

Before the
Federal Communications Commission
Washington, DC 20554

In the Matter of)
Yakim Jordan a/k/a Manasseh Jordan, Prophet) File No.: EB-TCD-14-00016252
Manasseh Jordan, Prophet M Jordan, Yakim)
Manasseh Robert Jordan, Yakim Manasseh Jordan,)
Wakim Jordan)
Manasseh Jordan Ministries)

CITATION AND ORDER

PRERECORDED MESSAGE VIOLATIONS

Adopted: September 13, 2016

Released: September 13, 2016

By the Chief, Telecommunications Consumers Division, Enforcement Bureau:

I. NOTICE OF CITATION

1. This CITATION AND ORDER (Citation) notifies Yakim Jordan (a/k/a Manasseh Jordan, Prophet Manasseh Jordan, Prophet M Jordan, Yakim Manasseh Robert Jordan, Yakim Manasseh Jordan, Wakim Jordan) and Manasseh Jordan Ministries (collectively, the Manasseh Jordan Parties) that they violated the law by infringing consumers' rights to be free from unauthorized prerecorded calls to their wireless phones. Specifically, the Manasseh Jordan Parties violated provisions of the Communications Act of 1934, as amended (Communications Act or Act) and the Commission's rules (collectively, Rules) that regulate calls made to wireless phones using automatic telephone dialing systems (autodialers) or an artificial or prerecorded voice. We therefore direct the Manasseh Jordan Parties to take immediate steps to comply with Section 227 of the Act, the Telephone Consumer Protection Act (TCPA), Section 64.1200 of the Rules, and FCC orders, which prohibit making autodialed or prerecorded message calls to any wireless phone unless the calls are made for emergency purposes, to collect a debt to the federal government, or with the prior express consent of the called party. If the Manasseh Jordan Parties fail to comply with these laws, they may be liable for significant penalties.

2. Notice of Duty to Comply with the Law: We issue this Citation pursuant to Section 503(b)(5) of the Act, which states that the Commission may not impose monetary forfeitures against non-regulatees who violate the Rules or the Act unless and until: (a) the Commission issues a citation to the violator; (b) the Commission provides the violator a reasonable opportunity to respond; and (c) the violator subsequently engages in conduct of the type described in the citation.1 Accordingly, the Manasseh Jordan Parties are hereby on notice that they must comply with Section 227 of the Act and Section 64.1200 of the Rules.2 Any of the Manasseh Jordan Parties who subsequently engage in any conduct of the type this Citation describes—and specifically any violation of the TCPA and the

1 See 47 U.S.C § 503(b)(5).

2 47 U.S.C. § 227; 47 CFR § 64.1200. Section 227 was added to the Communications Act by the Telephone Consumer Protection Act of 1991, Pub. L. No. 102-243, 105 Stat. 2394 (codified at 47 U.S.C. § 227). The Telephone Consumer Protection Act and the Commission's parallel rules restrict use of the telephone network to deliver unsolicited advertisements, prerecorded and artificial voice messages, and autodialed telephone calls.

Commission's accompanying rules—may be subject to civil penalties, including but not limited to, substantial monetary forfeitures. In assessing such forfeitures, the Commission may consider both the conduct that led to this Citation and the conduct following it.³

