



## Welcome to Connect

I'm delighted to welcome you to the next issue of Connect which is full of hot-off-the-press industry updates in addition to what the team here at TNS have been working on.

In this issue we bring you our very much in demand bi-annual [Robocall Investigation Report](#). Now in its Sixth Edition, the report suggests, among other key findings, that aggressive efforts by leading Tier-1 carriers are helping to reduce robocalls.



We also feature the latest industry awards for TNS, as well as discuss the most recent scams hitting the robocall world and the new steps taken by the FCC to further limit these nuisance calls.

If you would like to know more about any of the subjects covered in this issue, please do not hesitate to get in touch with your account manager or email [solutions@tnsi.com](mailto:solutions@tnsi.com).

***David Kaemmer***

*Vice President, Communications Market*

# 2021 Robocall Investigation Report

## SIXTH EDITION

By Transaction Network Services

### TNS Robocall Report: Nearly 95% of High Risk Calls in 2020 Originated from Non-Tier 1 Carriers

US consumers received 77 billion unwanted calls in 2020, and while this is a formidable number, this is a -28% drop from 2019. This suggests that the collective efforts by policymakers, regulators, carriers and industry are making an impact and driving down robocall volume.

Read the story [here](#) and request your copy of TNS' 2021 Robocall Investigation Report



### Platinum Award Winner: Best Steering of Roaming Solution

TNS has been named a Platinum winner in the Future Digital Awards for Telco Innovation for Best Steering of Roaming Solution. [Click here](#) to read more.



### Slow VoLTE Rollout Delays 3G Sunset

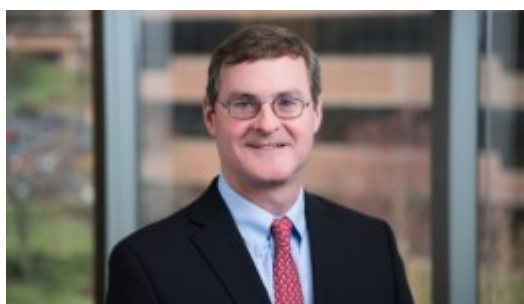
Our 5G blog series has been so popular we will be continuing it into 2021 starting with our 3G shutdown blog: [Slow VoLTE Rollout Delays 3G Sunset Dates](#).



## The Evolution of Branded Calling

Consumers are now conditioned to not answer the phone unless they know who is calling according to the [2021 Robocall Investigation Report](#) by TNS. Therefore, communication technologies must continue to evolve in order to improve the subscriber experience when it comes to engaging with brands.

Read the full blog [here](#)




### TRACED Act Deadline Approaches

The TRACED Act requires voice service providers to either upgrade their non-IP networks and implement STIR/SHAKEN by June 30 or work to develop a non-IP authentication solution. Find out what you need to do in our [blog](#) by Paul Florack.




### Latest Robocall Scam Trends and Updates

[Visit](#) TNS' dedicated website that highlights robocall trends, data analytics and the latest scams. This month we shine a spotlight on [Spoofing: Not Such A Beautiful Day in the Neighborhood](#).




**Yahoo Finance**  
 Bill Versen  
 March 2021

#Robocalls  
 #UnwantedRobocalls  
 #FederalCommunicationsCommission #ScamCalls #FCC  
 #ScamCalls #SuspiciousCalls  
 #RobocallReport



**iHeartRadio**  
 Jim Tyrrell  
 February 2021

#Robocalls  
 #UnwantedRobocalls  
 #FederalCommunicationsCommission #ScamCalls #FCC  
 #ScamCalls #SuspiciousCalls



**Press From**  
 December 2020

#Robocalls  
 #UnwantedRobocalls  
 #FederalCommunicationsCommission #ScamCalls #FCC  
 #ScamCalls #SuspiciousCalls  
 #Verizon #STIR/SHAKEN

## TNS in the News on Robocalls

The TNS Executive Team are considered a voice of authority when it comes to robocalls. Bill Versen, TNS' President, Communications Market was recently featured in [The Fast Mode](#), [Money Magazine](#), and [Press From](#). TNS' Senior Director of Product Marketing, Jim Tyrrell, spoke to [Alabama's Morning News with JT](#) about how you can avoid falling victim to spam tactics.



## New TNS White Paper Outlines STIR/SHAKEN Requirements

Improve your understanding of the FCC's updates to the STIR/SHAKEN call authentication framework and other robocall mitigation requirements by reading our new white paper [here](#).



## Join Our Dedicated LinkedIn Community

TNS has a LinkedIn page dedicated to sharing the latest industry news and robocall updates.

Visit the LinkedIn page [here](#)

Connect with us!



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**Our mailing address is:**

Transaction Network Services Inc.  
10740 Parkridge Boulevard | Suite 100  
Reston | Virginia | 20191

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