June 28, 2018

Proceeding 02-0278

Comment

I am strongly opposed to excluding robocalls from the TCPA definition of an “automatic telephone dialing system.” I already receive a large number of these calls, which are disruptive and upsetting to my daily life. Often, even if I answer the phone call, and I ask the company to take me off their list or just try to tell them I am not interested, they will just keep talking over me. They are disrespectful and extremely irritating.

Additionally, the majority of these calls are scams. I work with seniors who are very vulnerable to scammers and financial abuse. It is estimated that seniors lose $2.6 billion each year to financial abuse; a significant amount of that is from phone scams. This change to the law would provide companies the ability to subject consumers to robocalls without explicit permission, which will not only burden people with them, but will increase the risk of exploitation of many. I urge you to preserve the protections of requiring that consumers opt in to robocalls and allow them to revoke such authority at any time. I