II. BACKGROUND

3. For more than two decades, Congress and the Commission have sought to protect consumers from the nuisance, invasion of privacy, cost, and inconvenience of autodialed calls and prerecorded or artificial voice message calls (robocalls).⁴ Congress found: that consumers consider these kinds of calls, “regardless of the content or the initiator of the message, to be a nuisance and an invasion of privacy”; that businesses further complain that these kinds of calls “interfere with interstate commerce”; and that banning such calls, with limited exception, “is the only effective means of protecting telephone consumers from this nuisance and privacy invasion.”⁵ In 1991, Congress passed the TCPA, which amended the Communications Act to place strict limitations on the use of autodialed calls and robocalls, particularly those made to wireless phones and other specified destinations such as emergency telephone lines and patient rooms in health care facilities.⁶ The TCPA forbids making any call using an automatic telephone dialing system or an artificial or prerecorded voice message to such telephone numbers unless the call is made for an emergency purpose or with the prior express consent of the called party.⁷ The Commission adopted regulations implementing the TCPA in Section 64.1200 of the Rules⁸, including the prohibition on autodialed calls and robocalls to wireless phones in Section 64.1200(a)(1)(iii).⁹ In 2015, Congress added a limited exception to this prohibition for calls to wireless phones that are made “solely to collect a debt owed to or guaranteed by the United States.”¹⁰

4. Yakim Jordan, who most commonly goes by “Prophet Manasseh,” “Prophet Manasseh Jordan,” or “Manasseh Jordan,” operates Manasseh Jordan Ministries, a nonprofit charitable organization registered under Section 501(c)(3) of the Internal Revenue Code.¹¹ According to the Manasseh Jordan Ministries’ website, Mr. Jordan “move[s] in the realm of accurate prophetic ministry.”¹² The website provides opportunities for interested parties to seek prayer from Mr. Jordan, purchase musical and

³ See S. Rep. No. 95-580, 95th Cong., 1st Sess. at 9 (1977), *reprinted in* 1978 U.S.C.C.A.N. 109 (If a person or entity that has been issued a citation by the Commission thereafter engages in the conduct for which the citation of violation was sent, the subsequent notice of apparent liability “would attach not only for the conduct occurring subsequently *but also for the conduct for which the citation was originally sent.*”) (emphasis added).

⁴ See S. Rep. No. 102-178, 1st Sess., 102nd Cong., at 2, 4–5 (1991), *reprinted in* 1991 U.S.C.C.A.N. 1968.

⁵ Telephone Consumer Protection Act, Pub L. No. 102-243, § 2, 105 Stat. 2394 (1991).

⁶ 47 U.S.C. § 227(b)(1)(A).

⁷ 47 U.S.C. § 227(b)(1)(A)(iii).

⁸ See 47 CFR § 64.1200; *see also Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CC Docket No. 92-90, Report and Order, 7 FCC Rcd 8752 (1992); *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG Docket No. 02-278, Report and Order, 18 FCC Rcd 14014 (2003); *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG Docket No. 02-278, Report and Order, 27 FCC Rcd 1830 (2012).

⁹ 47 CFR § 64.1200(a)(1)(iii).

¹⁰ See Bipartisan Budget Act of 2015, Pub. L. No. 114-74, 129 Stat. 584 § 301(a)(1)(A) (Budget Act) (amending 47 U.S.C. § 227(b)(1)(A)); *Rules and Regulations Implementing the Telephone Consumers Protection Act of 1991*, CG Docket No. 02-278, Report and Order, FCC 16-99 (Aug. 11, 2016), 2016 WL 4250379 (*2016 TCPA Order*) (adopting rules implementing the federal debt collection exemption).

¹¹ 26 U.S.C. § 501(c)(3).

¹² Manasseh Jordan Ministries Website, About the Prophet, <https://prophetmanasseh.com/aboutprophet#content> (last visited Aug. 24, 2016).

instructional recordings, and make donations to Manasseh Jordan Ministries.¹³ Further, the website asks users to participate in Manasseh Jordan Ministries' "partner program" by committing a "generous monthly donation," ranging from \$30 per month to more than \$500 per month.¹⁴ The website states that Jordan appears on television weekly and live at various national and international speaking engagements.¹⁵

5. The Manasseh Jordan Ministries makes robocalls that urge recipients to call Mr. Jordan to obtain information that he claims to have regarding the called parties' personal lives.¹⁶ A recent press report described one robocall as follows:

"The Lord began to speak to me and he showed me major losses that you have experienced within the last two to five years,' the 25-year old Brooklyn native's breathy, warbly, slightly British-inflected message starts. But, [Jordan] goes on, there is 'a miracle favor cloud,' 'a prosperity blessing,' and a 'financial blessing,' coming your way, and to a loved one, as well.

