

# A Voice Named 'Emma' Called 8 Million Americans About a PlayStation They Never Ordered

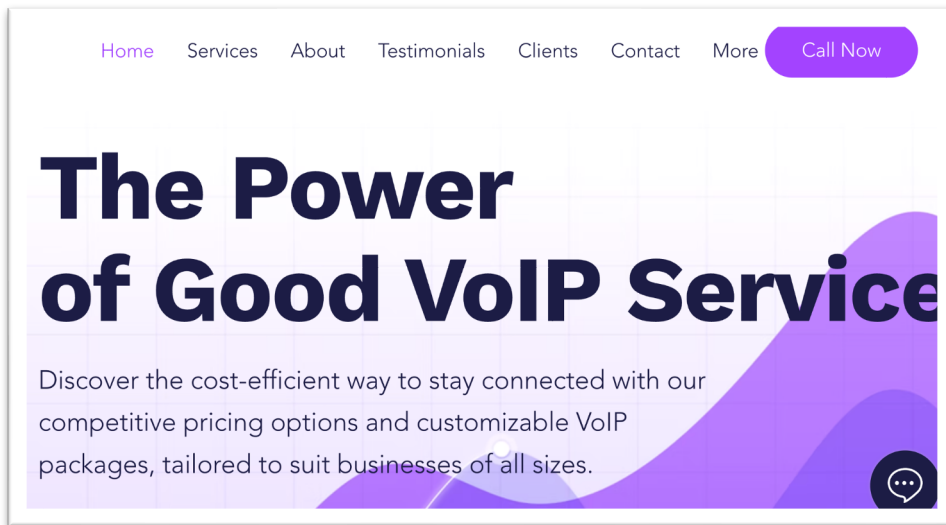
*The FCC traced a massive Walmart impersonation scam to a small Montana telecom company. Now regulators are threatening to cut it off from America's phone network.*



The robocalls started the same way almost 8 million times. An artificial voice identifying itself as “Emma” or “Carl” would inform the victim that a \$919.45 charge for a PlayStation 5 and Pulse 3D headset had been placed on their Walmart account. To cancel, they simply needed to press 1 on their phone pad to talk to a live agent.

After the victim would connect to a live agent, scammers were there to extract Social Security numbers, bank account details, and other personal information. Some even claimed to work for federal agencies like the Social Security Administration or the Federal Trade Commission.

On December 2, the Federal Communications Commission traced this flood of illegal calls to a single source: **SK Teleco LLC**, a voice service provider operating out of a small office suite in Missoula, Montana.



The agency gave the company 48 hours to stop the scam calls or face being cut off from American phone networks entirely.

## **The Nuclear Option – They Will Be Shut Down**

The FCC's threat is significant. If SK Teleco fails to comply, the commission would direct every telephone provider in the United States to stop accepting calls from the company's infrastructure. It is a punishment the FCC has imposed only a handful of times in its history.

"Scammers and thieves using our phone networks to defraud consumers or steal personal data is illegal and voice service providers must be part of the solution," FCC Chairman Brendan Carr said in a statement. "While most providers understand this responsibility, we won't tolerate those that turn a blind eye and allow shady robocallers on their networks."

The investigation began when USTelecom's Industry Traceback Group, a consortium of major carriers and analytics firms authorized by Congress, traced 29 sample calls made to wireless numbers between January 21 and April 11 of this year directly to SK Teleco's network. The company did not dispute that it originated the calls.

