

A stylized radar chart or sonar scan background in shades of red and purple. It features concentric circles and radial lines, with a dashed line indicating a specific range or direction.

# **ROBOCALL RADAR**

2018 REPORT

hiya

# SUMMARY

Unsolicited robocalls are the #1 source of consumer complaints to the Federal Communications Commission and Federal Trade Commission. This incessant problem is only getting worse due to a lucrative profit motive for scammers.

Hiya provides reputation information based on real-time analysis that identifies spammers in minutes. Hiya analyzes more than 11 billion monthly calls globally to identify incoming and outgoing calls. With this information, users can elect to block unwanted robocalls from ringing through to their mobile device.

In our end of year report, we'll look at some of the data and trends from the full year and specifically the fourth quarter, including: the number of spam calls identified, the top phone scams in the United States and the "scam of the month". While robocalls constitute a large share of all unwanted calls, in this report, the term "robocall" should be interpreted as a nuisance or scam call.

# SPAM BY THE NUMBERS 2018



**26.3 billion\***  
**Robocalls**

Total # placed  
in the U.S.

**46%**

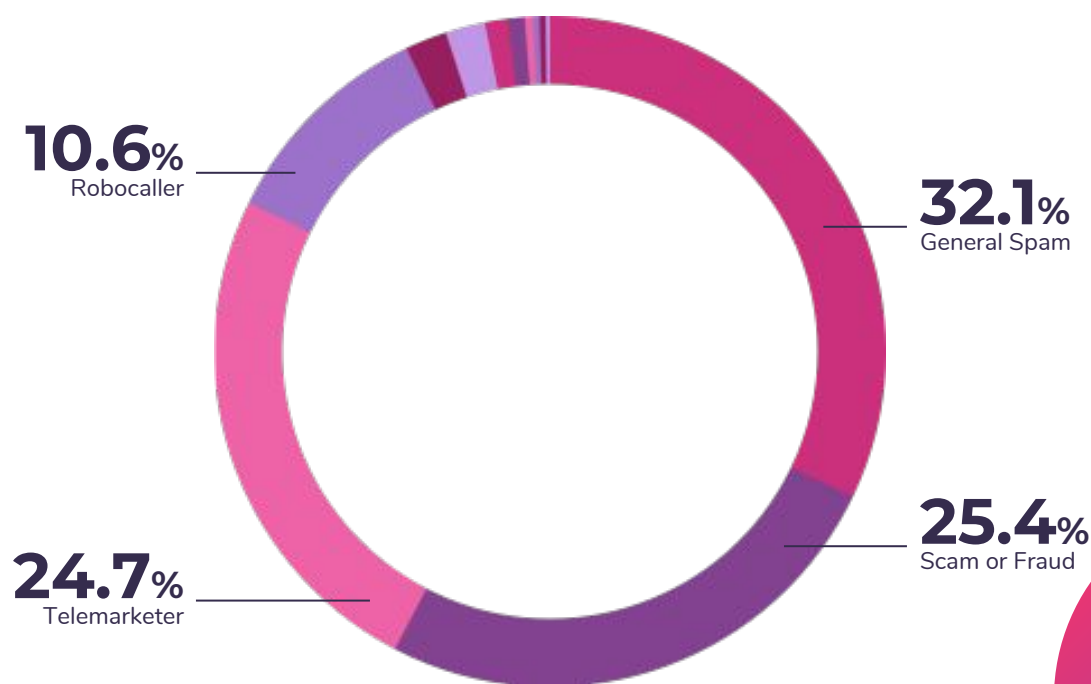
Growth in robocalls from  
2017 to 2018

**7**

Average # of Monthly  
Spam Calls Received per  
Person

\* Robocall Radar is calculated by extrapolating the total number of unwanted robocalls detected among Hiya's user base as compared to the entire US mobile subscriber base.

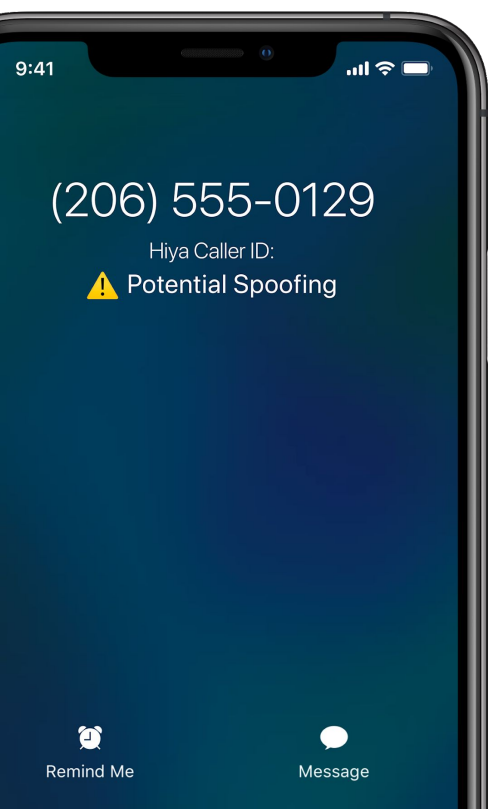
# TOP UNWANTED CALL CATEGORIES IN THE US \*



Wangiri Scam

**+250%**

Dec. 2018 - Jan. 2019



## Featured Spam: Wangiri Scam

For years, the Wangiri scam, also known as the 'one-ring scam,' has been preying on victims and enticing them to call back international numbers but at the cost of a victim not realizing that they're being charged for premium rates.

