

# NOT ALL ROBOCALLS ARE ILLEGAL.

USTelecom's focus is on eliminating illegal robocalls, although it is important for consumers to be aware that some organizations and individuals are exempt from do-not-call requests.

## **DETERMINING IF A CALL IS LEGAL OR ILLEGAL ▶**

The most complex part is identifying illegal calls in real time to be able to block them without blocking lawful calls. Factors to consider include:

- The technology used to make the call
- Whether the call is to a landline or a mobile number
- Whether the content of the call is telemarketing
- Whether the called number is on the National Do Not Call Registry

## **IDENTIFYING ORGANIZATIONS OR INDIVIDUALS EXEMPT FROM THE DO NOT CALL RULES ▶**

The Do Not Call rules only apply to telemarketing calls, the following types of calls are exempt from do-not-call requests:

- Tax-exempt, non-profit organizations
- Political organizations
- Pollsters and survey takers, not making sales calls
- Religious organizations
- Telemarketers to whom you have given prior written consent to call you

## **WHAT ARE THE RULES FOR TELEMARETERS CALLING YOUR HOME PHONE? ▶**

There are a number of rules telemarketers must adhere to when contacting consumers over the phone.

- Callers must have prior express written consent before making telemarketing calls using a prerecorded or artificial voice
- Telephone solicitation calls to the home are prohibited before 8 am or after 9 pm
- Telemarketers are no longer able to make telemarketing robocalls to home telephones based solely on an "established business relationship" that may have been established when purchasing something from a business or contacting the business

## **OPTING OUT OF AUTODIALED CALLS ▶**

- Telemarketers are required to allow consumers to opt out of receiving future telemarketing robocalls immediately during a prerecorded telemarketing call through an automated menu
- The opt-out mechanism must be announced at the outset of the message and available throughout the duration of the call

## **FILING UNWANTED CALL COMPLAINTS ▶**

- For unwanted calls, including if a number is being spoofed, blocked, or labeled, file a complaint with the FCC at [fcc.gov/complaints](https://www.fcc.gov/complaints)
- For complaints concerning telephone fraud or telemarketers who disregard the Do Not Call list, file a complaint with the FTC at [ftc.complaintassistant.gov](https://www.ftc.com/complaintassistant.gov)
- If the unwanted call is an IRS scam, file a complaint with the Treasury Inspector General for Tax Administration (TIGTA) at [tigta.gov](https://www.tigta.gov) or call **1 800 366 4484**

*America's broadband providers are committed to protecting consumers from illegal robocalls.*