"Which loved one? 'It's almost as if the second letter of the second syllable in the name is like a vowel making an 'ah' or an 'a' sound,' [Jordan] says. 'I must know how much money you are asking God to release.'"¹⁷

Mr. Jordan's robocall message then exhorts the recipient to contact him by e-mail immediately so that the recipient can receive "this prophecy."¹⁸

6. Numerous consumers filed complaints with the Commission after receiving robocalls placed by the Manasseh Jordan Parties.¹⁹ In addition, the Manasseh Jordan Parties have been sued multiple times under the TCPA's private right of action for making robocalls to consumers without their prior express consent.²⁰ The Commission previously issued a citation against Mr. Jordan's father, Bishop

¹³ Manasseh Jordan Ministries Website, Submit a Prayer Request, <https://www.prophetmanasseh.com/prayers>; Manasseh Jordan Ministries Website, Featured Products, <https://prophetmanasseh.com/products/#content>; Manasseh Jordan Ministries Website, Make a Donation and/or Contribution, <https://prophetmanasseh.com/donations#content> (last visited Aug. 24, 2016).

¹⁴ Manasseh Jordan Ministries Website, Partner, <https://prophetmanasseh.com/partners#content> (last visited Aug 24, 2016).

¹⁵ Manasseh Jordan Ministries Website, About the Prophet, <https://prophetmanasseh.com/aboutprophet#content> (last visited Aug. 24, 2016).

¹⁶ See Jackie Callaway, *Man who claims to be a prophet hounding thousands on their cellphones*, WFTS ABC Action News (May 11, 2016, 7:24 PM ET), <http://www.abcactionnews.com/money/consumer/taking-action-for-you/man-who-claims-to-be-a-prophet-hounding-thousands-on-their-cell-phones>; David Lazarus, *Getting phone calls seeking divine assistance? You may be a victim of 'spoofing,'* Los Angeles Times (May 3, 2016, 3:00 AM PT), <http://www.latimes.com/business/la-fi-lazarus-20160503-column.html>.

¹⁷ Brandy Zadrozny, *He'll Raise You From the Dead for \$1,000*, The Daily Beast, (Mar. 20, 2016, 8:00 AM ET), <http://www.thedailybeast.com/articles/2016/03/20/this-prophet-will-raise-you-from-the-dead-for-1-000-dollars.html>.

¹⁸ *Id.*

¹⁹ Attachment A documents consumers' complaints to the Commission about robocalls received from the Manasseh Jordan Parties.

²⁰ See Brandy Zadrozny, *He'll Raise You From the Dead for \$1,000*, The Daily Beast, (Mar. 20, 2016, 8:00 AM ET), <http://www.thedailybeast.com/articles/2016/03/20/this-prophet-will-raise-you-from-the-dead-for-1-000-dollars.html> (reporting that, "Jordan has been sued 16 times in federal court within the last three years for the incessant calling in violation of the Telephone Consumer Protection Act . . . [t]his year alone, Jordan has been sued four times for the harassing calls by plaintiffs in Texas, Florida, Illinois, and most recently [in May 2016], in New York."); Scott Holland, *Ministry hit with another class action over robocalls soliciting donations to boost profits of 'prophet'*, Cook County Record, (Jan. 12, 2016, 12:39 PM CT), <http://cookcountyrecord.com/stories/510657494-ministry-hit-with-another-class-action-over-robocalls-soliciting-donations-to-boost-profits-of-prophet> ("A Cook (continued....)

