



AMERICA'S  
COMMUNICATIONS  
ASSOCIATION

#ACAConnects

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The Honorable Mike Doyle  
306 Cannon House Office Building  
Washington, DC 20515

The Honorable Bob Latta  
2467 Rayburn House Office Building  
Washington, DC 20515

Dear Chairman Doyle and Republican Leader Latta:

On behalf of ACA Connects—America's Communications Association ("ACA Connects"), I applaud the Subcommittee on Communications and Technology for its work to identify legislative solutions to the problem of robocalls. ACA Connects is pleased that, at tomorrow's legislative hearing, the subcommittee will consider a discussion draft – the Support Tools to Obliterate Pesky Robocalls ("STOP Robocalls") Act – that would affirm that ACA Connects members and other voice service providers can give their customers free robocall blocking tools on an informed opt-out basis.

Like other providers, the small and medium-sized operators of ACA Connects know all too well the burdens and frustrations that robocalls impose on their customers. Today, many ACA Connects members provide robocall blocking tools that they enable for customers on an opt-in basis. While those customers that use these tools generally find that they provide substantial relief from robocalls, relatively few customers take the affirmative step to opt in. Customer groups that are less familiar with new technologies may be particularly unlikely to sign up, even though these customers may benefit the most from protection against nuisance calls and malicious scams.

By moving to an "informed opt-out" model as the STOP Robocalls Act contemplates, a provider can empower a much broader share of its customers to enjoy freedom from robocalls—while still preserving the right of the customer to choose. Broader penetration of robocall blocking tools may also help a provider better differentiate its voice services in today's competitive marketplace. Benefits like these can make it easier, especially for smaller providers, to justify the costs they incur to provide these tools in the first place. Giving providers this flexibility would be a "win-win" for providers and customers alike.

We all know that there is no one solution to the robocalls problem. Stakeholders must continue to work creatively and cooperatively across many forums, and ACA Connects is proud to be an active participant in these efforts. The "opt-out" provision of the STOP Robocalls Act is an important step in the right direction, one that will help "move the needle" for America's consumers. We thank the committee for considering the STOP Robocalls Act discussion draft, and we encourage it to advance legislation as soon as possible that affirms providers' ability to offer free robocall blocking on an informed opt-out basis.

Respectfully,

Matthew M. Polka  
President and CEO  
ACA Connects – America's Communications Association

cc: Members of the House Committee on Energy and Commerce, Subcommittee on  
Communications and Technology

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