

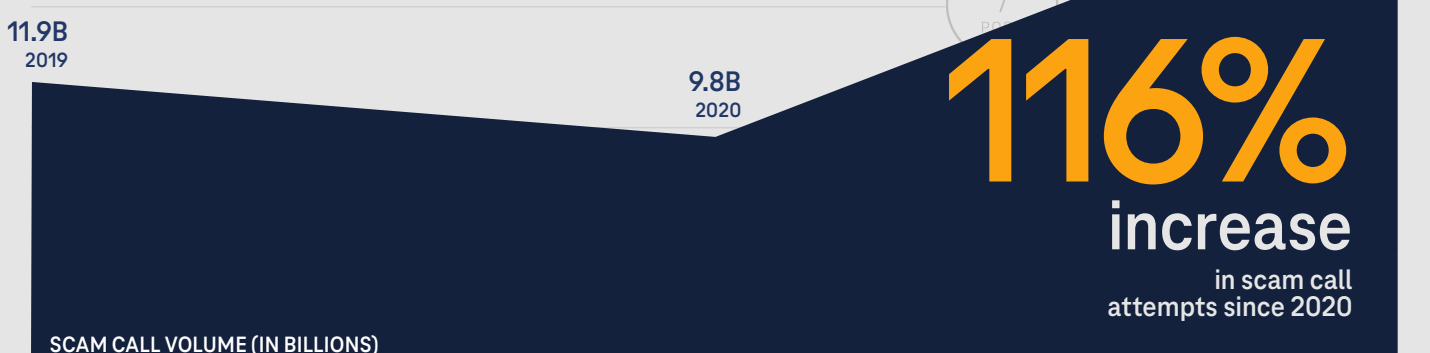
# SCAM AND ROBOCALL REPORT

Scam calls are the number one complaint to the FCC. In 2021, T-Mobile examined the data behind these calls and how the Un-carrier worked to protect customers against scams and illegal robocalls.



## Scam Call Volume at Record Highs in 2021

After months of quarantine shutdown in 2020, scammers came back in full force in 2021.



## Scam Call Volume by Month in 2021

Scammers got more aggressive over the course of 2021, with the lowest month measured for scam traffic in January and the highest month measured so far in November with over double the volume.



## Scammer Behavior

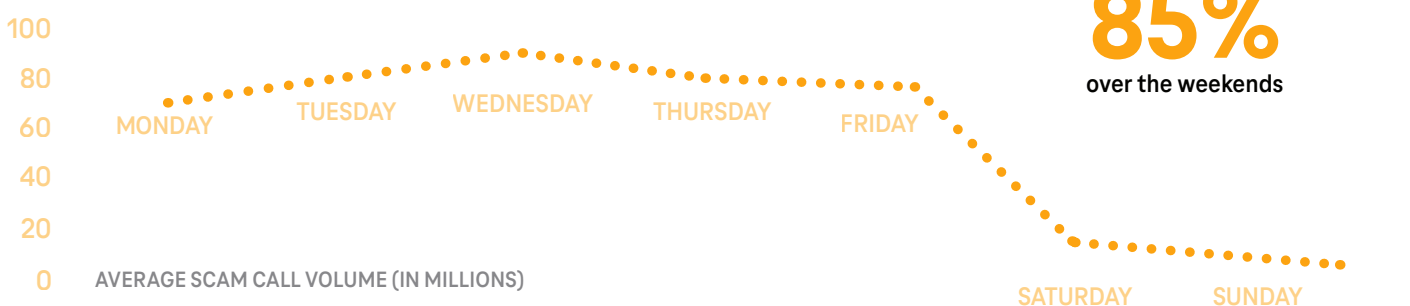
Scammers take it easy on the weekends, targeting consumers Monday-Friday, with volume peaking on Wednesdays, but reducing their call volume on Saturday and Sunday.

Monday-Friday averages

**80M** scam calls per day

Scam call volume drops by

**85%** over the weekends



Scammers take holidays too. Scam call attempts were lowest of the year on April 4, 2021 (Easter and a Sunday). The weeks between Thanksgiving and Christmas have the highest volume of the year but call volume drops off sharply just before Christmas.



April 4, 2021 (Easter) had the lowest scam call volume of the year

Call volume drops sharply after December 23

## That's Not Your Car Company Calling!

The number one scam call attempt in 2021 was related to fake vehicle warranties. Other top scam attempts included pretending to be with the Social Security office (10%), wireless provider (9%), car insurance company (6%) or package delivery (4%).