E. Bernard Jordan, for violations of Section 227 of the Act and Section 64.1200 of the Rules, for placing autodialed and prerecorded calls to wireless and residential phones on behalf of an organization located at an address that has also been used by the Manasseh Jordan Ministries.²¹

III. APPLICABLE LAW AND VIOLATIONS

7. Section 227(b)(1)(A)(iii) of the Act states that it is unlawful “for any person . . . to make any call . . . using any automatic telephone dialing system or an artificial or prerecorded voice . . . to any telephone number assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call.”²² Section 64.1200(a)(1)(iii) of the Rules states that it is unlawful “to initiate any call . . . using any automatic telephone dialing system or an artificial or prerecorded voice . . . to any telephone number assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call.”²³

8. The prohibitions in the Act and the Rules are subject to only three exceptions: (1) calls made for emergency purposes; (2) calls made with the prior express consent of the called party, and (3) calls made “solely to collect a debt owed to or guaranteed by the United States.”²⁴ Calls made for emergency purposes include messages “necessary in any situation affecting the health and safety of consumers.”²⁵ These broad prohibitions cover all autodialed calls and all artificial or prerecorded voice calls including those made by nonprofit organizations. All other autodialed and artificial or prerecorded voice calls require the prior express consent of the called party. Robocallers contending that they have prior express consent to make prerecorded or artificial voice or autodialed calls to wireless phones or other mobile service numbers bear the burden of proof to show that they obtained such consent.²⁶

9. Consumers across the United States have filed complaints with the Commission regarding prerecorded messages that they have received from the Manasseh Jordan Parties. Attachment A lists 110 such calls received by 82 individuals on their personal or business wireless phones. The complainants provided detailed information about individual calls, and almost every complainant reported receiving multiple calls daily or numerous calls received over extended periods of time. Complainants described the nature of these calls as “harass[ing],” “persistent,” and “relentless.”²⁷

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County resident fed up with receiving unwanted phone calls from a profitable prophet hopes a class action lawsuit will stop the ringing. . . . [the plaintiff’s] action is the seventh complaint filed this year under the Telephone Consumer Protection Act, and the 14th since 2012, regarding robocalls involving Manasseh’s voice.”)

²¹ Citation Letter from Joshua P. Zeldis, Assistant Bureau Chief, Telecommunications Consumers Division, FCC Enforcement Bureau, to Zoe Ministries (July 16, 2010) (on file in EB-10-TC-435).

²² 47 U.S.C. § 227(b)(1)(A)(iii).

²³ 47 CFR § 64.1200(a)(1)(iii).

²⁴ See 47 U.S.C. § 227(b)(1)(A)(iii); see also 47 CFR § 64.1200(a)(1) (providing exemptions for calls made for emergency purposes or with the prior express consent of the called party); Budget Act (amending 47 U.S.C. § 227(b)(1)(A) to exempt federal debt collection calls); *2016 TCPA Order* (adopting rules implementing the federal debt collection exemption).

²⁵ 47 CFR 64.1200(f)(4).

²⁶ See, e.g., *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG Docket No. 02-278, Declaratory Ruling and Order, 30 FCC Rcd 7961, 7990, para. 47 (2015) (“Moreover, we emphasize that regardless of the means by which a caller obtains consent, under longstanding Commission precedent, if any question arises as to whether prior express consent was provided by a call recipient, the burden is on the caller to prove that it obtained the necessary prior express consent.”).

²⁷ See Attachment A.

10. Each individual who filed a complaint listed in Attachment A has stated that he or she did not give permission to be robocalled and each has attested to the accuracy of all information contained in his or her complaint.²⁸ Based on the foregoing evidence, we find that the Manasseh Jordan Parties made prerecorded message calls to the complainants' wireless phones without the prior express consent of the called parties.²⁹ Moreover, none of the calls received by complainants on their wireless phones were made for emergency purposes or to collect a debt owed to or guaranteed by the federal government. Based on the foregoing evidence, we find that the prerecorded messages listed in Attachment A violate Section 227(b)(1)(A)(iii) of the Act and Section 64.1200(a)(1)(iii) of the Rules.

