

T Mobile



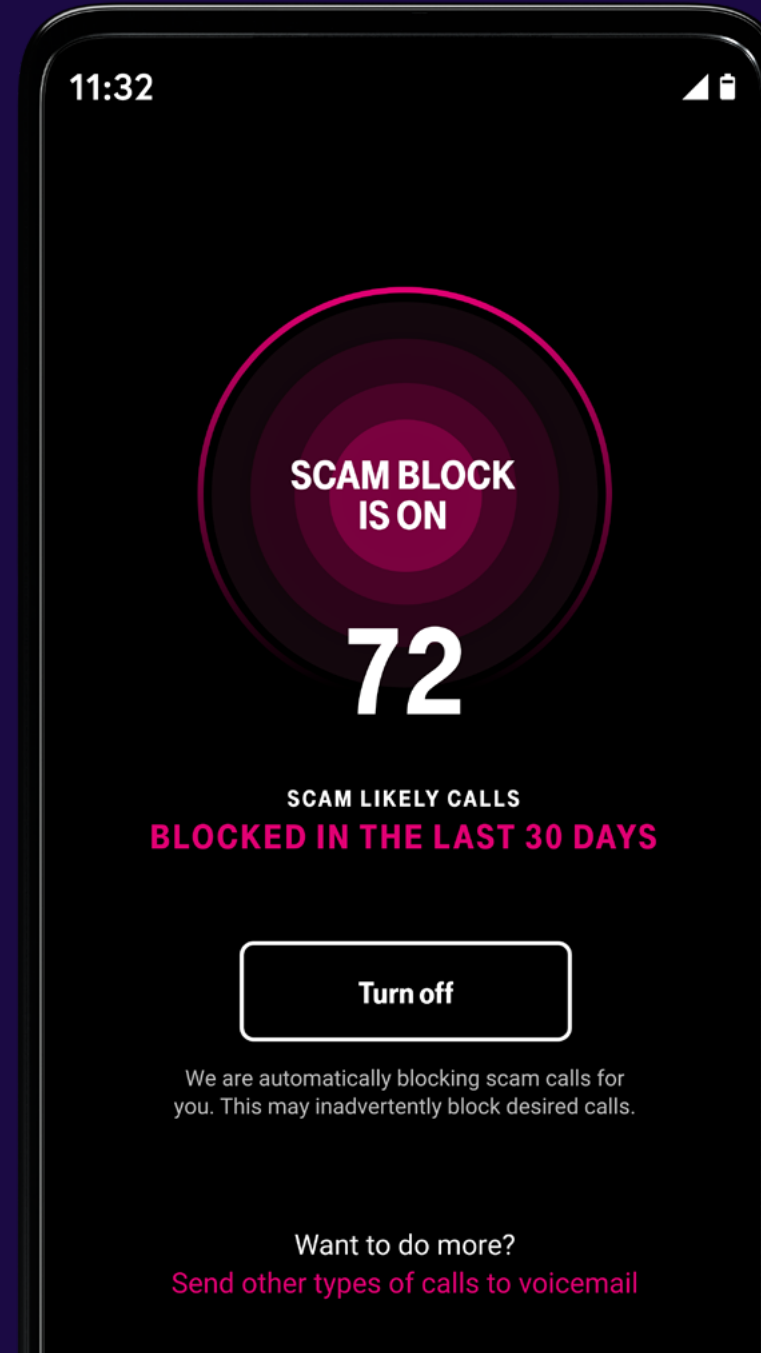
SCAM AND ROBOCALL REPORT 2023

The Un-carrier keeps customers protected.

“Scammers are leveling up, but so is T-Mobile’s Scam Shield, allowing us to continuously evolve our technology when our network filters detect a scam call. In 2023, Scam Shield identified a staggering 628 scam calls every second, proving scammers aren’t slowing down. T-Mobile’s Scam Shield technology continues to lead the wireless industry in scam protection, helping to keep customers protected from scams with America’s 5G leader.”

ULF EWALDSSON

President of Technology
T-Mobile US, Inc.



