# How is an unwanted robocall created?

**1.** A bad guy 😡 creates a list of phone numbers.

**2.** They get their hands on cheap digital voice service. 🗣️

**3.** They craft an intriguing audio recording. You know the ones:

🚙 Auto Warranties    🚗 Car Insurance

🧑 Social Security    🏥 Health Care

**4.** They use software to auto-dial thousands - or MILLIONS! - of numbers in a short time so they can't easily be identified or blocked by carriers 🤦 (grumble).

**5.** If the victim returns a call it's directed to an operator (more bad guys) who tries to extract money or obtain sensitive information. 💳

# How does Verizon help protect our customers?

**1.** We auto block calls 🛑 identified as phone numbers that are invalid, malformed or from a curated list of "do not originate" numbers.

**2.** We've also created thousands of 'honeypots' or lines that are set up to identify and observe illegal robocall campaigns. 🔦

**3.** Once identified we work with law enforcement to take action. 🚨

**4.** With solutions like our Free Call Filter app/service we've helped MILLIONS of customers identify and avoid over 9 BILLION spam calls!

**call filter** ✓

**5.** We're working closely with other major carriers to exchange calls verified to be from the number displayed on the Caller ID. 📱 📱 📱