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- Iowa
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- Kentucky
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- Maine
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- Mississippi
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- Montana
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- New Jersey
- New Mexico
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- North Carolina
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The National Do Not Call Registry

The National Do Not Call Registry provides an easy and efficient way for consumers to tell companies they don’t want to receive most telemarketing sales calls. Robocalls that are sales calls are illegal whether a number is on the Registry or not, unless the caller has written permission from a consumer.

Since its inception in 2003, the Registry has continued to grow. As of September 30, 2017, there were 229 million active registrations. Consumers can register multiple phone numbers on the Registry by registering online at donotcall.gov or calling a toll-free number (888-382-1222) from the telephone numbers they wish to register. Telemarketers and sellers must remove numbers added to the Registry from their call lists at least every 31 days. Organizations can access the Registry at telemarketing.donotcall.gov.

If a company violates the Do Not Call rules, consumers can report the call to the Federal Trade Commission (FTC) online at donotcall.gov or by calling the toll-free number. Law enforcement officials review these complaints, as well as consumer registration and telemarketer access information, through the Consumer Sentinel Network, a secure online database maintained by the FTC. For more information about Sentinel, visit ftc.gov/sentinel. Law enforcement personnel may join Sentinel at register.consumerssentinel.gov.
The Data Book

The National Do Not Call Registry Data Book contains statistical data about phone numbers on the Registry, telemarketers and sellers accessing phone numbers on the Registry, and complaints consumers submit to the FTC about telemarketers allegedly violating the Do Not Call rules. Statistical data on Do Not Call (DNC) complaints is based on unverified complaints reported by consumers, not on a consumer survey.

New in FY 2017

- When reporting the total number of DNC complaints, the Data Book now breaks the number down to show how many complaints were about robocalls and how many were from live callers. With a few exceptions, telemarketing robocalls are illegal, whether or not a number is on the Do Not Call Registry. As always, when it’s a live caller, we verify that the consumer’s telephone number was on the Do Not Call Registry before we take the complaint.
- The online complaint form now asks for the topic of the call, so this new information is included in the Data Book.
  - Consumers can choose to report specific topics, such as reducing debt, vacation & timeshares, and several other categories. Not everyone who files a complaint reports a topic.
  - The Data Book does not include statistics where a consumer chose “Other,” or topics less likely to violate the Do Not Call Rules, such as debt collection, political, or charitable calls.
- The Data Book now includes a state-by-state analysis of DNC complaints, and it has a new, more accurate way of reporting a consumer’s state:
  - If consumers report their state, the Data Book always uses the state they report.
  - If consumers do not report their state, the Data Book uses their area code.
  - The state-by-state analysis also includes the top 10 topics of consumer complaints.
- The underlying data in the report is available on our open government site at: [www.ftc.gov/donotcall-databook2017](http://www.ftc.gov/donotcall-databook2017).

Inside the numbers

- States are ranked based on the number of registrations or complaints per 100,000 population. Complaint figures include the total number of FY 2017 complaints submitted to the FTC. Population estimates are based on 2016 U.S. Census population estimates (Table NST-EST2016-01 – Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2016).
- For the purposes of this report, “active registrations” are those registrations consumers have placed on the Registry that have not been subsequently deleted by the consumer or removed by the FTC. The FTC removes numbers that have been disconnected and reassigned.
Active Registrations by Fiscal Year

*Active Registrations* reflect the total number of phone numbers registered on the National Do Not Call Registry for each fiscal year as of September 30, 2017.

Organizations Accessing the Registry by Fiscal Year

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or Fewer Area Codes</td>
<td>24,182</td>
<td>23,049</td>
<td>20,075</td>
<td>17,634</td>
<td>15,536</td>
</tr>
<tr>
<td>Organizations Who Paid</td>
<td>2,877</td>
<td>2,582</td>
<td>2,502</td>
<td>2,353</td>
<td>2,259</td>
</tr>
<tr>
<td>Exempt Organizations</td>
<td>598</td>
<td>585</td>
<td>521</td>
<td>503</td>
<td>543</td>
</tr>
<tr>
<td>Total</td>
<td>27,657</td>
<td>26,216</td>
<td>23,098</td>
<td>20,490</td>
<td>18,338</td>
</tr>
</tbody>
</table>

Telemarketers and sellers can access up to five area codes on the Registry for free. To access more than five area codes, they must pay a fee. Organizations that are not selling goods or services are "exempt" and can access numbers on the Registry for free. This includes organizations asking for charitable contributions, raising money for political purposes, or conducting surveys. It also includes organizations calling *only* people they have an established business relationship with or who have given the organization written permission to call.
Complaints by Call Type and Fiscal Year

- **Live Caller**
- **Robocall**

The total includes complaints about robocalls, complaints about live callers, and complaints where the call type was not reported. The number of calls where a call type was not reported is relatively small every year. The data is available at [www.ftc.gov/donotcall-databook2017](http://www.ftc.gov/donotcall-databook2017).
**FY 2017 Complaints by Topic***

<table>
<thead>
<tr>
<th>Topic</th>
<th>Live Caller</th>
<th>Robocall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td></td>
<td>90,100</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>235,678</td>
<td>66,993</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>223,119</td>
<td>51,403</td>
</tr>
<tr>
<td>Imposters</td>
<td>179,925</td>
<td>77,999</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>116,234</td>
<td>81,849</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td>85,142</td>
<td>60,928</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>51,614</td>
<td>71,672</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>80,543</td>
<td>21,225</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>67,678</td>
<td>22,061</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>24,796</td>
<td>40,663</td>
</tr>
<tr>
<td>Work from home</td>
<td>39,154</td>
<td>5,439</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

