



FEDERAL TRADE COMMISSION RELEASES FY 2017 NATIONAL DO NOT CALL REGISTRY BOOK

On December 18, 2017, the Federal Trade Commission (“FTC”) released the National Do Not Call Registry Data Book for Fiscal Year 2017 (“Data Book”). According to the Data Book, at the end of fiscal year 2017, the Do Not Call Registry contained over 3 million more actively registered phone numbers than at the end of fiscal year 2016. The Data Book also reports the number of consumer complaints about unwanted telemarketing calls increased from 5,340,234 during fiscal year 2016 to 7,157,370 during fiscal year 2017.

The Data Book has been redesigned from previous years’ publications and now provides information about (i) the types of calls consumers report to the FTC; (ii) the number of consumer complaints; and (iii) a state-by-state break down of robocall complaints. The FTC has developed a mini site on its website that accompanies the Data Book’s data. The mini site provides a state-by-state analysis of the complaint breakdown, including the option to view complaint data by county. If the consumers did not report their state in their complaint, the Data Book used the consumer’s area code to determine the state.

Robocalls made up the majority of consumer complaints and the robocall complaint volume increased by over 1 million complaints from fiscal year 2016 to fiscal year 2017. The topic of the call consumers most frequently identified when reporting a robocall complaints was “reducing debt.”

Please let us know if you have any questions regarding the Do Not Call Registry or if you need assistance in complying with the Do Not Call Registry. ☐

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