

Dec 10, 2024

Contact Chase Sizemore

Phone (850) 245-0150



OFFICE OF THE
ATTORNEY GENERAL
STATE OF FLORIDA

Florida Attorney General's Office News Release

Attorney General Moody Sends Warnings to Voice Service Providers Allowing Robocalls to Bombard Floridians



TALLAHASSEE, Fla.—Attorney General Ashley Moody is putting four voice service providers on notice for transmitting millions of suspected illegal robocalls. Attorney General Moody is a member of the Anti-Robocall Multistate Litigation Task Force, which is investigating these providers. In warnings sent today, Attorney General Moody and the task force are informing the voice service providers that the task force shared the findings of its investigations with the Federal Communications Commission, which will consider appropriate next steps.

Attorney General Ashley Moody said, “As part of our Anti-Robocall Multistate Litigation Task Force, we have been investigating several voice service providers and have concerns about companies that are allowing millions of scam robocalls to ring through to Americans’ phones. We’re putting these companies on notice that their actions may violate state and federal consumer protection and telemarketing laws.”

Attorney General Moody and the task force today sent warning letters to the following companies:

- **KWK Communications, Inc.:** KWK Communications received at least 129 traceback notices from the industry traceback group between 2020 and 2022, which included high

volumes of calls associated with Internal Revenue Service and Social Security Administration imposter scams, auto warranty scams and utilities scams. In just one month in 2022, KWK allegedly routed more than 20,000 calls with illegally-spoofed telephone numbers and more than 8.7 million calls made using invalid caller ID numbers.

- **Inbound Inc.:** Inbound received at least 63 traceback notices between 2021 and 2022, including many about calls that involved imposter scams. Inbound is also estimated to have allegedly routed more than 28.4 million DirecTV and cable-discount scam robocalls in a single month in 2022. The Federal Trade Commission previously issued a cease-and-desist demand to Inbound over these scam calls.
- **AKA Management, Inc.:** AKA Management received at least 129 traceback notices between 2020 and 2022, including calls that were government-imposter scams and tech-support scams. AKA is also estimated to have allegedly routed about 12.1 million Amazon and Apple imposter robocalls to consumers in a single month in 2022.
- **CallVox LLC:** CallVox received more than 47 traceback notices between 2020 and 2022 warning of unlawful or suspicious robocalls that it helped move into and through the U.S. telephone network. This included thousands of calls to people who were registered on the Do Not Call List and calls placed using illegally-spoofed telephone numbers.

The letters warn that if the providers continue to transmit robocalls and violate state and federal laws, the task force may pursue further legal actions against these companies and owners.

To view the warning letter to KWK Communications, Inc., click [here](#).

To view the warning letter to Inbound Inc., click [here](#).

To view the warning letter to AKA Management, Inc., click [here](#).

To view the warning letter to CallVox LLC, click [here](#).

Recent actions by Attorney General Moody and the task force include:

- [Attorney General Moody Takes Legal Action Against Avid Telecom Over Billions of Illegal Robocalls](#)
- [Attorney General Moody Takes Legal Action Against Smartbiz Telecom to Stop Flood of Foreign-Based Robocalls Into the U.S.](#)
- [Attorney General Moody Announces Anti-Robocall Litigation Task Force Investigation Into Two Voice Service Providers](#)
- [Attorney General Moody Announces New Nationwide Anti-Robocall Litigation Task Force](#)

The Anti-Robocall Multistate Litigation Task Force of 51 bipartisan attorneys general investigates and takes legal action against those responsible for routing significant volumes of illegal robocall traffic into and across the United States.

###