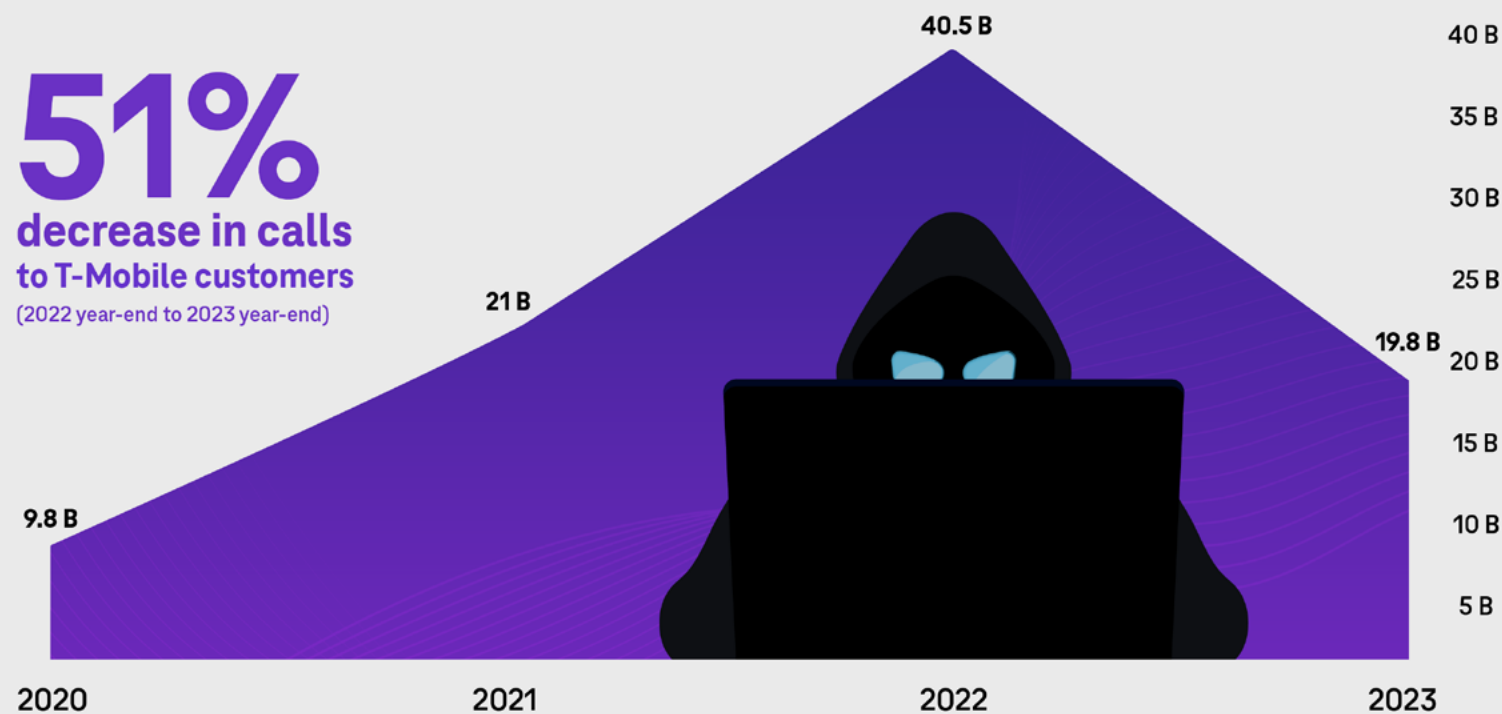
Changes in Scammer Behavior

Ongoing advancements to T-Mobile's network technology, including machine learning and AI, as well as government intervention have pushed scammers back and helped reduce scam call attempts by 51% in 2023. This decrease in call volume is due to several factors:

- The broader provider implementation of [error code 608](#), which signifies that the initiated call was blocked by the terminating provider, and therefore, it did not reach the intended recipient. As carriers implemented error code 608, the number of retry calls significantly declined, resulting in a steep decrease in scam calls in 2023.
- More providers, following T-Mobile's lead, identifying [STIR/SHAKEN](#) calls to combat caller ID spoofing, which accounts for almost 86% of incoming mobile calls.