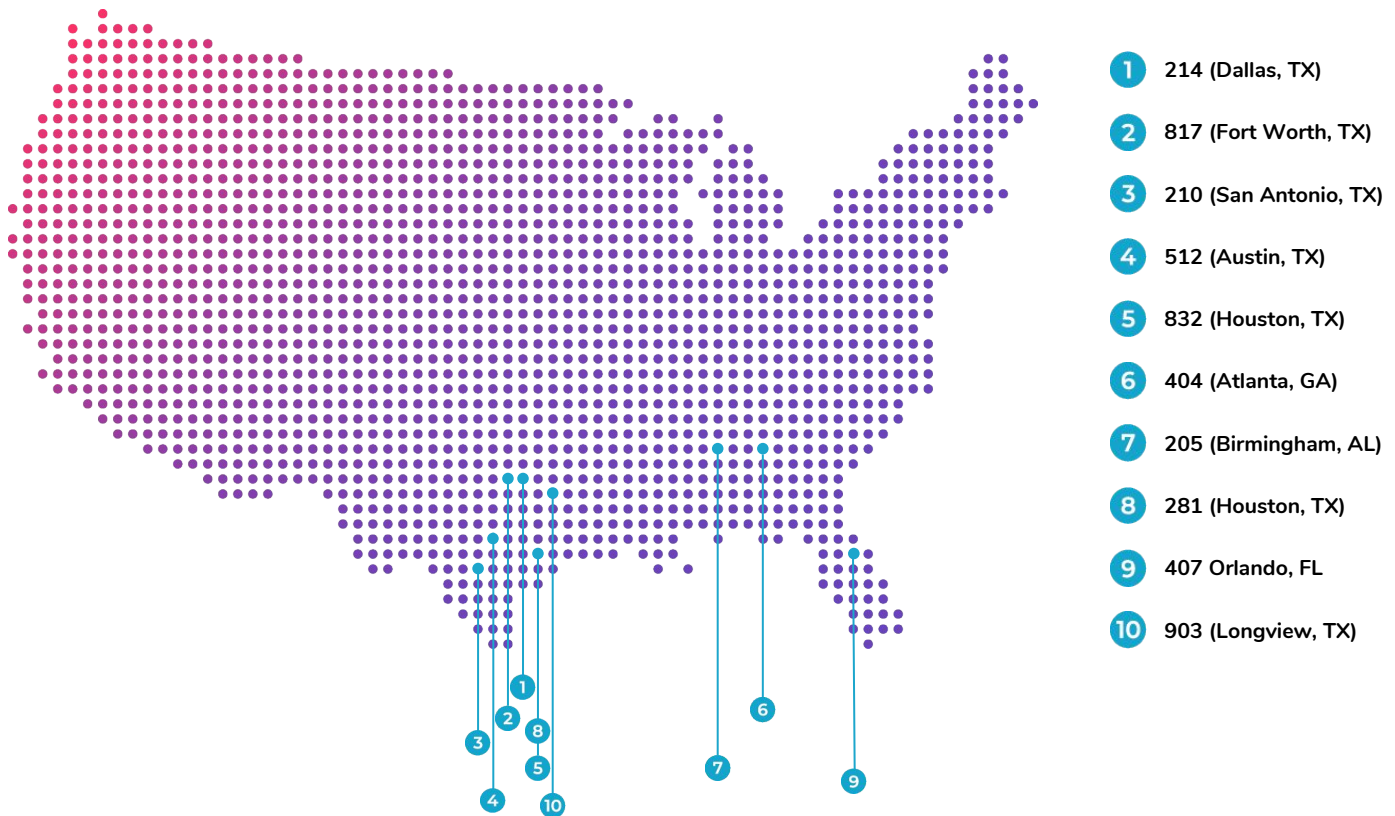
### Why and How?

Originating from the West African Atlantic Coast, specifically Guinea, Burundi, Morocco or Tunisia, just to name a few, seconds before a victim can pick up the call, the culprit will hang up. In some instances, scammers will leave a message urging the victim to call a number to either receive a so-called raffle prize, or find out about a sick relative. The scammers hope that they've enticed the victim enough that they will call back the number.

### Tips for Protecting Yourself

- Don't answer any unexpected calls from international or unusual numbers.
- If you have a missed call from an international or unusual number, don't be tempted to call them back.
- If you have been a victim or have received an unexpected call from an international or unusual number, please report it to the [FCC](#) to help raise awareness and to help prevent others from becoming the next victim.

# TOP AREA CODES TARGETED BY SPAMMERS



## Area Code of the Quarter: 214 (Dallas, TX)

Similar to the vacation or “free cruise” scam, scammers are disguising themselves as Southwest Airlines (headquartered in Dallas) to lure victims into believing they’ve won a trip, vacation or mileage vouchers.

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