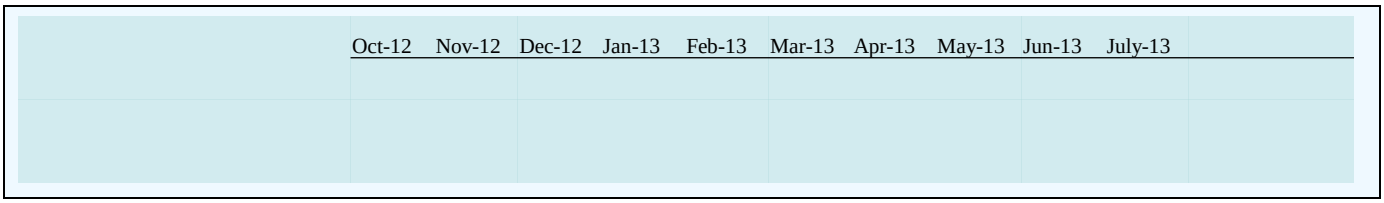
Fiscal Year 2013
National Do Not Call Registry
Complaint Figures by Month and Complaint Type[1]

Complaint Figures by Month and Complaint Type[1]



[1] Complaint types refer to National Do Not Call Registry complaints in which the consumer responded affirmatively to the questions: "Have you asked this company to stop calling you?" or "Was the call a recorded message?". On September 1, 2009, the National Registry began accepting all complaints regarding calls using a recorded message, regardless of the registration status of the called number. Consumers may report multiple complaint types in a single complaint.

Fiscal Year 2013
National Do Not Call Registry Registration and Complaint Figures by State Population