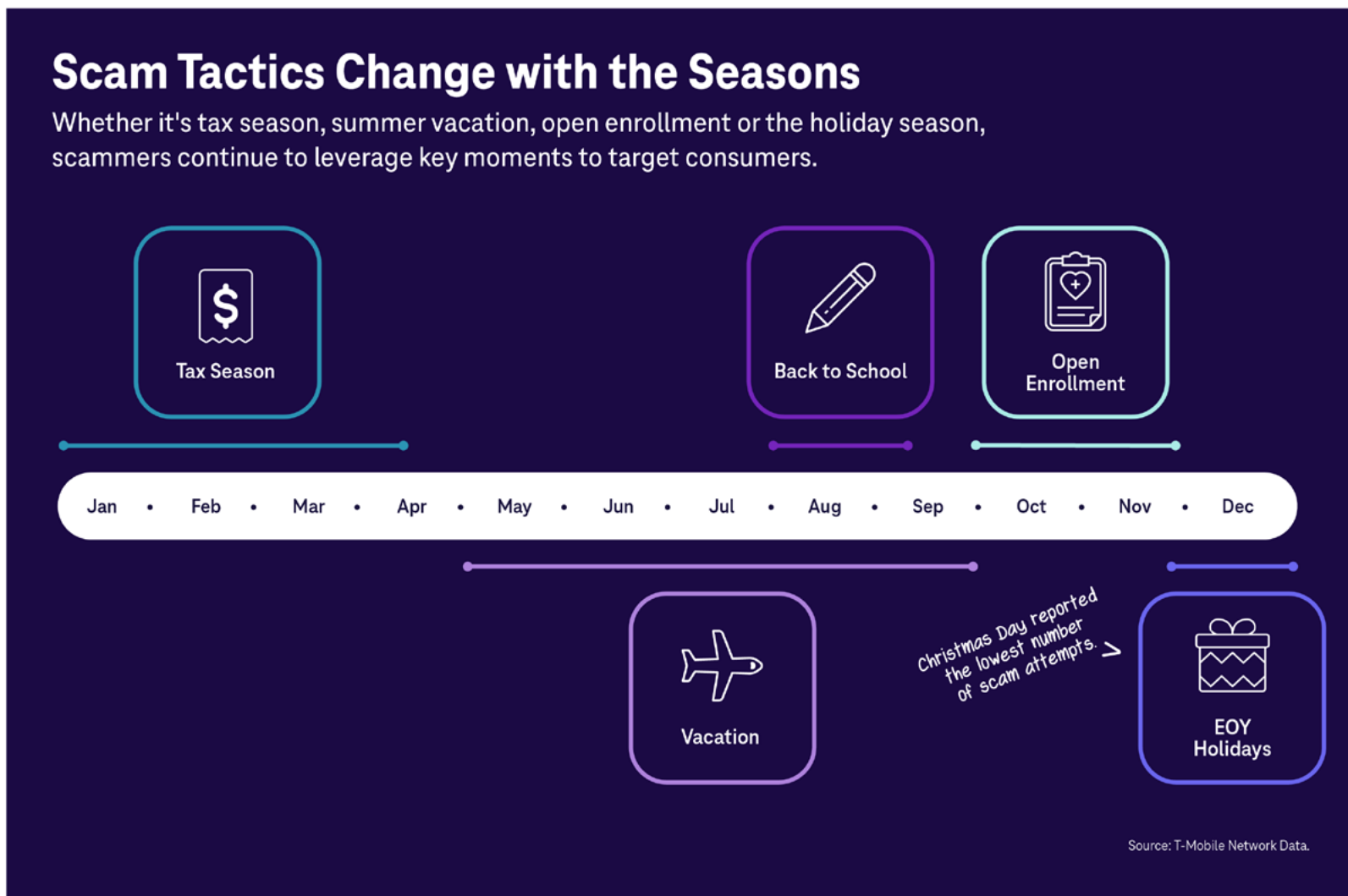
Scam Call Attempts Decreased Year Over Year

T-Mobile customers experienced a decrease in scam calls year over year as a result of Scam Shield and ongoing government regulations against fraudsters.



Top Techniques from Scammers

Scammers continue to change their tactics with the seasons, continuing to take advantage of seasonal moments including tax season, back to school, open enrollment and the weeks leading up to the holidays, which see the highest influx of scams. Interestingly, Christmas, New Years Eve, Easter and other major holidays saw 97% fewer scam calls than a typical weekday, proving even scammers take time off.