**51%** of scam calls were related to fake vehicle warranties

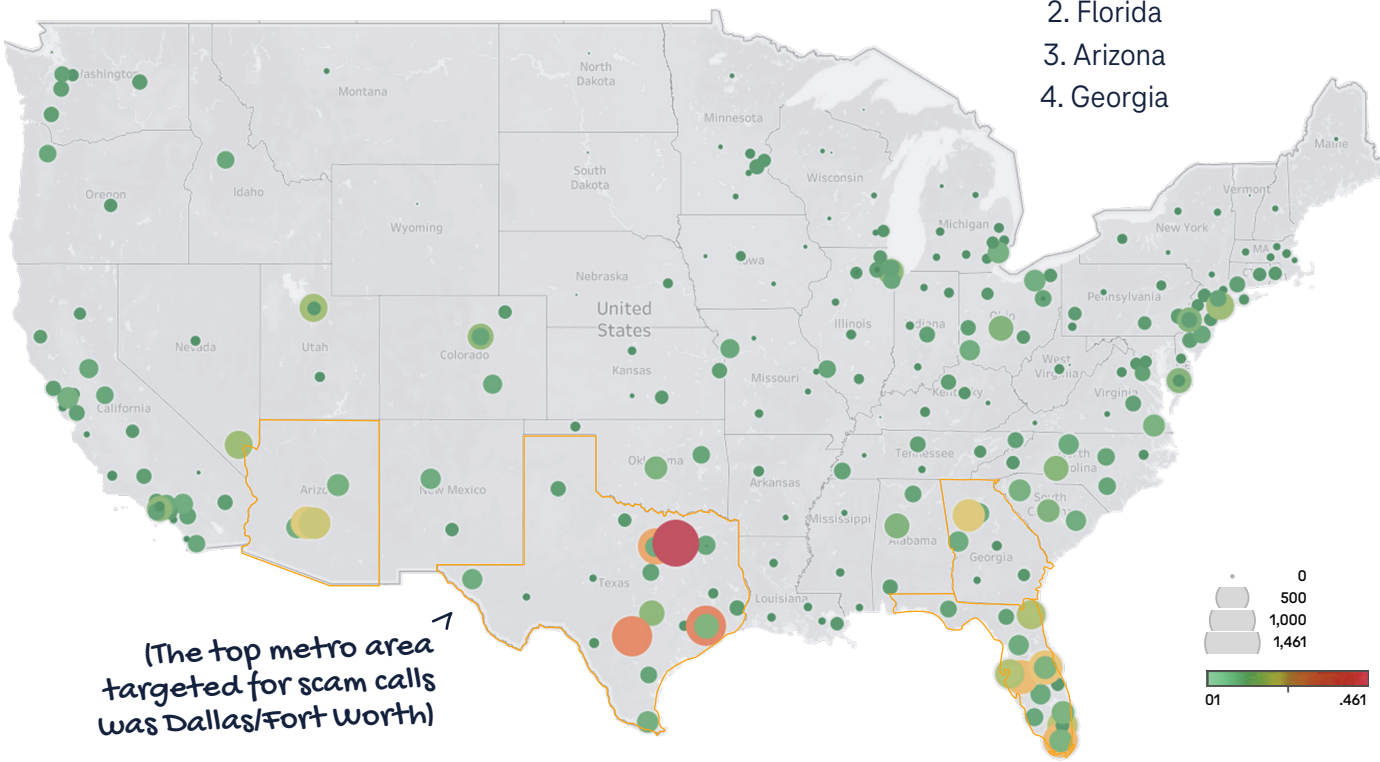


## Most Popular Area Codes in the USA

Scammers target some areas of the USA more than others with Texas, Florida, Arizona and Georgia reporting the highest volume of scam calls in 2021.

### Top States Targeted

1. Texas
2. Florida
3. Arizona
4. Georgia



## T-Mobile's Scam Shield Protection

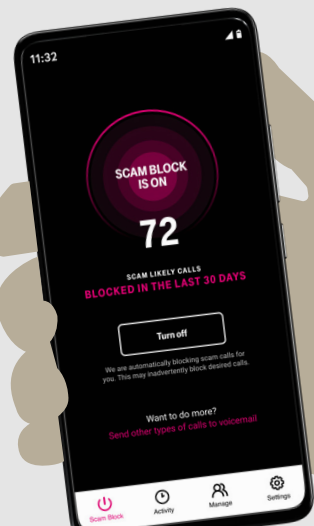
T-Mobile's Scam Shield protects T-Mobile and Metro by T-Mobile customers against scam, spam and unwanted robocalls when customers needed it most in real-time, 24 hours a day, 7 days a week.

T-Mobile Scam Shield identified or blocked

**21B** scam calls in 2021

**1.8B** average scam calls identified or blocked each month

(That's 700 scam calls every second!)



Protect you and your family by staying vigilant and arming yourself with the right tools, like T-Mobile's Scam Shield.

For more information, visit [t-mobile.com/scam-shield](https://t-mobile.com/scam-shield)