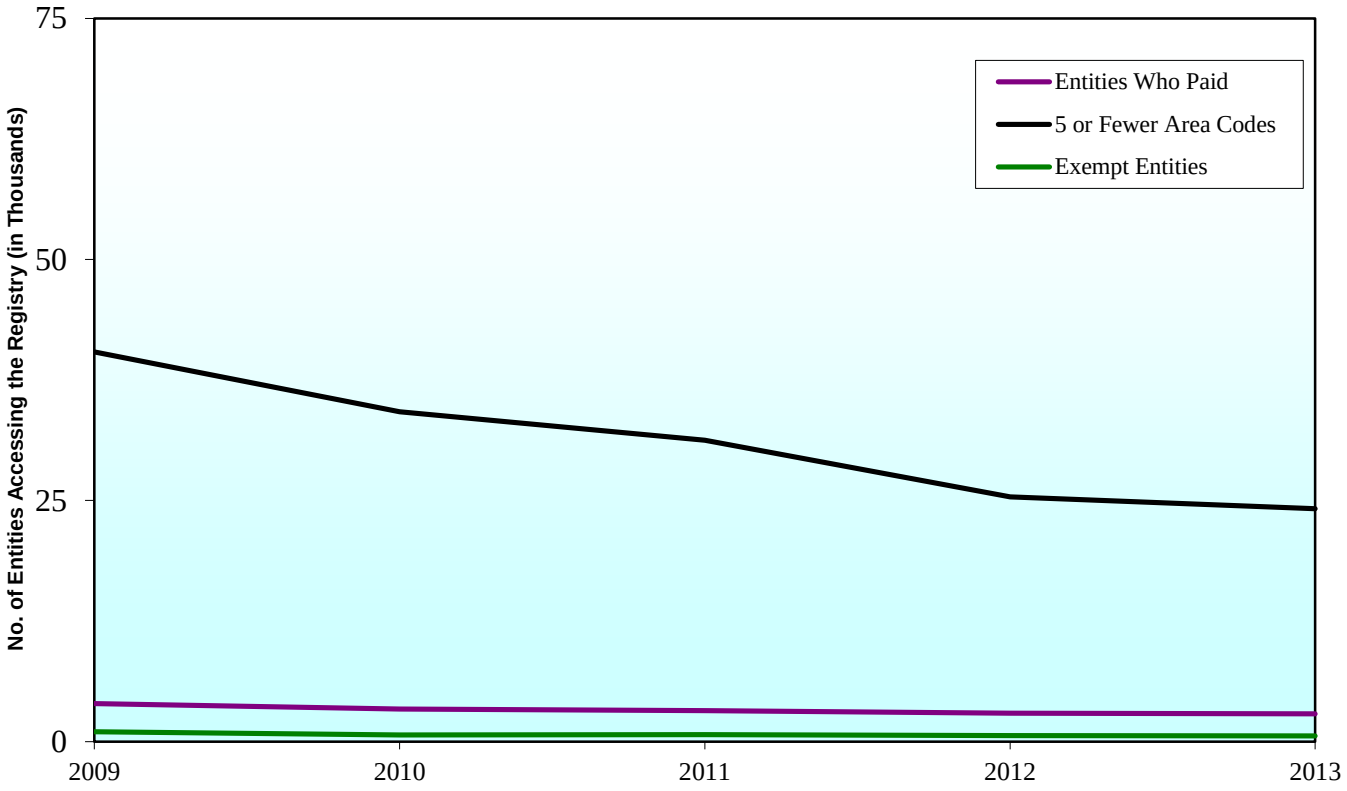
	Active Registrations		FY 2013 Complaints	
Consumer State				
Alabama	3,312,149	68,688	81,843	1,697
Alaska	342,120	46,773	2,197	300
Arizona	4,606,921	70,300	117,011	1,786
Arkansas	1,975,625	66,990	28,758	975
California	25,096,003	65,970	511,815	1,345
Colorado	4,431,872	85,432	78,294	1,509
Connecticut	3,077,015	85,702	56,135	1,563
Delaware	736,387	80,296	12,786	1,394
District of Columbia	595,115	94,116	9,866	1,560
Florida	14,373,073	74,404	246,479	1,276
Georgia	6,979,434	70,358	111,257	1,122
Hawaii	744,542	53,475	6,775	487
Idaho	1,119,074	70,129	16,527	1,036
Illinois	9,666,740	75,080	205,407	1,595
Indiana	3,889,428	59,496	28,756	440
Iowa	2,420,078	78,723	23,971	780
Kansas	2,321,057	80,427	25,848	896
Kentucky	3,238,446	73,930	39,579	904
Louisiana	2,769,982	60,192	42,350	920
Maine	1,034,223	77,808	10,344	778
Maryland	4,639,403	78,840	86,771	1,475
Massachusetts	5,673,246	85,361	76,659	1,153
Michigan	7,767,241	78,589	119,150	1,206
Minnesota	4,265,442	79,296	52,110	969
Mississippi	1,594,789	53,428	20,013	670
Missouri	3,958,716	65,738	41,838	695
Montana	763,807	75,990	7,988	795
Nebraska	1,466,246	79,021	17,598	948
Nevada	1,869,787	67,772	37,330	1,353
New Hampshire	1,177,469	89,154	19,246	1,457
New Jersey	7,116,422	80,279	163,747	1,847
New Mexico	1,384,297	66,376	18,558	890
New York	13,648,616	69,742	249,798	1,276
North Carolina	6,658,033	68,273	90,99	

[1] "Active Registrations" reflect the total number of phone numbers registered on the National Do Not Call Registry as of September 30, 2013.

[2] Population estimates are based on the 2012 U.S. Census population estimates (Table NST-EST2012-01 – Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2012).

[3] "FY 2013 Complaints" reflect National Do Not Call Registry complaints received by the Commission during fiscal year 2013.