Scammers are always evolving their tactics, year over year as well as seasonally, using consumer cues to target and take advantage. Source: T-Mobile Network Data.

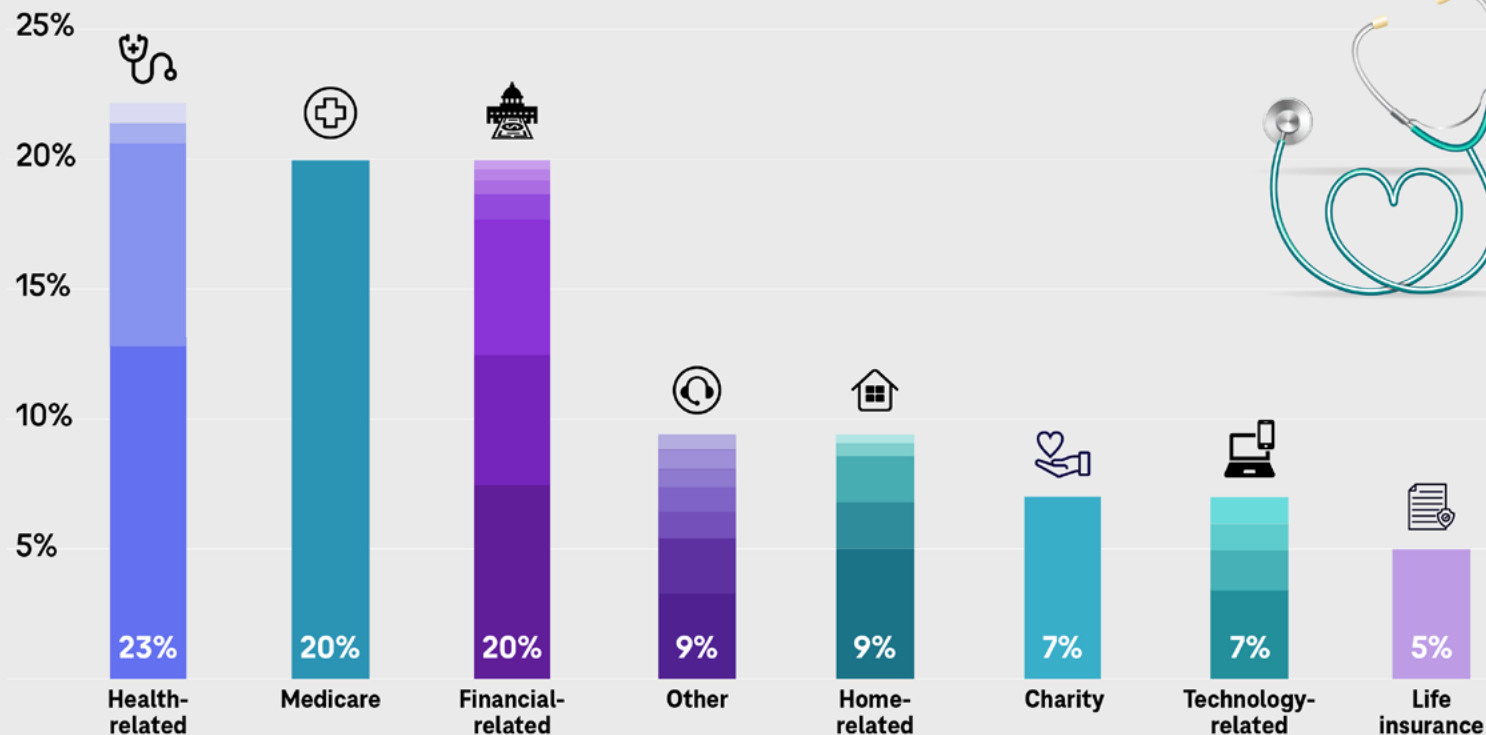
Top Techniques from Scammers

Scammers continue to rely on the “if it ain’t broke, don’t fix it” mentality, with repeat tactics that trick unsuspecting customers again and again. Similar to last year, healthcare-related scams (Medicare, health insurance) continued to rise in popularity, accounting for over 40% of all scam attempts followed by financial scams with almost 20% of scam attempts, both of which often target consumers 55 and older.

