



NETWORK NEWS IS A PUBLICATION OF CONSUMER SENTINEL, LAW ENFORCEMENT'S SOURCE FOR CONSUMER COMPLAINTS

The FTC has brought three more cases against telemarketers who violated federal law by making hundreds of thousands or even millions of pre-recorded robocalls. The new cases target organizations — **E** **R** **T** **-**

the FTC has three new reports about the Do Not Call Registry:

FY09 DATA BOOK. Contains FY 2009 complaint data — by month, complaint type, population, area code and more, as well as general information about the Registry.

BIENNIAL. Focuses on the use of the Registry in FY09: more than 191 million registrations are active, including more than 18 million new phone numbers; nearly 45,000 sellers, telemarketers, and others paid a total of \$15 million in access fees; and the new procedure for tracking disconnected and reassigned phone numbers.

ENFORCEMENT. Details efforts since 2003: the FTC and the FCC have collected more than \$22 million in penalties from Registry violators. The agencies have prohibited — and the FTC has brought 18 actions stopping — “robocalls,” the practice of delivering a pre-recorded message instead of connecting someone to a live representative when they answer the call. ■ ■ ■

In the wake of the devastation caused by the earth-

A total of 19 agencies have joined the Consumer Sentinel Network since December 2009, including 14 sheriff and police departments. Seven organizations in Minnesota signed up during the same time.

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