National Do Not Call Registry



Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Appendix:
National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

California

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
209	870,564	49,751	14,012
213	226,975	14,797	4,720
310	1,571,422	131,680	38,497
323	734,352	47,246	12,361
408	1,186,393	84,654	20,686
415	1,102,929	79,233	19,915
424	30,005	3,120	1,462
442	406	30	23
510	1,112,223	76,723	22,640
530	941,121	58,844	15,731
559	751,962	33,438	8,211
562	799,939	59,767	17,674
619	1,130,504	60,959	16,113
626	852,555	62,911	18,457
650	772,210	57,673	15,918
657	1,961	417	112
661	726,713	46,684	14,962
669	63	5	5
707	1,026,923	67,841	18,491
714	1,412,068	122,258	39,210
747	954	105	68
760	1,292,262	76,541	21,880
805	1,114,784	81,686	29,713
818	1,298,281	98,086	28,936
831	447,060	23,269	6,792
858	592,866	42,584	11,520
909	1,244,357	63,301	21,830
916	1,322,693	86,247	23,699
925	851,544	63,060	20,098
949	897,153	68,716	20,917
951	782,761	55,508	18,560

Colorado

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
303	1,961,949	151,995	43,789
719	843,125	48,102	14,028
720	664,935	25,049	6,769
970	961,863	41,270	11,051

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Georgia

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
229	410,367	15,584	3,904
404	1,243,898	59,320	16,926
470	3,438	137	100
478	409,730	22,060	6,546
678	1,088,100	48,663	14,153
706	1,250,344	59,607	16,160
762	2,291	63	43
770	1,972,841	157,334	44,641
912	598,425	23,332	5,749

Hawaii

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
808	744,542	32,214	6,253

Idaho

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
208	1,119,074	71,689	15,964

Illinois

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
217	882,294	56,342	14,834
224	152,348	7,071	2,193
309	724,776	47,627	13,673
312	487,283	38,788	11,356
331	7,080	648	509
618	903,399	53,880	14,723
630	1,376,499	120,056	30,199
708	1,024,544	81,138	22,362
773	1,223,739	87,124	22,870
779	8,777	224	101
815	1,262,878	85,732	23,682
847	1,612,080	153,614	45,606
872	1,043	33	16

Appendix:
National Do Not Call Registry

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National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Area Code			
225	506,170	32,554	8,484
318	629,181	32,641	8,760
337	547,256	26,213	7,015
504	646,686	33,803	10,380
985	440,689	22,982	6,836

Area Code			
207	1,034,223	44,045	10,049

Area Code			
240	508,463	17,053	4,957
301	1,640,256	132,292	38,964
410	1,728,623	125,261	34,231
443	761,968	18,362	5,463
667	93	3	2

Area Code			
339	41,969	1,280	351
351			

Appendix:
National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
231	533,124	23,858	7,169
248	1,241,934	90,482	22,925
269	596,124	28,311	8,125
313	721,594	35,228	10,448
517	677,969	28,954	8,252
586	728,669	45,617	11,729
616	757,255	44,466	17,364
734	923,769	51,396	13,676
810	622,334	29,042	8,104
906	232,613	8,903	2,421
947	1,006	58	17
989	730,850	26,571	7,108

Area Code		FY 2009 through FY 2013 Complaints	FY 2013 Complaints
218	596,217	21,116	5,555
320	398,360	13,472	3,709
507	615,719	22,156	6,537
612	826,258	30,636	8,133
651	798,176	38,410	10,590
763	537,691	26,654	8,088
952	493,021	27,784	8,284

Area Code		FY 2009 through FY 2013 Complaints	FY 2013 Complaints
228	247,512	12,985	3,667
601	788,893	34,194	10,434
662	550,518	17,215	4,715
769	7,866	220	93

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Area Code			
314	1,066,456	41,134	12,075
417	620,901	19,108	8,089
573	670,430	14,997	4,326
636	451,216	20,496	7,476
660	242,885	4,923	1,299
816	906,828	26,594	7,014

Area Code			
406	763,807	40,217	7,670

Area Code			
308	288,881	11,732	2,420
402	1,177,278	63,172	14,728
531	87	8	3

Area Code		FY 2009 through FY 2013 Complaints	FY 2013
702	1,291,645	98,577	26,871
775	578,142	39,315	8,773

Area Code			
603	1,177,469	66,894	18,495

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
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Area Code			
201	1,206,350	83,808	25,029
551	49,748	1,862	678
609	1,253,940	85,522	30,604
732	1,484,746	108,420	33,400
848	49,189	1,200	531
856	775,432	54,051	19,595
862	89,105	2,504	860
908	984,488	70,212	25,265
973	1,223,424	78,000	24,586

