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June 16, 2015

The Honorable Tom Wheeler, Chairman  
Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai  
Commissioner Michael O’Rielly  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Dear Chairman Wheeler and Commissioners Clyburn, Rosenworcel, Pai and O’Rielly,

On behalf of the consumers of Indiana and Missouri, we write to urge the Commission to approve the proposed updates to the Telephone Consumer Protection Act, as laid out in Chairman Wheeler’s fact sheet: <https://www.fcc.gov/document/fact-sheet-consumer-protection-proposal>. Approving these updates is critical to stopping the endless barrage of robocalls, scam text messages and telemarketing calls that continue to frustrate our citizens.

Specifically, we hope you will clarify that phone carriers can implement call-blocking technologies at their customers’ request to screen robocalls and robotexts before they reach residential landlines or cell phones. This technology has existed for some time, but has been largely unavailable to consumers. People should not have to deal with telephone harassment that invades their privacy and wastes their time and money, especially when it could be prevented.

Unwanted calls and texts are the most common complaint received by the Indiana Attorney General’s Office, with more than 13,000 residents filing complaints in 2014. Within the last year, nearly 7,500 Indiana residents complained to the Indiana Attorney General’s Office specifically about illegal robocalls.

Similarly, in 2014, more than 52,000 Missouri residents contacted the Missouri Attorney General’s office about unwanted telemarketing calls. As with Indiana, these complaints far outnumber any other type of complaint the Missouri Attorney General’s Office receives.

Indiana and Missouri have some of the toughest state laws to uphold telephone privacy. Additionally, we have held No Call Summits for the last two years to focus on reducing unwanted calls and led a working group of attorneys general in making policy recommendations to uphold telephone privacy – including the updates the FCC is now considering. Despite our ongoing focus on this issue, the calls are still coming, often originating across state lines or overseas. We need to use every tool in the toolbox, at the state and federal levels, to fix this problem and protect consumers.

Unwanted telemarketing calls and robocalls are not only invasive; they are frequently an attempt to scam people out of their hard-earned money. Our citizens cannot afford inaction on this issue any longer.

We ask that you take the concerns of our citizens into consideration and vote “yes” on these long-awaited rule changes.

Respectfully,

GREGORY F. ZOELLER  
Indiana Attorney General

CHRIS KOSTER  
Missouri Attorney General