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National Do Not Call Registry Celebrates One-Year Anniversary



**NATIONAL
DO NOT CALL
REGISTRY**

Registration Continues to Grow, Compliance Remains High

Commemorating the one-year anniversary of the National Do Not Call Registry's launch, the Federal Trade Commission today released updated Do Not Call registration and complaint figures. As of June 18, 2004, consumers registered 62 million phone numbers and had reported just 428,000 possible violations. About 200 companies had more than 100 consumer complaints filed against them.

"The Do Not Call Registry has made dinnertime interruptions a thing of the past," said FTC Chairman Timothy J. Muris. "We set out to give consumers a choice about the calls coming into their homes, and the program is a resounding success."

Since October 2003, consumers submitted 428,764 complaints. In sorting the complaint data, the FTC found that there were more than 130,000 company names against which complaints were lodged. Only about 200 of those had 100 or more complaints each. "While compliance is high, we continue to monitor closely the complaints we receive and crack down on violators," Muris said.

A recent Customer Care Alliance survey illustrates the effectiveness of and widespread consumer satisfaction with the Do Not Call Registry. Sixty percent of the consumers surveyed said they had registered, and 87 percent of those registered report receiving fewer calls, an estimated decrease of 24 calls per month. These results reinforce a Harris Interactive @ poll conducted last winter, which indicated that 92 percent of the consumers who signed up are receiving less calls, and 25 percent are not receiving any calls.

For consumers who think they have registered their number on the National Do Not Call Registry and are still getting telemarketing sales calls, the FTC recommends that they check to see that their number is on the Registry. They can verify that their number is on the Registry two ways: online at www.donotcall.gov (click on "Verify a Registration"), or by calling **1-888-382-1222 (TTY 1-866-290-4236)** from the phone number they wish to verify.

According to the FTC data, 83 percent, or more than 50 million, of the phone numbers on the Do Not Call Registry came from consumer registrations – 61 percent were registered on the Internet and 22 percent using the toll-free number. Seventeen percent – approximately 10 million phone numbers – were transferred from existing state registries. Eighty-two percent of consumer complaints were filed online.

Consumers who wish to register their phone numbers on the National Do Not Call Registry may do so at any time by visiting www.donotcall.gov or calling **1-888-382-1222** from the number they want to register. Consumers who register online must have a valid e-mail address and must click on a link received in their e-mail to complete their registration. Registration is always free and easy. Consumers may file also file a complaint at www.donotcall.gov or by calling the toll-free number.

MEDIA CONTACT:

Office of Public Affairs
202-326-2180

(<http://www.ftc.gov/opa/2004/05/dncanny.htm>)

Related Documents:

- [Do Not Call Regist Complaints = 428,7 2004](#) [PDF 42K]

Consumer Information

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