STATEMENT OF
COMMISSIONER ANNA M. GOMEZ

Re: *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG
         Docket No. 02-278, Report and Order and Further Notice of Proposed Rulemaking (February 15,
         2024)

In today's increasingly digital world, consumers are inundated with information coming through a variety of different communications channels. Some of these communications provide helpful information about potential fraud, bank activity, health care appointments, and emergency alerts. But, the majority of it is junk. Junk robocalls and robotexts make it feel impossible to manage them and consumers end up ignoring these automated communications entirely, even the helpful ones. Consider the difficulty of navigating these communications and removing yourself from unwanted lists if you speak a language other than English.

Today, we update our rules to strengthen consumers' rights to decide which robocalls and robotexts they receive. We are making it easier for consumers to remove themselves from spam lists. We clarify that consumers can opt-out of call or text lists using any reasonable means. We explain that "reasonable means" of opting-out of automated texts include, but are not limited to: "stop," "quit," "end," "revoke," "opt out," "cancel," or "unsubscribe." We clarify that consumers may respond in the language in which they received the communication. If you get a message in Spanish, you can respond in Spanish to opt-out. While we provide these as examples, our updates mean that there are no magic words that consumers must say. This is important.

These updates strike the right balance of ensuring consumers have the ability to easily and effectively opt out of junk robocalls and robotexts, while remaining connected to the communications they find helpful.

I want to thank the Office of the Chairwoman and the Consumer and Governmental Affairs Bureau for working with my office to clarify that consumers can revoke consent by responding in the language they received the communication.