



United States of America
FEDERAL TRADE COMMISSION
East Central Region

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Cleveland, Ohio 44114
(216) 263 3455

Jon Miller Steiger
Director

May 10, 2022
Via Federal Express

Whisl Telecom, LLC
c/o Corporation Service Company, Registered Agent
1090 Vermont Avenue, N.W.

identifying each call—including a recording of the illegal robocall—as indicated in Attachment A. Further, the numerous traceback notices directed to Whisl Telecom, LLC indicate that you are apparently routing and transmitting illegal robocall traffic knowingly.

Whisl Telecom, LLC’s activities described above may subject Whisl Telecom, LLC to legal liability. This letter is to provide you with information about laws and regulations enforced by the FTC that may bear upon your business activities as a Voice over Internet Protocol (VoIP) service provider, including the activities described above.

The FTC, the nation’s consumer protection agency, enforces the Federal Trade Commission Act (FTC Act), 15 U.S.C. § 45 et seq., which prohibits unfair or deceptive acts or practices in or affecting commerce. The FTC also enforces the Telemarketing Sales Rule (TSR), 16 C.F.R. Part 310, which prohibits deceptive and abusive telemarketing practices. Section 310.3(b) of the TSR prohibits “assisting and facilitating” certain specified conduct.³ Under that provision, it is unlawful for any person or entity to “provide substantial assistance or support to any seller or telemarketer when that person knows or consciously avoids knowing that the seller or telemarketer is engaged in any act or practice that violates Sections 310.3(a), (c), or (d), or Section 310.4 of this Rule.” These Sections prohibit, among others, the following conduct:

- x Making a false or misleading statement to induce any person to pay for goods or services or to induce a charitable contribution (16 C.F.R. § 310.3(a)(4));
- x Misrepresenting a seller or telemarketer’s affiliation with any government entity (16 C.F.R. § 310.3(a)(2)(vii));
- x Transmitting false or deceptive caller ID numbers (16 C.F.R. § 310.4(a)(8));
- x Initiating or causing the initiation of calls that deliver prerecorded messages,⁴ unless the person called provided the seller express written permission to call (16 C.F.R. § 310.4(b)(1)(v)); and
- x Initiating or causing the initiation of telemarketing calls to numbers listed on the National Do Not Call Registry, unless the person called provided express written permission to receive calls from the seller or the seller had an existing business relationship with the person called (16 C.F.R. § 310.4(b)(1)(iii)(B)).

The FTC can obtain civil penalties for TSR violations. Each illegal call is subject to a maximum civil penalty of \$46,517. *See* 16 C.F.R. § 1.98. In addition, a violation of the TSR is a violation of Section 5 of the FTC Act. *See* 15 U.S.C. §§ 6102(c), 57a(d)(3), 45(a). Accordingly, the FTC has authority to seek both preliminary and permanent injunctive relief to address TSR violations. *See* 15 U.S.C. § 53(b). The FTC may also seek the refund of money or payment of damages to address TSR violations. *See* 15 U.S.C. § 57b(b).

Combatting illegal telemarketing is a top priority for the FTC, with a special emphasis on halting illegal robocalls.⁵ We want you to be aware that the FTC has, for example, brought

³ A copy of the TSR is attached as Attachment B.

⁴ These calls are often referred to as “robocalls.”

⁵ In fiscal year 2021, the FTC received more than 5 million complaints about unwanted calls,

conveying telephone calls into the U.S. telephone system.¹¹ State cases have had similar impacts.¹²

We hope you will review this letter and the attached materials in detail. Please direct any inquiries regarding this letter to FTC attorney Fil Maria de Banate by email at fdebanate@ftc.gov or by telephone at 216.263.3413.

Sincerely,

/s/ Jon Miller Steiger

**JONATHAN
STEIGER**

Digitally signed by JONATHAN
STEIGER
Date: 2022.05.09 14:23:14
-04'00'

Jon Miller Steiger
Director

ATTACHMENT A

Oct 19, 2021	Oct 18, 2021	9047855234	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525145	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	8506048580	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525141	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	9135381089	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525138	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	9202913769	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525137	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	3043640179	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525136	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	7472471876	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525135	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	4016387832	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525134	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	9047853917	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525133	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	9047853917	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525132	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	5744983169	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525129	16 C.F.R. § 310.4(b)(1)(v)
Oct 19, 2021	Oct 18, 2021	5342204008	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/525128	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	2075590807	Legal Notice	https://portal.tracebacks.org/api/public/attachments/509708	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	9287658601	Legal Notice	https://portal.tracebacks.org/api/public/attachments/509700	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	9186122118	Legal Notice	https://portal.tracebacks.org/api/public/attachments/509689	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	6094868234	Legal Notice	https://portal.tracebacks.org/api/public/attachments/509676	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	2085375688	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509616	16 C.F.R. § 310.4(b)(1)(v)

