

# Inside the TNS 2021 Robocall Investigation Report

The TNS Robocall Investigation Report, now in its sixth edition, is a bi-annual update of key robocall trends drawing from more than one billion daily call events across hundreds of carriers. What were some of the data trends for high risk and nuisance robocalls? Here is a sample of our findings:

## Collective Industry Efforts Help Drive Down Robocall Volume



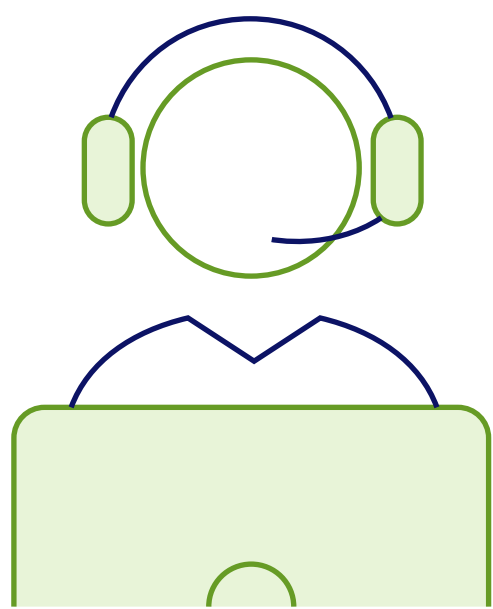
US consumers received **77** billion unwanted calls in 2020, representing a 28% drop from the prior year.

## Leading US Tier-1 Carriers Remain a Small Part of the Robocall Problem

Nearly **95%** of high-risk calls originated from numbers not owned by Tier-1 carriers last year, up three percentage points from 2019.



## Broader Tier-1 Adoption of STIR/SHAKEN Contributed to Reduced Robocalls



More than **33%** of the total calls traversing carrier networks in December 2020 were signed by a voice service provider ensuring the caller is verified, up from 21% in January 2020.

## Share of Unwanted Calls to Wireline Numbers Double That of Wireless

**37%** of calls placed to wireline numbers in 2020 were unwanted, compared to 17% of calls to wireless numbers.



Interested in learning more about our robocall findings? Visit the TNS website, to request a copy of TNS' 2021 Robocall Investigation Report.