IV. OPPORTUNITY TO RESPOND TO THIS CITATION

11. The Manasseh Jordan Parties may respond to this Citation within thirty (30) calendar days from the release date of this Citation by any of the following methods: (1) a written statement, (2) a teleconference interview, or (3) a personal interview at the Commission Field Office nearest to the Manasseh Jordan Parties' place of business. The Commission Field Offices nearest to Yakim Jordan and Manasseh Jordan Ministries are located in Miami, Florida and New York, New York.

12. If the Manasseh Jordan Parties request a teleconference or personal interview, contact Mary Romano at (202) 418-0975. We note that such teleconference or interview must take place within thirty (30) calendar days of the release date of this Citation. If the Manasseh Jordan Parties prefer to submit a written response with supporting documentation, they must send the response within thirty (30) calendar days of the release date of this Citation to the contact and address provided in paragraph below.

13. All written communications should be sent to the address below.

Richard A. Hindman, Chief
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
445 12th Street, SW, Rm. 4-C224
Washington, DC 20554
Re: EB-TCD-14-00016252

14. Upon request, the Commission will make reasonable accommodations for persons with disabilities. If applicable, the Manasseh Jordan Parties should provide a description of the accommodation required, and include as much detail as possible, and also provide a telephone number and other contact information. The Manasseh Jordan Parties should allow at least five business days advance notice; last minute requests will be accepted, but may be impossible to fill. The Manasseh Jordan Parties should send an e-mail to fcc504@fcc.gov or call the FCC's Consumer & Governmental Affairs Bureau:

For sign language interpreters, CART, and other reasonable accommodations:
202-418-0530 (voice), 202-418-0432 (tty);

For accessible format materials (braille, large print, electronic files, and audio format):
202-418-0531 (voice), 202-418-7365 (tty).

²⁸ Complainants may make such attestations as a part of filing a complaint with the FCC. See FCC Consumer Help Center, Phone Complaint Form, https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=39744 ("I declare under penalty of perjury that (1) I am over 18 years old, (2) I am authorized to make decisions regarding the telephone number listed below, and (3) the information I have provided today on this Federal Communications Commission electronic form is, to the best of my knowledge, true and correct.").

²⁹ See *supra* para. 8, note 26.

15. We advise the Manasseh Jordan Parties that it is a violation of Section 1.17 of the Rules³⁰ for any person to make any false or misleading written or oral statement of fact to the Commission. Specifically, no person shall:

(1) In any written or oral statement of fact, intentionally provide material factual information that is incorrect or intentionally omit material information that is necessary to prevent any material factual statement that is made from being incorrect or misleading; and

(2) In any written statement of fact, provide material factual information that is incorrect or omit material information that is necessary to prevent any material factual statement that is made from being incorrect or misleading without a reasonable basis for believing that any such material factual statement is correct and not misleading.

16. Further, the knowing and willful making of any false statement, or the concealment of any material fact, in reply to this Citation is punishable by fine or imprisonment.³¹

17. Violations of Section 1.17 of the Rules or the criminal statute referenced above may result in further legal action, including monetary forfeitures pursuant to Section 503 of the Act.

18. Finally, we warn Yakim Jordan that, under the Privacy Act of 1974,³² Commission staff will use all relevant material information before it, including information disclosed in interviews or written statements, to determine what, if any, enforcement action is required to ensure the Manasseh Jordan Parties' compliance with the Act and Rules.

V. FUTURE VIOLATIONS

19. If, after receipt of this Citation, the Manasseh Jordan Parties again violate Section 227 of the Communications Act and Section 64.1200 of the Rules by engaging in conduct of the type described herein, the Commission may impose sanctions for each such violation. For example, the Commission may impose monetary forfeitures. The Commission may impose forfeitures not to exceed \$18,936 for each such violation or each day of a continuing violation, and up to \$142,021 for any single act or failure to act.³³ The Commission may further adjust the forfeiture reflecting enumerated statutory factors, which include the nature, circumstances, extent, and gravity of the violation, and with respect to the violator, the degree of culpability, any history of prior offenses, ability to pay, and other such matters as justice may require.³⁴ Further, as discussed above, the Commission may assess forfeitures on both the conduct that led to this Citation and the conduct following it.³⁵

³⁰ 47 CFR § 1.17.