**FY 2017 Complaints by Call Type**

- Live Caller: 2,563,081
- Robocall: 4,501,967
- Call Type Not Reported: 92,322

**FY 2017 Complaints by Month**

The total includes complaints about robocalls, complaints about live callers, and complaints where the call type was not reported. The number of calls where a call type was not reported is relatively small every month. The full data, as well as complaints reporting that the consumer asked the entity to stop calling, is available at [www.ftc.gov/donotcall-databook2017](http://www.ftc.gov/donotcall-databook2017). The FTC identified a technical problem with complaint submissions that resulted in artificially high complaint counts in July and August. The FTC addressed the issue, and September’s figures reflect the adjustment.
<table>
<thead>
<tr>
<th>Rank</th>
<th>Consumer State</th>
<th>Active Registrations</th>
<th>Active Registrations per 100K Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Hampshire</td>
<td>1,222,035</td>
<td>91,552</td>
</tr>
<tr>
<td>2</td>
<td>Connecticut</td>
<td>3,183,068</td>
<td>89,001</td>
</tr>
<tr>
<td>3</td>
<td>Massachusetts</td>
<td>5,794,655</td>
<td>85,088</td>
</tr>
<tr>
<td>4</td>
<td>Maine</td>
<td>1,092,143</td>
<td>82,025</td>
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<tr>
<td>5</td>
<td>New Jersey</td>
<td>7,306,538</td>
<td>81,688</td>
</tr>
<tr>
<td>6</td>
<td>Kansas</td>
<td>2,359,523</td>
<td>81,159</td>
</tr>
<tr>
<td>7</td>
<td>Colorado</td>
<td>4,444,187</td>
<td>80,212</td>
</tr>
<tr>
<td>8</td>
<td>Vermont</td>
<td>500,495</td>
<td>80,131</td>
</tr>
<tr>
<td>9</td>
<td>Michigan</td>
<td>7,942,707</td>
<td>79,298</td>
</tr>
<tr>
<td>10</td>
<td>Wisconsin</td>
<td>4,621,662</td>
<td>79,977</td>
</tr>
<tr>
<td>11</td>
<td>Pennsylvania</td>
<td>10,209,190</td>
<td>79,858</td>
</tr>
<tr>
<td>12</td>
<td>Iowa</td>
<td>2,490,336</td>
<td>79,444</td>
</tr>
<tr>
<td>13</td>
<td>Nebraska</td>
<td>1,496,889</td>
<td>78,490</td>
</tr>
<tr>
<td>14</td>
<td>Delaware</td>
<td>746,072</td>
<td>78,364</td>
</tr>
<tr>
<td>15</td>
<td>Ohio</td>
<td>9,085,945</td>
<td>78,230</td>
</tr>
<tr>
<td>16</td>
<td>Wyoming</td>
<td>457,902</td>
<td>78,207</td>
</tr>
<tr>
<td>17</td>
<td>Minnesota</td>
<td>4,316,316</td>
<td>78,195</td>
</tr>
<tr>
<td>18</td>
<td>Illinois</td>
<td>9,960,663</td>
<td>77,808</td>
</tr>
<tr>
<td>19</td>
<td>Maryland</td>
<td>4,654,404</td>
<td>77,361</td>
</tr>
<tr>
<td>20</td>
<td>Rhode Island</td>
<td>813,061</td>
<td>76,963</td>
</tr>
<tr>
<td>21</td>
<td>Montana</td>
<td>794,053</td>
<td>76,167</td>
</tr>
<tr>
<td>22</td>
<td>Kentucky</td>
<td>3,329,393</td>
<td>75,037</td>
</tr>
<tr>
<td>23</td>
<td>New Mexico</td>
<td>1,548,728</td>
<td>74,422</td>
</tr>
<tr>
<td>24</td>
<td>Virginia</td>
<td>6,189,394</td>
<td>73,580</td>
</tr>
<tr>
<td>25</td>
<td>South Dakota</td>
<td>634,341</td>
<td>73,296</td>
</tr>
<tr>
<td>26</td>
<td>Oregon</td>
<td>2,971,402</td>
<td>72,589</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rank</th>
<th>Consumer State</th>
<th>Active Registrations</th>
<th>Active Registrations per 100K Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>New York</td>
<td>14,052,247</td>
<td>71,168</td>
</tr>
<tr>
<td>28</td>
<td>Washington</td>
<td>5,166,189</td>
<td>70,886</td>
</tr>
<tr>
<td>29</td>
<td>Florida</td>
<td>14,605,866</td>
<td>70,859</td>
</tr>
<tr>
<td>30</td>
<td>Tennessee</td>
<td>4,703,989</td>
<td>70,724</td>
</tr>
<tr>
<td>31</td>
<td>Alabama</td>
<td>3,393,619</td>
<td>69,780</td>
</tr>
<tr>
<td>32</td>
<td>Idaho</td>
<td>1,717,358</td>
<td>69,594</td>
</tr>
<tr>
<td>33</td>
<td>North Dakota</td>
<td>524,414</td>
<td>69,188</td>
</tr>
<tr>
<td>34</td>
<td>Georgia</td>
<td>7,085,159</td>
<td>68,816</td>
</tr>
<tr>
<td>35</td>
<td>Oklahoma</td>
<td>2,675,174</td>
<td>68,382</td>
</tr>
<tr>
<td>36</td>
<td>Arkansas</td>
<td>2,031,921</td>
<td>67,997</td>
</tr>
<tr>
<td>37</td>
<td>West Virginia</td>
<td>1,240,873</td>
<td>67,766</td>
</tr>
<tr>
<td>38</td>
<td>North Carolina</td>
<td>6,810,043</td>
<td>67,315</td>
</tr>
<tr>
<td>39</td>
<td>Nevada</td>
<td>1,955,039</td>
<td>66,497</td>
</tr>
<tr>
<td>40</td>
<td>Arizona</td>
<td>4,596,446</td>
<td>66,317</td>
</tr>
<tr>
<td>41</td>
<td>Missouri</td>
<td>4,040,559</td>
<td>66,315</td>
</tr>
<tr>
<td>42</td>
<td>California</td>
<td>25,926,903</td>
<td>66,056</td>
</tr>
<tr>
<td>43</td>
<td>Utah</td>
<td>1,938,175</td>
<td>65,521</td>
</tr>
<tr>
<td>44</td>
<td>Indiana</td>
<td>4,169,999</td>
<td>62,867</td>
</tr>
<tr>
<td>45</td>
<td>South Carolina</td>
<td>3,063,994</td>
<td>61,760</td>
</tr>
<tr>
<td>46</td>
<td>Louisiana</td>
<td>2,824,750</td>
<td>60,336</td>
</tr>
<tr>
<td>47</td>
<td>Texas</td>
<td>15,469,941</td>
<td>55,522</td>
</tr>
<tr>
<td>48</td>
<td>Mississippi</td>
<td>1,636,395</td>
<td>54,752</td>
</tr>
<tr>
<td>49</td>
<td>Hawaii</td>
<td>781,815</td>
<td>54,728</td>
</tr>
<tr>
<td>50</td>
<td>Alaska</td>
<td>266,877</td>
<td>49,446</td>
</tr>
<tr>
<td></td>
<td>District of Columbia</td>
<td>620,154</td>
<td>91,042</td>
</tr>
<tr>
<td></td>
<td>Puerto Rico</td>
<td>399,156</td>
<td>11,701</td>
</tr>
</tbody>
</table>

