

Robocall Summit Twitter Transcript

On October 18, 2012 the FTC hosted a Robocalls Summit and announced its first public challenge. Staff live-tweeted the day-long summit. Event hashtag was #FTCrobo.

All tweets remained public on the @FTC Twitter account for as long as Twitter allows it.

Promotional Tweets

Our Robocalls Summit webcast is about to start! Watch live: <http://bit.ly/VaRgWX> Tweet Qs to #FTCrobo.

We R experiencing audio difficulties w/our webcast. U can still watch, but need 2 call-in 2 hear. More info: <http://go.usa.gov/Ynbz> #FTCrobo

Morning! Our Robocall Summit will begin at 9am ET. Webcast link, call-in line, agenda & more available here: <http://bit.ly/VaRgWX> #FTCrobo

Thank you for your patience. Our Robocall Summit has not started yet. Webcast link & more information: <http://bit.ly/VaRgWX> #FTCrobo

Our Robocall Summit is starting! #FTCrobo

Tweets for Chairman Leibowitz' Introductory Remarks

FTC Chairman Jon Leibowitz welcomes everyone to the FTC's Robocalls Summit. #FTCrobo

Leibowitz: We pride ourselves on fact we take a multi-faceted approach to consumer protection: enforcement, ed, policy & advocacy. #FTCrobo

Illegal robocallers are bottom feeders disturbing peace, violating right 2 be let alone & trying 2 steal our money. – Leibowitz #FTCrobo

Leibowitz calls "Rachel" public enemy number 1 & robocalls source of over 200K FTC complaints each month. #FTCrobo

FTC has sued Rachel & her co-workers many times; brought more than a dozen cases targeting illegal robocalls, says Leibowitz. #FTCrobo

Leibowitz: There are more robocall cases in the pipeline. #FTCrobo
It's been nearly 10 years since FTC implemented National Do Not Call Registry. More than 217 million numbers registered. – Leibowitz #FTCrobo

Leibowitz: No Q our efforts significantly reduced number of unwanted telemarketing calls people getting from legitimate marketers. #FTCrobo

Summit agenda ambitious, engaging & provocative, says Leibowitz. Thanks everyone for participating & welcomes first panelists. #FTCrobo

Photo: FTC Chairman Jon Leibowitz welcomes attendees to the Robocall Summit. #FTCrobo
pic.twitter.com/fulribzU

Panel 1 Tweets

Panel 1: The Network: What is current state of telephonic technology? Steve Bellovin, FTC CTO & Henning Schulzrinne, FCC CTO. #FTCrobo

RT [REDACTED] Steve Bellovin, FTC's CTO, giving fascinating history lesson on telephone/network technology. #FTCrobo

Henning is now discussing robocalling in the VoIP age incl challenges & solutions. #FTCrobo

Please note we will post presentations to the workshop page later today:
<http://go.usa.gov/YXUz> #FTCrobo

Henning says the path of a robocall can span the entire globe. The tech is universal & standardized. #FTCrobo

Henning is discussing why we can't use email spam filtering techniques to stop robocalls. #FTCrobo

Panelists discussing why "pressing 1" leads to more robocalls. #FTCrobo

Photo: @TechFTC's Steve Bellovin & @FCC's Henning Schulzrinne during Panel 1 at FTC Robocall Summit. #FTCrobo pic.twitter.com/H5VhAEcW

Panel 2 Tweets

Panel 2: The Industry: How have tech changes affected telecom industry incl entities that want to make automated calls? #FTCrobo

Panel 2 moderated by FTC's Roberto Anguizola. Panelists: Kevin Rupy, US Telecom; David Diggs, CTIA; Brad Herrmann, Call-Em-All.