³¹ 18 U.S.C. § 1001.

³² 5 U.S.C. § 552a(e)(3).

³³ See 47 U.S.C. § 503; 47 CFR § 1.80(b). The amounts specified above reflect adjustments for inflation pursuant to The Federal Civil Penalties Inflation Adjustment Act Improvements Act of 2015, Pub. L. No. 114-74, 129 Stat. 599 (codified as amended at 28 U.S.C. § 2461 note). See *Amendment of Section 1.80(b) of the Commission's Rules, Adjustment of Civil Monetary Penalties to Reflect Inflation*, DA 16-644 (EB June 9, 2016), 2016 WL 3218781; Federal Communications Commission, *Adjustment of Civil Monetary Penalties to Reflect Inflation*, 81 Fed. Reg. 42554-01 (June 30, 2016) (adjusted forfeiture penalties effective Aug. 1, 2016).

³⁴ See 47 U.S.C. § 503(b)(2)(E); 47 CFR § 1.80(b)(8).

³⁵ See *supra* para. 2.

VI. ORDERING CLAUSES

20. Accordingly, **IT IS ORDERED** that, pursuant to Sections 4(i) and 4(j) of the Act,³⁶ Yakim Jordan (a/k/a Manasseh Jordan, Prophet Manasseh Jordan, Prophet M Jordan, Yakim Manasseh Robert Jordan, Yakim Manasseh Jordan, Wakim Jordan) and Manasseh Jordan Ministries must cease and desist from using an automatic telephone dialing system or an artificial or prerecorded voice message in connection with any telephone call made without the prior express consent of the called party to any telephone number assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call, in violation of Section 227(b)(1)(A)(iii) of the Communications Act and Section 64.1200(a)(1)(iii) of the Rules.³⁷

21. **IT IS FURTHER ORDERED** that a copy of this Citation and Order shall be sent by first class mail and certified mail, return receipt requested, to Manasseh Jordan Ministries, 708 3rd Ave., 6th floor, New York, New York 10017; 310 Riverside Dr., New York, New York 10025-4143; and P.O. Box 3320, New York, New York 10163; and to Yakim Jordan at 3401 165th St. NE, Miami, Florida 33160; 515 121st St. NW, North Miami, Florida 33168; and 17001 Collins Ave., Suite 3202, Sunny Isles Beach, Florida 33160.

FEDERAL COMMUNICATIONS COMMISSION

Richard A. Hindman
Chief, Telecommunications Consumers Division
Enforcement Bureau

³⁶ 47 U.S.C. §§ 154(i), 154(j).

³⁷ 47 U.S.C. § 227(b)(1)(A)(iii); 47 CFR § 64.1200(a)(1)(iii).

Attachment A

Yakim Jordan, Manasseh Jordan Ministries

Prerecorded message calls made by Manasseh Jordan Parties to wireless telephones without subscriber consent

