone to contact you but the number that appears on your caller ID is their office number.

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 instructs you to do so to stop getting these calls
- **Don't** answer any questions
- **Never provide** any personal information
- **Verify** when the caller claims to represent a company you know or a government agency
- **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](#)