## **A Campaign Dating Back Years**

According to FCC documents, the Walmart PlayStation scam has been running since at least 2023, generating an estimated 22.5 million calls since 2024. SK Teleco appears to have been the primary source. Between May 2024 and March 2025, the company was responsible for signing over 97% of all Walmart

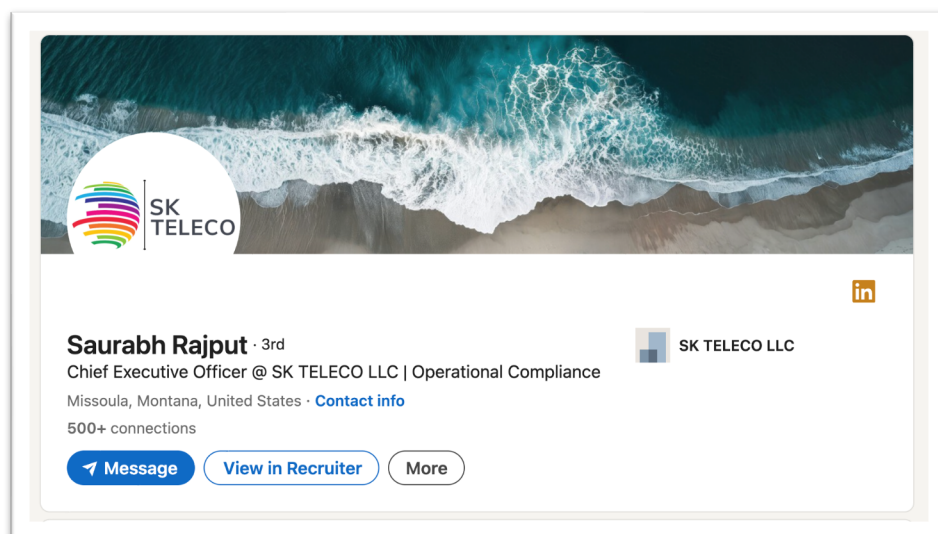
impersonation robocalls identified by YouMail, a call blocking service that tracks robocall data.

The scam was simple. The prerecorded message would state: "A preauthorized purchase of PlayStation 5 special edition with pulse 3D headset is being ordered from your Walmart account for an amount of 919 dollars 45 cents. To cancel your order or to connect with one of our customer support representatives, please press 1."

If recipients pressed the button, they were connected to live operators who would request personal information under the guise of processing a cancellation or refund. Consumer complaints filed with the FCC describe operators asking for Social Security numbers, demanding gift card payments, and requesting remote access to victims' computers.

## The Company That Ignored Warnings

SK Teleco presents itself as a standard telecommunications provider. Its website advertises SIP trunking, voice termination, and bulk SMS services for businesses. The company is led by CEO Saurabh Rajput, who describes himself on LinkedIn as emphasizing "operational compliance and strategic alignment."



But the FCC's enforcement letter paints a different picture. The Industry Traceback Group notified SK Teleco multiple times about the illegal robocall traffic, providing detailed records of the calls and requesting an investigation. The company never responded.

When investigators did receive information from SK Teleco, the company identified two customers as the sources of all the problematic calls. Yet the scam traffic continued.

The FCC also found evidence that SK Teleco may have tried to avoid detection. On March 27, 2025, a new voice service provider called Mexico IP Phone LLC began transmitting the same robocalling campaign and became the main signer for the Walmart calls from April to May. Investigators found the two companies shared the same VoIP switch infrastructure, website provider, domain registrar, email provider, and registered agent.

## **A Growing National Problem**

The Walmart scam is just one wave in a rising tide of robocall fraud. Americans received an average of 2.56 billion robocalls per month from January to September 2025, the highest level in six years, according to a report from the U.S. PIRG Education Fund. That represents a 20% increase from 2024.

## **What Happens Next**

SK Teleco's 48-hour deadline to stop the scam traffic passed on December 4. The company also had 14 days to prove it has implemented permanent safeguards. As of late last week, FCC documents did not clarify whether the company had complied.

If SK Teleco fails to meet these requirements, the FCC can issue an order directing all downstream providers to block the company's traffic. Such an order could come within days.

The agency has also notified SK Teleco that its filing in the Robocall Mitigation Database is deficient.

If those problems aren't fixed, the company could be removed from the database entirely, which would require other providers to stop accepting its calls within two business days.