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of active registrations per 100,000 population. Active registrations include all phone numbers on the National Do Not Call Registry as of September 30, 2017. Population estimates are based on 2016 U.S. Census population estimates.
**FY 2017**  
**National Do Not Call Registry**  
**Complaints by State**

## State Rankings for National Do Not Call Registry Complaints per 100K Population

<table>
<thead>
<tr>
<th>Rank</th>
<th>Consumer State</th>
<th>Complaints</th>
<th>Complaints per 100K Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Jersey</td>
<td>321,393</td>
<td>3,593</td>
</tr>
<tr>
<td>2</td>
<td>Delaware</td>
<td>27,691</td>
<td>2,909</td>
</tr>
<tr>
<td>3</td>
<td>Florida</td>
<td>588,021</td>
<td>2,853</td>
</tr>
<tr>
<td>4</td>
<td>Virginia</td>
<td>232,818</td>
<td>2,768</td>
</tr>
<tr>
<td>5</td>
<td>New Hampshire</td>
<td>36,401</td>
<td>2,727</td>
</tr>
<tr>
<td>6</td>
<td>Michigan</td>
<td>265,465</td>
<td>2,674</td>
</tr>
<tr>
<td>7</td>
<td>Connecticut</td>
<td>94,440</td>
<td>2,641</td>
</tr>
<tr>
<td>8</td>
<td>Rhode Island</td>
<td>26,590</td>
<td>2,517</td>
</tr>
<tr>
<td>9</td>
<td>Maryland</td>
<td>150,346</td>
<td>2,499</td>
</tr>
<tr>
<td>10</td>
<td>Arizona</td>
<td>169,702</td>
<td>2,448</td>
</tr>
<tr>
<td>11</td>
<td>Tennessee</td>
<td>158,896</td>
<td>2,389</td>
</tr>
<tr>
<td>12</td>
<td>Vermont</td>
<td>14,896</td>
<td>2,385</td>
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<td>Ohio</td>
<td>276,667</td>
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<tr>
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<td>Nevada</td>
<td>69,639</td>
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<tr>
<td>15</td>
<td>Georgia</td>
<td>242,242</td>
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<tr>
<td>16</td>
<td>Colorado</td>
<td>129,609</td>
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<tr>
<td>17</td>
<td>Illinois</td>
<td>295,218</td>
<td>2,306</td>
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<tr>
<td>18</td>
<td>New York</td>
<td>454,100</td>
<td>2,300</td>
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<tr>
<td>19</td>
<td>Massachusetts</td>
<td>156,006</td>
<td>2,290</td>
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<tr>
<td>20</td>
<td>Oregon</td>
<td>91,121</td>
<td>2,275</td>
</tr>
<tr>
<td>21</td>
<td>Nebraska</td>
<td>43,255</td>
<td>2,268</td>
</tr>
<tr>
<td>22</td>
<td>Alabama</td>
<td>108,003</td>
<td>2,221</td>
</tr>
<tr>
<td>23</td>
<td>Maine</td>
<td>29,495</td>
<td>2,215</td>
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<td>24</td>
<td>Utah</td>
<td>66,229</td>
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<tr>
<td>25</td>
<td>Pennsylvania</td>
<td>271,832</td>
<td>2,126</td>
</tr>
<tr>
<td>26</td>
<td>California</td>
<td>824,692</td>
<td>2,101</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rank</th>
<th>Consumer State</th>
<th>Complaints</th>
<th>Complaints per 100K Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>Arkansas</td>
<td>61,697</td>
<td>2,065</td>
</tr>
<tr>
<td>28</td>
<td>Montana</td>
<td>21,211</td>
<td>2,035</td>
</tr>
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<td>29</td>
<td>Iowa</td>
<td>63,502</td>
<td>2,026</td>
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<td>30</td>
<td>Wyoming</td>
<td>11,808</td>
<td>2,017</td>
</tr>
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<td>31</td>
<td>Texas</td>
<td>559,563</td>
<td>2,008</td>
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<td>32</td>
<td>South Carolina</td>
<td>99,620</td>
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<td>33</td>
<td>Idaho</td>
<td>33,157</td>
<td>1,970</td>
</tr>
<tr>
<td>34</td>
<td>North Carolina</td>
<td>199,407</td>
<td>1,965</td>
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<tr>
<td>35</td>
<td>Kansas</td>
<td>55,207</td>
<td>1,899</td>
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<td>36</td>
<td>Louisiana</td>
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<td>1,843</td>
</tr>
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<td>37</td>
<td>New Mexico</td>
<td>37,653</td>
<td>1,809</td>
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<td>38</td>
<td>Washington</td>
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<td>1,725</td>
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<td>39</td>
<td>Indiana</td>
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<td>40</td>
<td>Wisconsin</td>
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<td>1,702</td>
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<tr>
<td>41</td>
<td>Minnesota</td>
<td>91,166</td>
<td>1,652</td>
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<tr>
<td>42</td>
<td>Kentucky</td>
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<td>43</td>
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<tr>
<td>44</td>
<td>West Virginia</td>
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<td>46</td>
<td>Mississippi</td>
<td>39,969</td>
<td>1,337</td>
</tr>
<tr>
<td>47</td>
<td>North Dakota</td>
<td>9,881</td>
<td>1,304</td>
</tr>
<tr>
<td>48</td>
<td>Missouri</td>
<td>74,102</td>
<td>1,216</td>
</tr>
<tr>
<td>49</td>
<td>Hawaii</td>
<td>16,056</td>
<td>1,124</td>
</tr>
<tr>
<td>50</td>
<td>Alaska</td>
<td>3,041</td>
<td>410</td>
</tr>
<tr>
<td>51</td>
<td>District of Columbia</td>
<td>24,303</td>
<td>3,568</td>
</tr>
</tbody>
</table>

