

What Is TCPA Law?

TCPA (Telephone Consumer Protection Act)

TCPA is the abbreviation for the Telephone Consumer Protection Act of 1991. The law restricts telemarketing certain phone calls, text messages, and facsimiles. It also places restrictions on the use of automatic dialing systems and artificial or prerecorded voice messages. Collections' actions by phone are also regulated under the act. Consumers may file complaints with Federal Communications Commission (FCC) when TCPA is violated. Since TCPA law governs consumer rights, lawsuits may also be filed by consumers who suffer violations.

In 1992, the FCC adopted rules to implement the law, including the requirement that telephone marketers maintain do-not-call lists. In 2003, the FCC partnered with the Federal Trade Commission (FTC) to establish a national Do Not Call Registry, with exceptions made for non-profits. In 2012, the FCC revised rules relating to TCPA, such as requiring businesses to get signed written consumer consent for robocalls to mobile phones or calls using pre-recorded voice messages, and to provide automated opt-outs during these types of calls.

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