Area Code			
505	1,164,398	66,494	14,773
575	219,899	12,014	3,060

Area Code			
212	721,830	82,293	32,744
315	1,083,460	52,409	14,976
347	509,683	20,977	7,251
516	1,290,225	70,066	18,914
518	1,102,288	62,439	20,523
585	857,934	50,039	15,707
607	606,978	34,336	10,818
631	1,115,682	58,220	16,157
646	579,559	17,385	4,764
716	1,079,756	57,319	16,923
718	1,648,319	111,884	35,030
845	943,947	55,486	16,260
914	856,982	59,124	26,166
917	1,251,513	35,262	8,814

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

North Carolina

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
252	663,441	24,459	7,850
336	1,199,320	53,950	17,682
704	1,491,820	72,767	19,460
828	920,609	42,109	12,664
910	939,687	32,425	9,474
919	1,380,127	69,672	19,858
980	62,388	1,439	546
984	641	4	3

North Dakota

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
701	500,921	14,501	4,651

Ohio

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
216	682,099	47,743	16,178
234	11,906	1,451	1,083
330	1,587,398	107,067	34,063
419	1,232,768	55,904	15,560
440	984,537	68,630	25,485
513	1,187,042	85,116	25,773
567	52,427	1,393	367
614	1,080,666	75,077	19,810
740	947,596	43,229	11,499
937	1,060,114	62,092	17,465

Oklahoma

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
405	1,090,036	48,777	13,018
539	304	10	8
580	511,220	15,429	3,894
918	1,007,293	43,896	12,927

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
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Area Code			
458	148	461	453
503	1,607,141	119,042	30,639
541	1,151,117		

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National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

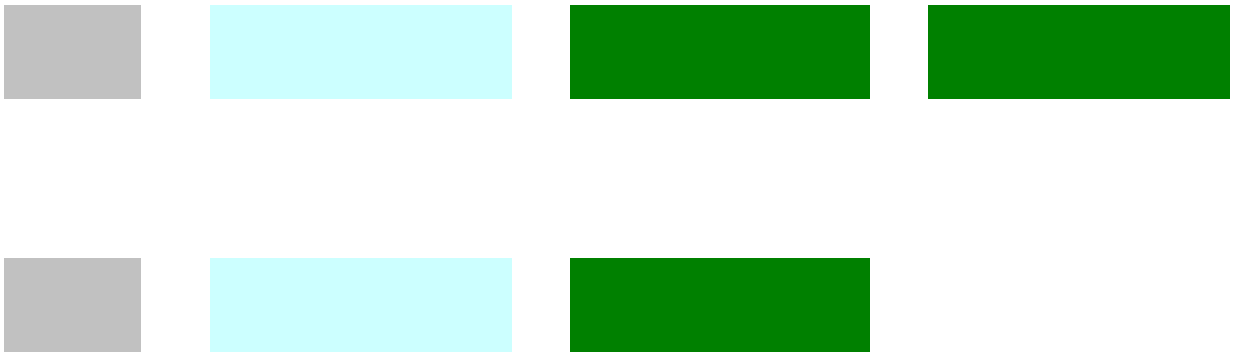
Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
385	3,340	565	344
435	421,951	19,901	4,316
801	1,443,298	84,380	20,895

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
802	470,898	23,178	6,744

Virginia

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
276	281,560	11,227	2,771
434	454,628	21,298	4,652
540	1,152,063	61,220	14,461
571	279,463	12,724	3,664
703	1,631,003	143,276	39,305
757	1,319,547	69,832	16,606
804	1,040,234	54,163	13,716

Washington

Area Code	Active Registrations as of Sept. 30, 2013	FY 2009 through FY 2013 Complaints	FY 2013 Complaints
206	1,022,862	83,777	24,843
253	763,157	59,248	16,512
360	1,427,011	93,160	24,782
425	887,118	62,041	18,865
509	952,329	42,802	10,290

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