Puerto Rico  1,638  48

The District of Columbia and Puerto Rico are included in the table but are not ranked. States are ranked based on the number of complaints per 100,000 population. Complaints include the total number of FY 2017 complaints submitted to the FTC. Population estimates are based on 2016 U.S. Census population estimates.
Complaints by County

State Totals

Complaints: 108,003 (#22 nationally, per 100K population)
Active Registrations: 3,393,619 (#31 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt: 13,673
Warranties & protection plans: 5,036
Home security & alarms: 3,973
Imposters: 3,390
Medical & prescriptions: 3,305
Vacation & timeshares: 1,783
Computer & technical support: 1,386
Lotteries, prizes & sweepstakes: 1,110
Work from home: 584
Home improvement & cleaning: 253

*Not everyone who files a complaint reports a topic.
State Totals

Complaints: 3,041 (#50 nationally, per 100K population)
Active Registrations: 366,837 (#50 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 456
- Imposters: 131
- Warranties & protection plans: 116
- Vacation & timeshares: 104
- Medical & prescriptions: 100
- Work from home: 85
- Computer & technical support: 78
- Lotteries, prizes & sweepstakes: 74
- Home security & alarms: 34
- Energy, solar & utilities: 26

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 169,702 (#10 nationally, per 100K population)
Active Registrations: 4,596,446 (#40 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 20,329
- Vacation & timeshares: 8,114
- Imposters: 7,771
- Warranties & protection plans: 6,907
- Medical & prescriptions: 5,961
- Computer & technical support: 5,009
- Energy, solar & utilities: 4,744
- Home security & alarms: 2,727
- Lotteries, prizes & sweepstakes: 2,213
- Work from home: 1,483

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported: 1,885
Robocall: 104,766
Live Caller: 63,051
### State Totals

**Complaints:** 61,697  (#27 nationally, per 100K population)

**Active Registrations:** 2,031,921  (#36 nationally, per 100K population)

### Complaints by County

![Map of Arkansas showing complaints by county]

### Complaints by Fiscal Year

![Graph showing complaints by fiscal year]

### Active Registrations by Fiscal Year

![Graph showing active registrations by fiscal year]

### Complaints by Topics*

- Reducing debt: 9,832
- Warranties & protection plans: 3,843
- Vacation & timeshares: 2,342
- Imposters: 2,054
- Medical & prescriptions: 1,502
- Home security & alarms: 949
- Lotteries, prizes & sweepstakes: 836
- Computer & technical support: 811
- Work from home: 320
- Home improvement & cleaning: 129

*Not everyone who files a complaint reports a topic.
California

Complaints by County

State Totals

Complaints: 824,692 (#26 nationally, per 100K population)
Active Registrations: 25,926,903 (#42 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt
Vacation & timeshares
Energy, solar & utilities
Imposters
Home improvement & cleaning
Medical & prescriptions
Computer & technical support
Lotteries, prizes & sweepstakes
Home security & alarms
Work from home

Complaints by Call Type

Call Type Not Reported
Robocall
Live Caller

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 129,609 (#16 nationally, per 100K population)
Active Registrations: 4,444,187 (#7 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 17,916
Vacation & timeshares 8,040
Imposters 6,392
Warranties & protection plans 5,956
Medical & prescriptions 4,437
Computer & technical support 3,126
Lotteries, prizes & sweepstakes 2,082
Home improvement & cleaning 1,541
Work from home 1,307
Energy, solar & utilities 1,109