Complaint Number	Date Call Received	Details Regarding Call Volume
14-T01486281	9/2/14 9/5/14 9/10/14 9/12/14	No call volume details provided.
14-T01487483	9/12/14 9/15/14	No call volume details provided.
14-T01505495	9/12/14 10/3/14 10/4/14 10/11/14	Complainant reports an uptick in calls after following prerecorded instructions to make a do-not-call request.
14-T01502880	9/17/14 9/29/14 10/4/14 10/8/14	Complainant reports receiving calls for over three months from at least three caller ID numbers
14-T01508236	9/17/14 10/7/14 10/11/14 10/15/14	No call volume details provided.
14-T01507091	10/14/14	Complainant reports receiving calls from “many” caller ID numbers.
14-T01519037	10/24/14 (2 calls) 10/29/14 10/31/14	Complainant reports pre-teen child receiving calls “10 times a day.”
195583	10/28/14	Complainant reports receiving calls “for months” from at least seven caller ID numbers.
4744	11/6/14	Complainant reports receiving calls from at least 15 caller ID numbers. “This is HARASSMENT. These calls to my cell phone come from a new number every other day.”
16289	11/25/14	Complainant reports receiving daily calls for over 10 months from at least eight caller ID numbers.
16713	11/26/14	Complainant reports receiving daily calls from multiple caller ID numbers.
14-T01530370	12/1/14 12/2/14 12/3/14 12/4/14	Complainant reports receiving calls for over three months from at least 13 caller ID numbers
606409	1/2/15	Complainant reports that “this man calls my cell phone and house phone constantly [and] every time I block one number he and his organization uses other numbers, at least four of them.”

Complaint Number	Date Call Received	Details Regarding Call Volume
72413	1/7/15	Complainant reports receiving “continuous harassing calls to my cell phone. . . . He calls me every day and this has gone on for a few months.”
89165	1/18/15	In addition to the call documented, complainant reports that pre-teen child is receiving calls over a period of at least four months. “I consider this harassment”
101550	1/26/15	Complainant reports receiving calls “every one to two days” for a month.
108832	1/30/15	Complainant reports calls receiving “several times each day . . . at all hours of the day all the way up to 10 and 11 at night.”
115548	2/3/15	Complainant reports receiving calls “frequent[ly], sometimes three or four times a day.”
136511	2/17/15	Complainant reports receiving “regular robocalls . . . [f]or at least a year” from at least 15 caller ID numbers.
147935	2/23/15	Complainant reports receiving calls daily from at least seven caller ID numbers.
162026	3/4/15	Complainant reports receiving calls “multiple times per day from different [caller ID] numbers. . . .”
200363	3/24/15	Complainant reports receiving calls “at least three times a day from several numbers”
215418	4/2/15	Complainant reports receiving multiple calls daily.
221121	4/6/15	Complainant reports receiving calls for over a month “from many different numbers.)
279004	5/7/15	Complainant reports calls to child’s cell phone “multiple times daily from multiple numbers.”
293324	5/16/15	Complainant reports receiving “numerous” daily from at least 5 caller ID numbers.
479384	6/14/15	Complainant reports receiving daily calls from at least 11 caller ID numbers.
352800	6/19/15	Complainant reports receiving calls from at least three caller ID numbers.
352800	6/19/15	Complainant reports receiving “calls from three different numbers with the exact same recorded message . . . and those are just from today.”
390453	7/8/15	Complainant reports receiving daily calls, “sometimes more than once a day,” over “the past 2 years or so” from multiple caller ID numbers.
410850	7/7/15	Complainant reports elderly mother “being harassed by robocalls . . . with alarming regularity.”
423973	7/22/15	Complainant reports receiving three calls within a week.
448595	8/3/15	Complainant reports receiving “3 to 4 robocalls daily,” from multiple caller ID numbers.
516715	9/8/15	Complainant reports receiving “so many” calls.
615106	10/27/15	Complainant reports “constant calling,” up to three times a day.
659312	11/16/15	Complainant reports receiving “multiple calls per day.”
870376	12/1/15	Complainant reports receiving calls daily for at least three months from multiple caller ID numbers.