The holidays continued to be a major target for scammers as they attempt to catch unsuspecting consumers off guard by impersonating popular retailers (Amazon, Walmart) and delivery providers (UPS, FedEx, U.S. Postal Service) to gain financial information.

Leading Scam Types

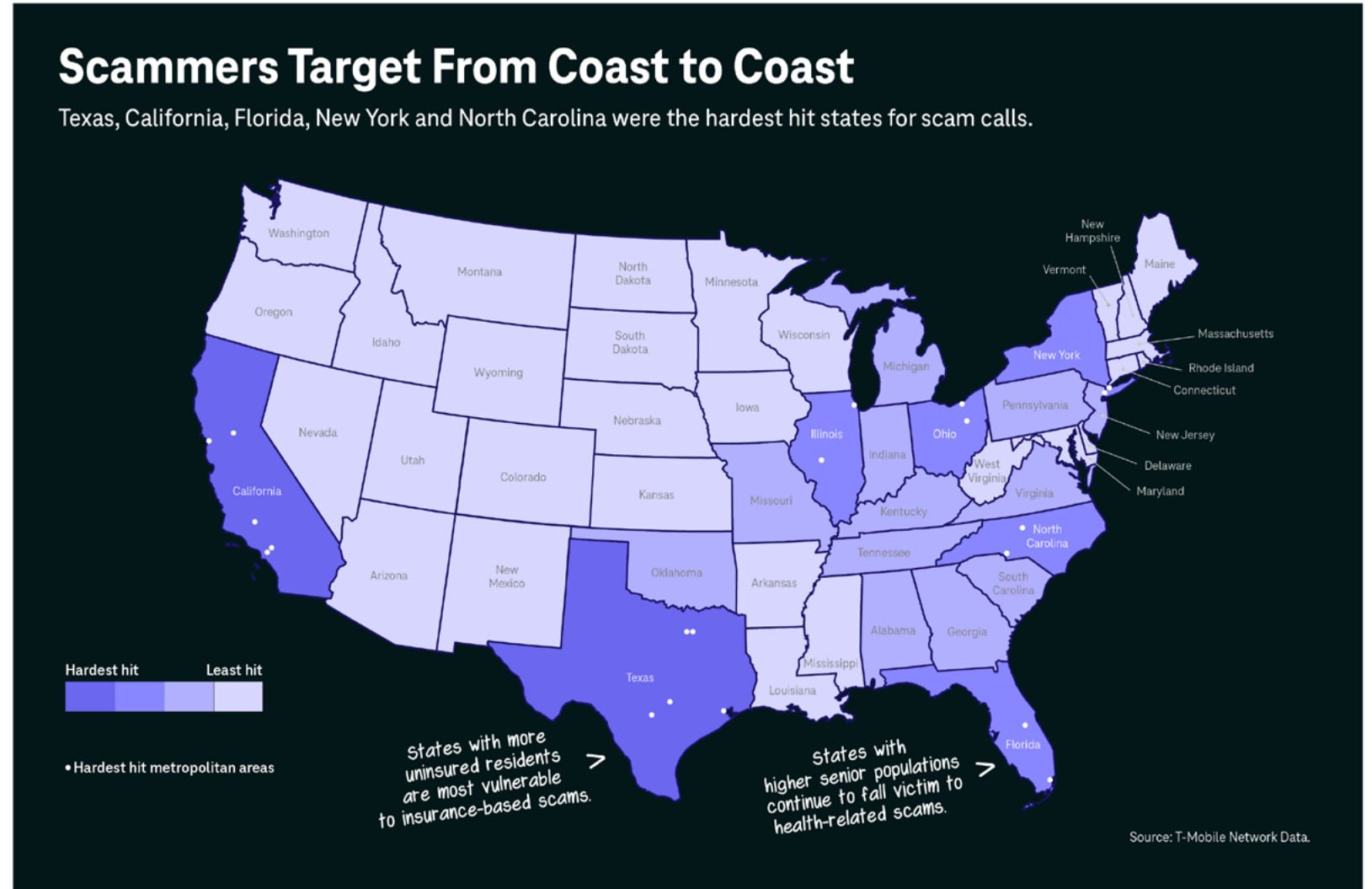
Health and financial scams ruled in 2023, while vehicle scams—which led in 2022—became nearly nonexistent.