Oct 13, 2021	Oct 12, 2021	3854855272	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509614	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	2194913486	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509610	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	5342203955	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509608	16 C.F.R. § 310.4(b)(1)(v)
Oct 14, 2021	Oct 12, 2021	3365518603	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509603	16 C.F.R. § 310.4(b)(1)(v)
Oct 14, 2021	Oct 12, 2021	2085375515	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509601	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	4172610959	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509600	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	7472471870	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509598	16 C.F.R. § 310.4(b)(1)(v)
Oct 14, 2021	Oct 12, 2021	2088740441	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509597	16 C.F.R. § 310.4(b)(1)(v)
Oct 13, 2021	Oct 12, 2021	7866997233	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/509596	16 C.F.R. § 310.4(b)(1)(v)
Sep 23, 2021	Sep 20, 2021	8564245007	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/468425	16 C.F.R. § 310.4(b)(1)(v)
Sep 21, 2021	Sep 20, 2021	3133809356	Law Enforcement Agency Imposter	https://portal.tracebacks.org/api/public/attachments/463271	16 C.F.R. § 310.4(b)(1)(v)
Sep 21, 2021	Sep 20, 2021	7742719929	Law Enforcement Agency Imposter	https://portal.tracebacks.org/api/public/attachments/463267	16 C.F.R. § 310.4(b)(1)(v)
Sep 21, 2021	Sep 20, 2021	4018961933	Law Enforcement Agency Imposter	https://portal.tracebacks.org/api/public/attachments/463263	16 C.F.R. § 310.4(b)(1)(v)
Sep 16, 2021	Sep 15, 2021	6095355399	U.S. Customs and Border Protection	https://portal.tracebacks.org/api/public/attachments/453396	16 C.F.R. § 310.4(b)(1)(v)
Sep 15, 2021	Sep 14, 2021	2257721935	Law Enforcement Agency Imposter	https://portal.tracebacks.org/api/public/attachments/450349	16 C.F.R. § 310.4(b)(1)(v)
Sep 14, 2021	Sep 13, 2021	5054631701	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/447428	16 C.F.R. § 310.4(b)(1)(v)

Apr 06, 2021	Apr 05, 2021	7044139318	Auto Warranty	https://portal.tracebacks.org/api/public/attachments/90397	16 C.F.R. § 310.4(b)(1)(v)
Mar 19, 2021	Mar 15, 2021	3218638597	Credit Card Interest Rate Reduction	https://portal.tracebacks.org/api/public/attachments/67730	16 C.F.R. § 310.4(b)(1)(v)
Mar 13, 2021	Mar 11, 2021	5126588569	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/66148	16 C.F.R. § 310.4(b)(1)(v)
Mar 12, 2021	Mar 11, 2021	3097389302	Social Security Administration Imposter	https://portal.tracebacks.org/api/public/attachments/66147	16 C.F.R. § 310.4(b)(1)(v)
Mar 11, 2021	Jan 18, 2021	5719504950	Marriot Hotels Imposter	https://portal.tracebacks.org/api/public/attachments/65635	16 C.F.R. § 310.4(b)(1)(v)
Mar 11, 2021	Jan 19, 2021	7034115487	Marriot Hotels Imposter	https://portal.tracebacks.org/api/public/attachments/65627	16 C.F.R. § 310.4(b)(1)(v)
Feb 24, 2021	Feb 22, 2021	3304334630	Apple Imposter	https://portal.tracebacks.org/api/public/attachments/60167	16 C.F.R. § 310.4(b)(1)(v)
Feb 21, 2021	Feb 18, 2021	8142679540	Apple Imposter	https://portal.tracebacks.org/api/public/attachments/58891	16 C.F.R. § 310.4(b)(1)(v)
Feb 17, 2021	Feb 16, 2021	2525456725	Apple Imposter	https://portal.tracebacks.org/api/public/attachments/57751	16 C.F.R. § 310.4(b)(1)(v)
Jan 28, 2021	Jan 28, 2021	5134070493	Stay Safe Stay Home	https://portal.tracebacks.org/api/public/attachments/29205	16 C.F.R. § 310.4(b)(1)(v)