NEWS FROM THE FEDERAL COMMUNICATIONS COMMISSION

FCC Orders Provider to Cease Transmitting Jury Duty Scam Calls

Voice Service Provider Apparently Transmitted Scam Calls from Law Enforcement-Imposters

WASHINGTON, May 16, 2025—The FCC's Enforcement Bureau today acted to cut off scam calls that use spoofing to impersonate local law enforcement with the intent to defraud consumers. The Bureau ordered voice service provider BCM One Cloud Communications (dba Flowroute) to fulfill its legal obligations and immediately stop carrying apparently illegal, spoofed call traffic on its network. The company faces a permanent block of all traffic on its network if it does not comply.

Flowroute apparently transmitted spoofed calls to Cook County, Illinois residents purporting to come from the Cook County Sheriff's Office. A law enforcement imposter told residents they had missed jury duty and must send money to the caller via a Coinstar kiosk at a local grocery store. During the Bureau's investigation, the FCC's designated traceback consortium, the Industry Traceback Group, traced the calls back to Flowroute. Flowroute confirmed they originated the calls, but did not block the apparently illegal traffic, which persisted for months.

"The FCC will continue to expand its efforts to crack down on the scourge of illegal robocalls," said FCC Chairman Brendan Carr. "We will hold those that perpetrate these scams and those that enable them accountable."

"These jury duty scam calls have been widely reported throughout the country," said Acting Enforcement Bureau Chief Patrick Webre. "Scammers disguise their real numbers and use caller ID spoofing to impersonate law enforcement and threaten call recipients with fines and jail time if they do not comply. These calls harm consumers and undermine their trust in our communications networks."

Between July 23 and August 2, 2024, Flowroute originated 240 spoofed calls using the Cook County Sheriff's Number. The Sheriff's Office has issued several alerts about this imposter scam, noting that "the caller claimed to be an employee of the Cook County Sheriff's Office and called from a number disguised to appear as though it was from the Sheriff's Office" and that the Cook County Sheriff's Office "does not request payments in this manner."

Flowroute confirmed to the Industry Traceback Group that it was the originating provider for these calls and that the customer who made the call was an entity named Llama Soft Pty. located in Sydney, Australia. The apparently illegal calls are the subject of the FCC's ongoing investigation.

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