Complaints by Call Type

*Not everyone who files a complaint reports a topic.
## Complaints by County

Complaints by County

<table>
<thead>
<tr>
<th>State</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## State Totals

- **Complaints:** 94,440 (#7 nationally, per 100K population)
- **Active Registrations:** 3,183,068 (#2 nationally, per 100K population)

## Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

## Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

## Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
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<tbody>
<tr>
<td>Reducing debt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9,666</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,918</td>
</tr>
<tr>
<td>Imposters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3,700</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td></td>
<td></td>
<td></td>
<td>2,500</td>
<td></td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>2,081</td>
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<td></td>
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<td></td>
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<tr>
<td>Medical &amp; prescriptions</td>
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<td>2,042</td>
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<tr>
<td>Home security &amp; alarms</td>
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<td>2,008</td>
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<tr>
<td>Computer &amp; technical support</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
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<td>975</td>
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</table>

*Not everyone who files a complaint reports a topic.

## Complaints by Call Type

<table>
<thead>
<tr>
<th>Call Type</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Caller</td>
<td>60,016</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Robocall</td>
<td>32,272</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Type Not Reported</td>
<td>2,152</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
**Complaints by County**

**State Totals**
- Complaints: 27,691 (#2 nationally, per 100K population)
- Active Registrations: 746,072 (#14 nationally, per 100K population)

**Complaints by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>12,779</td>
</tr>
<tr>
<td>2014</td>
<td>14,782</td>
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<tr>
<td>2015</td>
<td>14,454</td>
</tr>
<tr>
<td>2016</td>
<td>19,726</td>
</tr>
<tr>
<td>2017</td>
<td>27,691</td>
</tr>
</tbody>
</table>

**Active Registrations by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>697,250</td>
</tr>
<tr>
<td>2014</td>
<td>710,636</td>
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<tr>
<td>2015</td>
<td>725,325</td>
</tr>
<tr>
<td>2016</td>
<td>734,565</td>
</tr>
<tr>
<td>2017</td>
<td>746,072</td>
</tr>
</tbody>
</table>

**Complaints by Topics**

- Reducing debt: 3,033
- Warranties & protection plans: 1,386
- Vacation & timeshares: 1,040
- Imposters: 875
- Medical & prescriptions: 645
- Computer & technical support: 606
- Energy, solar & utilities: 462
- Lotteries, prizes & sweepstakes: 242
- Home security & alarms: 150
- Work from home: 109

*Not everyone who files a complaint reports a topic.*
FY 2017
National Do Not Call Registry
Registration and Complaint Figures

Complaints by Ward

D.C. Totals

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>24,303</td>
<td>Not Ranked</td>
</tr>
<tr>
<td>Active Registrations</td>
<td>620,154</td>
<td>Not Ranked</td>
</tr>
</tbody>
</table>

Complaints by Fiscal Year

Business by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>4,103</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>1,628</td>
</tr>
<tr>
<td>Imposters</td>
<td>1,262</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>665</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>459</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>419</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>413</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td>196</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>188</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>178</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 588,021 (#3 nationally, per 100K population)
Active Registrations: 14,605,866 (#29 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 63,231
Vacation & timeshares 19,058
Warranties & protection plans 18,939
Imposters 18,262
Medical & prescriptions 16,997
Home security & alarms 10,906
Computer & technical support 8,977
Lotteries, prizes & sweepstakes 6,270
Energy, solar & utilities 5,108
Work from home 3,370

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 242,242 (15 nationally, per 100K population)
Active Registrations: 7,095,159 (34 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt: 28,121
Vacation & timeshares: 11,711
Warranties & protection plans: 10,658
Medical & prescriptions: 7,913
Imposters: 7,817
Home security & alarms: 5,789
Computer & technical support: 3,091
Lotteries, prizes & sweepstakes: 2,840
Work from home: 1,467
Home improvement & cleaning: 1,237

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported: 2,605
Live Caller: 153,542
Robocall: 86,095
State Totals

Complaints: 16,055 (#49 nationally, per 100K population)
Active Registrations: 781,815 (#49 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 1,971
- Imposters: 853
- Computer & technical support: 437
- Medical & prescriptions: 381
- Warranties & protection plans: 312
- Work from home: 312
- Vacation & timeshares: 309
- Lotteries, prizes & sweepstakes: 256
- Energy, solar & utilities: 126
- Home security & alarms: 64

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

- Complaints: 33,157 (#33 nationally, per 100K population)
- Active Registrations: 1,171,358 (#32 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>4,825</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>1,729</td>
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<tr>
<td>Warranties &amp; protection plans</td>
<td>1,712</td>
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<tr>
<td>Imposters</td>
<td>1,585</td>
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<tr>
<td>Medical &amp; prescriptions</td>
<td>1,173</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>953</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>609</td>
</tr>
<tr>
<td>Work from home</td>
<td>399</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>98</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td>94</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Call Type Not Reported: 268
Live Caller: 10,147
Robocall: 22,742
Illinois

Complaints by County

State Totals

Complaints: 295,218 (#17 nationally, per 100K population)
Active Registrations: 9,960,663 (#18 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 34,310
Vacation & timeshares 14,907
Imposters 12,529
Medical & prescriptions 9,673
Warranties & protection plans 9,531
Computer & technical support 4,814
Home security & alarms 4,029
Energy, solar & utilities 3,760
Lotteries, prizes & sweepstakes 3,746
Home improvement & cleaning 3,211