Complaint Number	Date Call Received	Details Regarding Call Volume
741278	12/23/15	Complainant reports an uptick in calls after following prerecorded instructions to make a do-not-call request.
758262	12/23/15	No call volume details provided.
892120	2/24/16	Complainant reports receiving “persistent nuisance calls from many numbers.”
868982	3/20/16	Complainant reports receiving “calls from [caller ID] phone numbers all over the nation.”
876261	3/24/16	Complainant reports receiving “constant unwanted phone calls.”
881196	3/26/16	Complainant reports receiving three or four calls daily from multiple caller ID numbers.
881409	3/28/16	Complainant reports receiving calls “at any hour, any time at any day” from multiple caller ID numbers.
890879	4/1/16	Complainant reports receiving calls “for weeks now” from at least five caller ID numbers. “This IS harassment.”
951959	4/1/16	Complainant reports receiving calls “continually.”
899294	4/6/16	Complainant reports receiving “multiple robocalls on my home and cell phone” from at least 20 caller ID numbers.
900139	4/7/16	Complainant reports receiving calls for over six months, “almost every day,” from multiple caller ID numbers.
948838	4/15/16	Complainant reports receiving calls from more than four caller ID numbers. “I have asked them repeatedly to stop calling and yet they won’t stop. . . . Every time I call to ask to be removed it gets worse for a while after.”
971360	5/10/16	Complainant reports that “harassing phone calls won’t stop!”
979526	5/15/16	Complainant reports receiving “constant phone calls” from multiple caller ID numbers.
1007952	5/29/16	Complainant reports receiving “relentless and persistent” calls from at least 17 caller ID numbers.
1016793	6/3/16	Complainant reports receiving “multiple calls” from at least two caller ID numbers.
1041115	6/16/16	No call volume details provided.
1043354	6/17/16	No call volume details provided.
1053743	6/21/16	Complainant reports receiving calls “off and on for several years.”
1050850	6/22/16	Complainant reports receiving “multiple automated calls.”
1050494	6/22/16	Complainant reports receiving “multiple phone calls.”
1063304	6/30/16	Complainant reports receiving “frequent spam phone calls.”
1067326	7/3/16	Complainant reports receiving calls for over a year.
1067309	7/3/16	Complainant reports receiving six calls during a two week period.
1070980	7/6/16	Complainant reports receiving calls from “about 7 different [number] weekly. “It’s been nonstop up to 8 pm every day for a year and a half.”
1072465	7/7/16	No call volume details provided.
1073225	7/7/16	Complainant reports receiving at least four calls.
1074064	7/7/16	Complainant reports receiving calls “for about two years on a routine basis” up to twice daily.

Complaint Number	Date Call Received	Details Regarding Call Volume
1078954	7/11/16	Complainant reports “constantly” receiving calls from different numbers.
1078842	7/11/16	Complainant reports receiving calls daily from at least six caller ID numbers.
1093176	7/19/16	Complainant reports receiving “calls from a different number every day.”
1092921	7/19/16	Complainant reports, “I keep getting cell phone calls.”
1109236	7/28/16	Complainant reports receiving calls “at least every other day.”
1107594	7/27/16	“I keep receiving telephone calls from multiple numbers . . .”
1109235	7/28/16	Complainant reports receiving seven calls within 24 days.
1117546	8/2/16	Complainant reports receiving calls “2-3 times a day, all from different numbers . . .”
1123439	8/5/16 8/3/16 8/2/16 8/1/16 7/30/16 7/29/16 7/27/16 7/26/16 7/25/16	Complainant reports receiving calls “almost on a daily basis” from at least five different numbers.
1128477	8/9/16	Complainant reports receiving daily calls.
1143968	8/17/16	Complainant reports “repeated calls from different numbers.”
1157614	8/23/16 8/24/16	Complainant reports “multiple unwanted automated calls.”
1159336	8/24/16	Complainant reports “multiple calls for different numbers all over the country” during a three month period.
1170151	8/31/16	Complainant reports “continued calls” despite do-not-call requests.
1170377	8/31/16	Complainant reports receiving calls “several times a week.”
1170404	8/31/16	Complainant reports receiving calls “for some now [and] the number is always different.”
1174628	9/2/16	Complainant reports “daily recorded calls, sometimes twice daily” from at least four caller ID numbers.