



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

May 1, 2024

The Honorable Marsha Blackburn
United States Senate
357 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Blackburn:

This letter is in response to your inquiry regarding the rules adopted by the Federal Communications Commission on December 13, 2023, to protect consumers from junk robocalls and robotexts and closing the lead generator loophole.

By adopting these rules, the Commission continues its work to implement policies that reduce and combat unwanted robocalls and robotexts under the authority we have pursuant to the Telephone Consumer Protection Act of 1991. As you may know, this law generally requires an entity seeking to send telemarketing robocalls or robotexts to receive prior express written consent directly from the consumer and that the consent itself is a response to a clear and conspicuous disclosure that the consenting consumer will receive a robocall or robotexts.

As a result of our recent action, the Commission has now made it unequivocally clear that any entity seeking to solicit a consumer through robocalls or robotexts must receive prior express written consent from the consumer on a one-to-one basis. We also made clear that any consent granted on a website to receive robocalls and robotexts must be logically and topically related to the website itself.

We took this action because our record indicated that consumers can unexpectedly receive hundreds or more robocalls and robotexts from a single inquiry on comparison shopping websites. While some of these comparison shopping websites may have used this loophole to provide consumers with the ability to quickly compare goods and services and discover new sellers, our record demonstrated that consumers are often overwhelmed with robocalls and robotexts they did not agree to receive. Moreover, going forward comparison shopping websites can provide additional information about sellers or a list of sellers that a consumer can affirmatively select in order to be contacted, in order to comply with our new policies.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Jessica Rosenworcel", with a long horizontal line extending to the right.

Jessica Rosenworcel



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF THE
CHAIRWOMAN

May 1, 2024

The Honorable Thom Tillis
United States Senate
113 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Tillis:

This letter is in response to your inquiry regarding the rules adopted by the Federal Communications Commission on December 13, 2023, to protect consumers from junk robocalls and robotexts and closing the lead generator loophole.

By adopting these rules, the Commission continues its work to implement policies that reduce and combat unwanted robocalls and robotexts under the authority we have pursuant to the Telephone Consumer Protection Act of 1991. As you may know, this law generally requires an entity seeking to send telemarketing robocalls or robotexts to receive prior express written consent directly from the consumer and that the consent itself is a response to a clear and conspicuous disclosure that the consenting consumer will receive a robocall or robotexts.

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