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals
Complaints: 114,241 (#39 nationally, per 100K population)
Active Registrations: 4,169,999 (#44 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 19,459
Warranties & protection plans 9,220
Vacation & timeshares 5,026
Imposters 3,489
Medical & prescriptions 2,257
Home security & alarms 1,775
Computer & technical support 1,444
Lotteries, prizes & sweepstakes 1,264
Work from home 339
Home improvement & cleaning 226

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported 1,801
Live Caller 36,331
Robocall 76,109
Complaints by County

State Totals
Complaints: 63,502 (#29 nationally, per 100K population)
Active Registrations: 2,490,336 (#12 nationally, per 100K population)

Complaints by Fiscal Year

Complaints by Topics*
Reducing debt 11,262
Warranties & protection plans 6,666
Vacation & timeshares 3,558
Imposters 2,183
Medical & prescriptions 1,896
Computer & technical support 1,259
Lotteries, prizes & sweepstakes 774
Work from home 451
Home improvement & cleaning 181
Home security & alarms 144

*Not everyone who files a complaint reports a topic.

Active Registrations by Fiscal Year

Complaints by Call Type
Call Type Not Reported 939
Live Caller 18,015
Robocall 44,548
Kansas

Complaints by County

State Totals

Complaints: 55,207 (#35 nationally, per 100K population)
Active Registrations: 2,359,523 (#6 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt
Warranties & protection plans
Imposters
Medical & prescriptions
Computer & technical support
Vacation & timeshares
Lotteries, prizes & sweepstakes
Home security & alarms
Work from home
Home improvement & cleaning

Complaints by Call Type

Call Type Not Reported 439
Live Caller 18,248
Robocall 36,520

*Not everyone who files a complaint reports a topic.
**Complaints by County**

**State Totals**

- **Complaints:** 72,110 (#42 nationally, per 100K population)
- **Active Registrations:** 3,329,393 (#22 nationally, per 100K population)

**Complaints by Fiscal Year**

- **2013:** 39,564
- **2014:** 31,042
- **2015:** 32,618
- **2016:** 52,370
- **2017:** 72,110

**Active Registrations by Fiscal Year**

- **2013:** 3M
- **2014:** 3.10M
- **2015:** 3.16M
- **2016:** 3.23M
- **2017:** 3.33M

**Complaints by Topics**

- **Reducing debt:** 10,073
- **Warranties & protection plans:** 3,657
- **Vacation & timeshares:** 3,048
- **Imposters:** 2,551
- **Medical & prescriptions:** 2,245
- **Computer & technical support:** 1,107
- **Home security & alarms:** 1,085
- **Lotteries, prizes & sweepstakes:** 1,060
- **Work from home:** 520
- **Home improvement & cleaning:** 278

*Not everyone who files a complaint reports a topic.*
FY 2017
National Do Not Call Registry
Registration and Complaint Figures by State

Louisiana

Complaints by Parish

State Totals

Complaints: 86,267 (#36 nationally, per 100K population)
Active Registrations: 2,824,750 (#46 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 13,243
Warranties & protection plans 7,746
Imposters 2,768
Medical & prescriptions 2,326
Vacation & timeshares 2,061
Computer & technical support 1,298
Home security & alarms 1,214
Lotteries, prizes & sweepstakes 937
Work from home 382
Home improvement & cleaning 146

Complaints by Call Type

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

- Complaints: 29,495 (23 nationally, per 100K population)
- Active Registrations: 1,092,143 (4 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

- 2013: 10,345
- 2014: 11,534
- 2015: 11,349
- 2016: 15,863
- 2017: 29,495

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>3,706</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>1,815</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>1,766</td>
</tr>
<tr>
<td>Imposters</td>
<td>1,280</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>819</td>
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<tr>
<td>Medical &amp; prescriptions</td>
<td>731</td>
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<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>408</td>
</tr>
<tr>
<td>Work from home</td>
<td>201</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>118</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td>94</td>
</tr>
</tbody>
</table>

Complaints by Call Type

- Call Type Not Reported: 466
- Live Caller: 19,380
- Robocall: 9,649

*Not everyone who files a complaint reports a topic.
Complaints by County:

State Totals

- Complaints: 150,346 (#9 nationally, per 100K population)
- Active Registrations: 4,654,404 (#19 nationally, per 100K population)

Complaints by Fiscal Year

- 2013: 86,760
- 2014: 88,713
- 2015: 91,758
- 2016: 126,509
- 2017: 150,346

Active Registrations by Fiscal Year

- 2013: 4M
- 2014: 4.39M
- 2015: 4.46M
- 2016: 4.54M
- 2017: 4.59M

Complaints by Topics*

- Reducing debt: 22,162
- Imposters: 5,934
- Warranties & protection plans: 4,464
- Computer & technical support: 3,679
- Energy, solar & utilities: 3,282
- Vacation & timeshares: 3,205
- Home security & alarms: 2,683
- Medical & prescriptions: 2,649
- Home improvement & cleaning: 2,375
- Lotteries, prizes & sweepstakes: 1,481

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 156,006 (#19 nationally, per 100K population)
Active Registrations: 5,794,655 (#3 nationally, per 100K population)

Complaints by Fiscal Year

Complaints by Topics*

Reducing debt 16,345
Energy, solar & utilities 12,995
Vacation & timeshares 8,181
Imposters 6,613
Medical & prescriptions 2,941
Warranties & protection plans 2,817
Computer & technical support 2,614
Home security & alarms 2,371
Lotteries, prizes & sweepstakes 2,319
Home improvement & cleaning 1,196

*Not everyone who files a complaint reports a topic.