Source: T-Mobile Network Data.

Target Regions/ Demographics

Scammers work regionally, hitting some states harder than others. In 2023, Texas, California, Florida, New York and North Carolina led scam call attempts. Year over year, Texas takes the crown for highest volume of scam calls, especially as it relates to Medicare scams. And overall, fraudsters continue to target adults 55+ with health insurance-related scams.



Hardest hit areas in 2023: Texas – San Antonio, Midland, Lubbock; California – Los Angeles, Pasadena, Pomona; Florida – Miami, Jacksonville, Boca Raton/Fort Lauderdale; New York – New York City, Rochester, Buffalo; North Carolina – Charlotte, Asheville/Greensboro, Fayetteville. Source: T-Mobile Network Data.

Scam Shield's Got Your Back

T-Mobile's patented technology protects customers by updating protections every six minutes! Customers who turn on Scam Block will no longer receive "Scam Likely" calls as the call is blocked on the network level. Customers can turn on Scam Block in the Scam Shield app or by simply dialing #662# from a T-Mobile device to stop these calls at the network level. Caller ID and STIR/SHAKEN call verification allow customers to see who is calling and when a call is authenticated by the T-Mobile network.



T-Mobile's Scam Shield technology adds an extra layer of security for customers through anti-scam protections like Scam ID, Scam Block and Caller ID, and helped identify and block over 19.8B scam calls in 2023.

Source: T-Mobile Network Data.

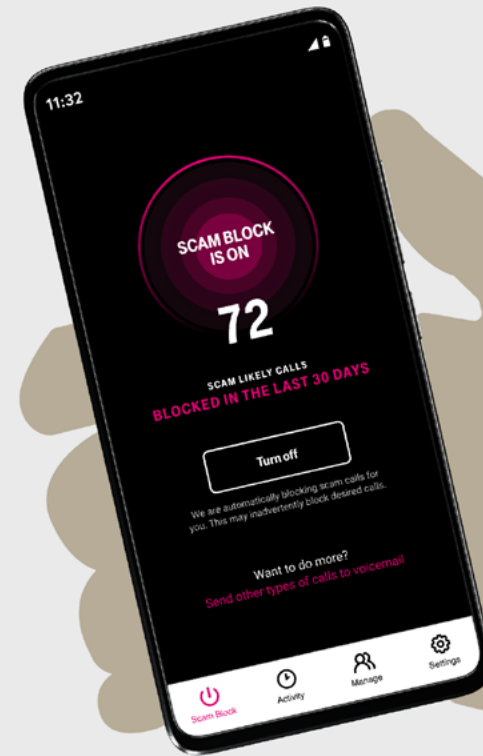
Scam Shield's Got Your Back



When a threat has been detected, customers receive an on-screen “Scam Likely” warning.

Source: T-Mobile Network Data.

Scam Shield's Got Your Back



Stop scam likely calls with Scam Block, one of the many FREE benefits T-Mobile customers can access. Just download the Scam Shield app and turn Scam Block on!

Source: T-Mobile Network Data.

Scam Shield's Got Your Back



Free caller ID is available to every T-Mobile customer, allowing them to see who is calling, even if they're not saved in contacts.

Source: T-Mobile Network Data.

Scam Shield's Got Your Back



As an additional identification feature, customers will also see some calls labeled as Telemarketing, Political, Nuisance, etc. These calls are automatically identified at T-Mobile's network level and displayed to subscribers to help them make informed decisions on which calls they interact with.

Source: T-Mobile Network Data.

T-Mobile customers were protected from 19.8 billion scam call attempts in 2023 thanks to T-Mobile's Scam Shield technology. Source: T-Mobile Network Data.

For more information on Scam Shield, check out <https://www.t-mobile.com/customers/scam-shield>.
Follow T-Mobile's Official Twitter Newsroom [@TMobileNews](https://twitter.com/TMobileNews) to stay up to date with the latest company news.

Report data is determined by extrapolating from T-Mobile network and partners covering January 1, 2023 – December 31, 2023.

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