

FTC Robocalls Twitter Chat Transcript

On July 17, 2012, the FTC hosted a Twitter Chat to answer questions from the public robocalls, including recently announced FTC robocalls initiatives. A transcript of the promotional tweets, , and the questions and answers are posted in chronological order for ease of reading. All tweets remain public (without redactions) on the agency's [@FTC Twitter account](#).

Promotional Tweets:

Join FTC staff at 1pm today to discuss rise in illegal sales robocalls. Use #FTCrobo to ask Qs or see our FB page: [http://www.facebook.com/federaltradeco ...](http://www.facebook.com/federaltradeco...)

We'll start our Twitter chat on robocalls in about 45 minutes! Tweet questions using #FTCrobo. More information here: <http://go.usa.gov/wAE>

Joining us for our robocalls chat at 1pm EDT? Learn more about how FTC Twitter chats work here: <http://go.usa.gov/fgX> #FTCrobo

Twitter Chat Q&A:

We're about to get started w/ our social chats! Tweet your robocalls Qs using #FTCrobo. Or join us on FB: <http://www.facebook.com/federaltradedecommission>

Kati Daffan, FTC's Division of Marketing Practices, is here to answer your robocalls questions. Ask your Qs now using #FTCrobo.

Q1: RT @EndTheRoboCalls #FTCrobo q what are the rules about politicians robo calling voters cell phones?

A1: Political robocalls are legal. They are protected by the 1st Amendment. #FTCrobo

Q2: From earlier today: MT @jashsf Did u make selling or owning any caller id spoofing machines illegal yet? That is biggest prob. #FTCrobo

A2: Technology's always changing, so the problem is the illegal use. Sending fake caller ID information is illegal. #FTCrobo

Q3: RT @herrmann8r: Q for @FTC #FTCrobo - How should a robocalling company confirm that a client has written permission to contact someone?

A3: For specific information regarding the "written agreement" requirement see: <http://go.usa.gov/fgt> #FTCrobo

Q4: RT @abrandtva: what's the best way to stop robocalls on your mobile phone? #FTCrobo

*(Note: A4 was inadvertently left out of chat. Here's the answer: **A4** Only give number 2 people u trust; register @ donotcall.gov; & don't engage w/any robocalls u do get as that could lead 2 more. #FTCrobo)*

Q5: RT @EndTheRoboCalls So a politician sending a fake robocall caller id is violating the law? #FTCrobo

A5: Political robocalls are not covered by the FTC's rules. #FTCrobo

Q6: RT @CmtGroup @FTC #FTCrobo What is the FTC's position with respect to informational robocalls that are not for purposes of selling?

A6: Purely informational calls such as flight cancellations or appt reminders do not fall within the TSR's def of "telemarketing." #FTCrobo

Q7: MT @CallEmAll Can you recommend a resource for information on the varying laws state by state regarding automated phone calls? #ftcrobo

A7: We don't have a state survey on this issue. For more information, check with your state Attorney General. #FTCrobo

Q8: MT @pamnsc #FTCrobo. what do I do had a call sounded like a friend was a pornography call asking for credit card very offensive to me

A8: You were wise not to give out your credit card info. Please file a complaint at <http://www.donotcall.gov> or 888-382-1222. #FTCrobo

Q9: RT @EndTheRoboCalls What is the difference between fcc & ftc robocall regulations? So many folks I know I can't figure it out. #FTCrobo

A9: There are some differences between FTC & FCC telemarketing regs, but the core provisions are harmonized. (cont) #FTCrobo

Q10: MT @herrmann8r If non-profit calls past sports league participants to remind them about reg for new season, is that violation? #FTCrobo

A10: The FTC does not have jurisdiction over non-profits. You do raise an interesting legal question though. #FTCrobo

Q11: RT @Racki248 What steps is the FTC taking to ratchet up enforcement? #FTCrobo

A11: Continuing aggressive law enfcmnt targeting chokepoints 2 stop max calls; working 2 make targeting even more strategic (cont) #FTCrobo

A11: (cont): working w/ experts 2 id tech solutions including hosting a summit on Oct 18, 2012 in DC. More info: <http://go.usa.gov/fgn> #FTCrobo

That's all the time we have for #FTCrobo chat! Thanks for participating. For tips on what to do about robocalls, see: <http://go.usa.gov/fgn>

Q12: FINAL Q! :) RT @FeministaX: @FTC healthcare calls are not within the jurisdiction of the FTC regs, correct? #FTCrobo

A12: There is exemption 4 calls by healthcare provider/its associates that fall under HIPAA Privacy Rule. See: <http://go.usa.gov/f4P> #FTCrobo