Active Registrations by Fiscal Year

Complaints by Call Type

Call Type Not Reported 1,588
Live Caller 51,577
Robocall 102,841

Massachusetts
Complaints by County

State Totals

Complaints: 265,465 (#6 nationally, per 100K population)
Active Registrations: 7,942,407 (#9 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complainants</th>
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<tbody>
<tr>
<td>Reducing debt</td>
<td>30,814</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>13,123</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>8,002</td>
</tr>
<tr>
<td>Imposters</td>
<td>7,553</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>6,298</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>4,049</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>3,596</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>2,246</td>
</tr>
<tr>
<td>Work from home</td>
<td>1,283</td>
</tr>
<tr>
<td>Energy, solar &amp; utilities</td>
<td>929</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported: 4,152
Robocall: 163,048
Live Caller: 98,265
Complaints by County

State Totals

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints</td>
<td>91,166</td>
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<tr>
<td>Active Registrations</td>
<td>4,316,316</td>
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</table>

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing Debt</td>
<td>14,903</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>6,009</td>
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<tr>
<td>Imposters</td>
<td>3,569</td>
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<tr>
<td>Warranties &amp; protection plans</td>
<td>3,549</td>
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<tr>
<td>Medical &amp; prescriptions</td>
<td>2,442</td>
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<td>Computer &amp; technical support</td>
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<td>Lotteries, prizes &amp; sweepstakes</td>
<td>1,602</td>
</tr>
<tr>
<td>Work from home</td>
<td>816</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>576</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>230</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals
- Complaints: 39,969 (#46 nationally, per 100K population)
- Active Registrations: 1,636,395 (#48 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 6,111
- Warranties & protection plans: 2,252
- Imposters: 1,413
- Vacation & timeshares: 1,261
- Home security & alarms: 1,075
- Medical & prescriptions: 1,068
- Computer & technical support: 554
- Lotteries, prizes & sweepstakes: 528
- Work from home: 254
- Home improvement & cleaning: 59

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 74,102 (#48 nationally, per 100K population)
Active Registrations: 4,040,559 (#41 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11,678</td>
</tr>
<tr>
<td>Imposters</td>
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<td>Medical &amp; prescriptions</td>
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<td>330</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Complaints by Call Type

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

<table>
<thead>
<tr>
<th>Complaints</th>
<th>21,211</th>
<th>(#28 nationally, per 100K population)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Registrations</td>
<td>794,053</td>
<td>(#21 nationally, per 100K population)</td>
</tr>
</tbody>
</table>

Complaints by Fiscal Year

Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<tbody>
<tr>
<td>0K</td>
<td>7,976</td>
<td>10,249</td>
<td>9,889</td>
<td>15,079</td>
<td>21,211</td>
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Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<td></td>
<td></td>
<td></td>
<td>3,079</td>
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<tr>
<td>Medical &amp; prescriptions</td>
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<td></td>
<td>1,423</td>
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<tr>
<td>Warranties &amp; protection plans</td>
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<td></td>
<td></td>
<td>1,182</td>
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<tr>
<td>Vacation &amp; timeshares</td>
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<td></td>
<td>1,030</td>
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<tr>
<td>Imposters</td>
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<td>841</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>482</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Work from home</td>
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<td>237</td>
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<tr>
<td>Home security &amp; alarms</td>
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<td>60</td>
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<tr>
<td>Energy, solar &amp; utilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>44</td>
</tr>
</tbody>
</table>

Complaints by Call Type

- Robocall: 13,659
- Live Caller: 7,329

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 43,255 (#21 nationally, per 100K population)
Active Registrations: 1,496,889 (#13 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Fiscal Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>7,095</td>
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<tr>
<td>Warranties &amp; protection plans</td>
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<tr>
<td>Vacation &amp; timeshares</td>
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<td>Imposters</td>
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<tr>
<td>Home improvement &amp; cleaning</td>
<td>302</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>114</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.
Nevada

Complaints by County

State Totals

Complaints: 69,639 (#14 nationally, per 100K population)
Active Registrations: 1,955,039 (#39 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 7,756
Vacation & timeshares 3,396
Imposters 2,831
Medical & prescriptions 2,063
Computer & technical support 1,885
Warranties & protection plans 1,670
Lotteries, prizes & sweepstakes 1,253
Work from home 585
Home security & alarms 581
Home improvement & cleaning 548

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

- Complaints: 36,401 (#5 nationally, per 100K population)
- Active Registrations: 1,222,035 (#1 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 5,508
- Warranties & protection plans: 2,629
- Vacation & timeshares: 2,297
- Imposters: 1,337
- Medical & prescriptions: 877
- Computer & technical support: 791
- Lotteries, prizes & sweepstakes: 554
- Home security & alarms: 385
- Energy, solar & utilities: 328
- Work from home: 189

*Not everyone who files a complaint reports a topic.

Call Type Not Reported: 238
Robocall: 24,364
Live Caller: 11,799
## Complaints by County

### State Totals

- **Complaints:** 321,393 (#1 nationally, per 100K population)
- **Active Registrations:** 7,306,538 (#5 nationally, per 100K population)

### Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>163,698</td>
</tr>
<tr>
<td>2014</td>
<td>119,957</td>
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<tr>
<td>2015</td>
<td>141,684</td>
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<tr>
<td>2016</td>
<td>203,835</td>
</tr>
<tr>
<td>2017</td>
<td>321,393</td>
</tr>
</tbody>
</table>

### Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>6.86M</td>
</tr>
<tr>
<td>2014</td>
<td>6.96M</td>
</tr>
<tr>
<td>2015</td>
<td>7.09M</td>
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<tr>
<td>2016</td>
<td>7.17M</td>
</tr>
<tr>
<td>2017</td>
<td>7.31M</td>
</tr>
</tbody>
</table>

### Complaints by Topics*

- Reducing debt: 33,150
- Energy, solar & utilities: 30,193
- Warranties & protection plans: 10,448
- Vacation & timeshares: 10,069
- Imposters: 8,474
- Medical & prescriptions: 5,032
- Home security & alarms: 4,378
- Computer & technical support: 3,754
- Home improvement & cleaning: 3,080
- Lotteries, prizes & sweepstakes: 2,751

*Not everyone who files a complaint reports a topic.