Kevin Rupy, US Telecom, is discussing the evolving voice ecosystem. #FTCrobo

Graphic (from earlier presentation): How Does a Robocall Work?: <http://go.usa.gov/Yn9h>
#FTCrobo

Brad Herrmann, Call-Em-All, discussing legitimate uses of automated calls. #FTCrobo

Photo: David Diggs, CTIA, & summit panelists discussing how tech changes have affected telecom industry. #FTCrobo

Break time! Robocall Summit agenda: <http://go.usa.gov/YXPC> #FTCrobo

Panel 3 Tweets

Panel 3 is starting! The Law: What is law surrounding robocalls? How's it enforced? Limitations? Challenges? #FTCrobo

If you want to watch our Robocall Summit, please click here: <http://bit.ly/VaRgWX> Note, you'll need to call-in for audio. #FTCrobo

Panelists discussing Telemarketing Sales Rule including what is and is not covered. #FTCrobo

For covered sales calls, the TSR prohibits initiating a call that delivers a prerecorded message to consumers. #FTCrobo

Will Maxson mentioned the FTC's National Do Not Call Data Book. Here's the link: <http://go.usa.gov/YnEY> #FTCrobo

Photo: Robocall Summit panelists discussing current laws surrounding robocalls & what it means for consumers. #FTCrobo <pic.twitter.com/7gUXcAqI>

Question to panelists: Why is "Rachel" still calling? #FTCrobo

Maxson: All you need is a computer & internet connection. Lead generators just looking for bodies, like email spammers. #FTCrobo

Greg Zoeller, IN Attorney General, says it's getting harder w/ new tech to be successful [in tracking down illegal robocallers]. #FTCrobo

RT [REDACTED] Awesome! The FTC has set up a honeypot for robocalls and phone scammers. #FTCrobo

Panelists discussing "what is magic number" that triggers investigation. @FCC's Eric Bash says there is not one, it's contextual. #FTCrobo

Lunch break! FTC Robocall Summit will resume at 1:20pm ET. #FTCrobo

Panel 4 Tweets

And we're back with Panel 4: Caller ID Spoofing & Call Authentication Technology.

<http://bit.ly/VaRgWX> #FTCrobo

Henning Schulzrinne, @FCC CTO, discussing number authentication & caller identification at FTC Robocall Summit. #FTCrobo

Caller ID Spoofing: Sending false or misleading info, so as to deceive receiving party &/or hide caller's true id/call origination. #FTCrobo

Malicious robocallers spoof random numbers as well as specific customer numbers, says Adam Panagia, AT&T. #FTCrobo

Presentations from the first half of the FTC Robocall Summit are now posted on our workshop page: <http://go.usa.gov/YXUz> #FTCrobo

Patrick Cox, TrustID, discussing how TrustID Authentication works for enterprise clients. #FTCrobo

Vijay Balasubramaniyan, Pindrop Security: Fraudsters use VoIP phones most, but cell use increased by almost 300% in last 6 months.

Reminder: If you're watching our Robocall Summit webcast, you can submit questions to panelists via Twitter. #FTCrobo

FTC Robocall Summit panelists discussing caller ID spoofing. #FTCrobo
<pic.twitter.com/eoK4d6Co>

What can consumers do if their number is being spoofed? 1st, call their local phone company, says Panagia. #FTCrobo

Phishing scams largely telephone based now b/c no one is really falling for email scams anymore (b/c of all warnings) - Panagia. #FTCrobo

Now up: David Belanger, Stevens Institute of Tech, discussing Data Mining & Anomaly Detection. #FTCrobo

 www.donotcall.gov complaints may lead to 2 investigations. FTC shut down many illegal robocallers, more cases in works! #FTCrobo

Robocall Challenge Tweets

BREAKING: FTC challenges public to develop innovative solution that will block illegal robocalls in its first government challenge. #FTCrobo

FTC offers innovators \$50,000 for best technical solution in ongoing fight against illegal robocalls: go.usa.gov/YQW9 #FTCrobo

David Vladeck, FTC's Bureau of Consumer Protection, says winner of FTC's robocalls challenge will become a national hero. #FTCrobo

FTC Robocalls Challenge site up now: <http://robocall.challenge.gov>. Submissions accepted between Oct 25 & Jan 17. #FTCrobo

FTC Robocalls Challenge judges incl @TechFTC's Steve Bellovin; @FCC's Henning Schulzrinne; & All Things D's @KaraSwisher. #FTCrobo

Challenge judging criteria: Does it work? Is it easy to use? Can it be rolled out? #FTCrobo