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 and Robocall Report

**Scam Call Volume at Record Highs in 2021**

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 by Month in 2021**

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.

**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.

**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.**

**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.

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### T-Mobile’s Scam Shield Protection

- **21B scam calls in 2021**
- **1.8B average scam calls identified or blocked each month**

**That’s Not Your Car Company Calling! Warranties**

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

### 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.

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**Notes:**

- 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%).
- That’s Not Your Car Company Calling!
- 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.