

**Congress of the United States**  
**Washington, DC 20515**

June 17, 2015

The Honorable Tom Wheeler  
Chairman  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

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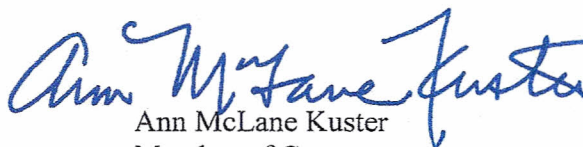
Dear Chairman Wheeler:

We were pleased to see that the Commission is moving forward with a vote on a proposal to modernize aspects of the Telephone Consumer Protection Act. As you know, this law provides many important protections to consumers. And while we commend the Commission for working to ensure the American people are protected from harassing communications, we are concerned that proposed reforms might inadvertently harm consumers by prohibiting companies from utilizing technological innovations to more effectively communicate with customers.

Consumers benefit from a myriad of communications across nearly all industries, including but not limited to prescription reminders, low balance alerts, student loan debt counseling, and school start delays. Advances in communication technology allow companies in these and other industries to more effectively communicate with their customers. Unfortunately, because the TCPA has not been updated to keep up with these changes, many companies are unable to communicate in the most efficient way with their customers. For example, we have heard concerns that the TCPA is prohibiting companies from contacting student borrowers to provide counseling, which only exacerbates the risk that borrowers will end up in collection. Unless the Commission acts to ensure that companies are allowed to build on their existing, legitimate relationships, we are concerned that consumers might not receive critical communications about their accounts.

As you evaluate ways to modernize the TCPA, we urge you to keep in mind how technology has evolved since the law's passage and to recognize the potential chilling of communications that may result from the law's unintended consequences. We support the TCPA and are hopeful that your efforts will create clear parameters for well-meaning businesses to be able to contact their customers without being stifled by the mounting threat of litigation. Thank you for your continued efforts to protect consumers and for your attention to these concerns.

Sincerely,



Ann McLane Kuster  
Member of Congress



Brad Ashford  
Member of Congress