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For Immediate Release

FCC RELEASES DATA FOR ‘DO-NOT-DISTURB’ TECHNOLOGIES
Robocall Data to Help Call-Blocking Technologies Empower Consumers

WASHINGTON, October 21, 2015 – The Federal Communications Commission announced today the Commission will release robocall and telemarketing consumer complaint data weekly to help developers build and improve “do-not-disturb” technologies that allow consumers to block or filter unwanted calls and texts. The data, including originating phone numbers of telemarketers and automated robocalls, will be released and available on the FCC’s Consumer Help Center’s website.

“Consumers want and deserve effective tools to empower them to choose the calls and texts they receive. This data will help improve do-not-disturb technologies so they can provide the best service for consumers,” said Alison Kutler, chief of the FCC’s Consumer and Governmental Affairs Bureau, which manages consumer complaints. “As we encourage providers to offer these services, and as the Commission recently made clear that there are no legal barriers to doing so, we continue to look for ways to help facilitate important consumer tools.”

In June, the Commission gave the green light for do-not-disturb technology, clarifying that there are no legal barriers to service providers offering robocall-blocking technologies to consumers. While such services are available today as apps on some smartphones and on VoIP phone systems, work is still underway for many carriers and third-party providers to offer consumers these tools on traditional landline networks.

Consumer complaints to the FCC are a vital tool in the agency’s work. In addition to their use in providing vital data for these robocall-blocking technologies, consumer complaints can be used to inform policy decisions by the Commission and can be used by the FCC’s Enforcement Bureau to track trends and enforce the rules. Complaints about unwanted calls and texts are by far the largest complaint category to the agency, with over 215,000 complaints last year.

This data is similar to the [data](#) released periodically by the Federal Trade Commission. “Do Not Disturb” technologies use this information to determine what numbers might be originating unwanted calls. Companies may use data like this to further improve their services in determining what calls and texts a consumer might choose to block or filter (i.e. sent directly to voicemail).

The data is available here: <http://go.usa.gov/3S7Aj>

For more information on the tools available to consumers in combatting unwanted calls and texts,

the Commission has a consumer guide available here: <http://go.usa.gov/3JhU3>

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).