

# Q3 2023 Robocall Investigation Report Out Now



We're now in the STIR/SHAKEN era since the last major compliance deadline passed on June 30 and with it more traffic is getting signed and leading carriers have embraced the new framework with full adoption. But that's not the full story, there is continuing disparity between the top carriers and everybody else in fully implementing the new standards.

Available to [download now](#), find out the latest data, trends, robocall scams and more in the latest edition of TNS' Robocall Investigation Report.

## Challenges Remain for Signed Traffic



When call traffic is originated by and sent to top carriers, TNS' Robocall Protection team report that over 85% of that traffic is signed (authenticated by STIR/SHAKEN) with the highest level.



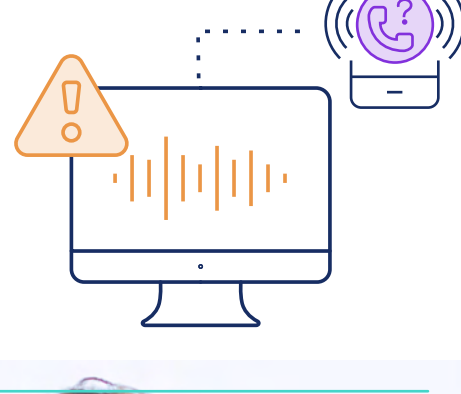
Smaller carriers also showed a tangible improvement, as their total volume of **signed traffic increased by 20%** for the second quarter in a row.

However, large to small carrier signed traffic remains low, with a disparity remaining between the signed traffic capabilities of the top seven carriers (Verizon, UScellular, T-Mobile, Lumen, Comcast, Charter and AT&T) and the other providers.



When traffic originates from a Tier-1 carrier and is terminated to a smaller carrier, **only one in five of those calls arrive as signed**, according to TNS data.

## VoIP Networks Remain Top Robocall Originator



As previously reported, VoIP networks are the primary line type where unwanted traffic originates to consumers. But the good news is progress is being made.

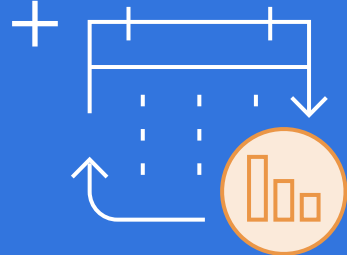
Less than 20% of traffic originating on these lines was signed in 2022, TNS data showed. In Q3 2023, nearly **60% of the traffic was signed**.



## Student Loan Repayment Scams Ramp Up



The US Department of Education ended the pause on student loan repayments in October 2023 and regular interest rates resumed in September 2023.

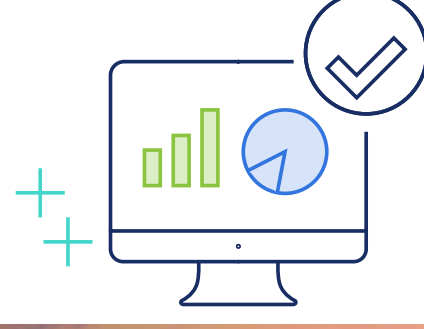


Americans received nearly as many student loan-related robocalls in the month of September as they had in the prior four months combined, according to TNS data.

TNS' Robocall Protection team provided advice to subscribers through media appearances such as [Good Morning America](#), as bad actors capitalized on confusion surrounding student loan debt relief.



## Where Our Data Comes From



Working with more than 500 operators and over one billion daily events across hundreds of carrier networks, TNS analytics generate the most accurate and comprehensive industry datasets.

TNS directly supports more than 150 service providers, four of the top seven carriers and two of the top four wireless providers.

More Than **150** Service Providers



With nearly 250 million active subscribers, TNS has more access to cross-carrier call events over a wider breadth of service providers and traffic populations than any other organization.

**250 Million** Active Subscribers



Stay tuned for our full-year report in January, which will provide a broader view of the past year, and ahead into 2024 and the next level of safe, effective and profitable **branded calling** and call authentication.

With the most accurate data from Q3 2023, the latest edition of TNS' Robocall Investigation Report is available to [download now](#).

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