### Complaints by Call Type

- Live Caller: 110,946
- Robocall: 205,484
- Call Type Not Reported: 4,963
**Complaints by County**

**State Totals**

<table>
<thead>
<tr>
<th></th>
<th>Complaints: 37,653</th>
<th>Active Registrations: 1,548,728</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(#37 nationally, per 100K population)</td>
<td>(#23 nationally, per 100K population)</td>
</tr>
</tbody>
</table>

**Complaints by Fiscal Year**

- 2013: 18,933
- 2014: 24,150
- 2015: 32,310
- 2016: 37,653

**Active Registrations by Fiscal Year**

- 2013: 1.46M
- 2014: 1.48M
- 2015: 1.51M
- 2016: 1.53M
- 2017: 1.55M

**Complaints by Topics***

- Reducing debt: 4,076
- Vacation & timeshares: 2,031
- Imposters: 1,627
- Medical & prescriptions: 1,467
- Warranties & protection plans: 1,077
- Computer & technical support: 1,060
- Lotteries, prizes & sweepstakes: 672
- Energy, solar & utilities: 547
- Work from home: 313
- Home security & alarms: 225

*Not everyone who files a complaint reports a topic.

**Complaints by Call Type**

- Robocall: 22,550
- Live Caller: 14,465
- Call Type Not Reported: 638
Complaints by County

State Totals

Complaints: 454,100 (#18 nationally, per 100K population)
Active Registrations: 14,052,247 (#27 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 57,100
Vacation & timeshares 22,417
Energy, solar & utilities 18,811
Warranties & protection plans 16,187
Imposters 16,173
Medical & prescriptions 9,900
Computer & technical support 7,824
Lotteries, prizes & sweepstakes 6,358
Home security & alarms 5,483
Home improvement & cleaning 2,910

Complaints by Call Type

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 199,407 (#34 nationally, per 100K population)
Active Registrations: 6,810,043 (#38 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 29,589
Warranties & protection plans 10,489
Imposters 7,439
Medical & prescriptions 6,975
Home security & alarms 5,805
Vacation & timeshares 5,202
Computer & technical support 3,577
Lotteries, prizes & sweepstakes 2,496
Work from home 1,285
Energy, solar & utilities 727

Complaints by Call Type

Call Type Not Reported 2,151
Live Caller 68,917
Robocall 128,339

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 9,881 (#47 nationally, per 100K population)
Active Registrations: 524,414 (#33 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 1,619
Warranties & protection plans 1,130
Imposters 345
Computer & technical support 297
Medical & prescriptions 278
Vacation & timeshares 187
Lotteries, prizes & sweepstakes 160
Work from home 118
Home security & alarms 29
Home improvement & cleaning 20

*Not everyone who files a complaint reports a topic.
Ohio

Complaints by County

Complaints by Fiscal Year

Active Registrations by Fiscal Year

State Totals

Complaints: 276,667 (#13 nationally, per 100K population)
Active Registrations: 9,085,945 (#15 nationally, per 100K population)

Complaints by Topics*

Reducing debt: 33,484
Vacation & timeshares: 12,337
Warranties & protection plans: 9,708
Medical & prescriptions: 9,604
Imposters: 7,908
Home security & alarms: 4,821
Computer & technical support: 4,816
Energy, solar & utilities: 4,409
Lotteries, prizes & sweepstakes: 2,872
Work from home: 1,548

Complaints by Call Type

Call Type Not Reported: 4,952
Robocall: 168,899
Live Caller: 102,816

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals
Complaints: 61,962 (#43 nationally, per 100K population)
Active Registrations: 2,675,174 (#35 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt: 8,547
Warranties & protection plans: 3,079
Vacation & timeshares: 3,007
Imposters: 2,099
Medical & prescriptions: 1,560
Home security & alarms: 1,042
Lotteries, prizes & sweepstakes: 866
Computer & technical support: 839
Work from home: 469
Home improvement & cleaning: 166

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 93,121 (#20 nationally, per 100K population)
Active Registrations: 2,971,402 (#26 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt
Vacation & timeshares
Imposters
Computer & technical support
Warranties & protection plans
Medical & prescriptions
Lotteries, prizes & sweepstakes
Home improvement & cleaning
Work from home
Home security & alarms

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported
Live Caller
Robocall
62,932
29,317
872
Complaints by County

State Totals

Complaints: 271,832 (#25 nationally, per 100K population)
Active Registrations: 10,209,190 (#11 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 31,932
Medical & prescriptions 10,395
Imposters 9,303
Warranties & protection plans 7,372
Home security & alarms 4,853
Computer & technical support 4,546
Vacation & timeshares 4,404
Energy, solar & utilities 4,319
Lotteries, prizes & sweepstakes 2,599
Work from home 1,413

*Not everyone who files a complaint reports a topic.
Puerto Rico Totals

- Complaints: 1,638 Not Ranked
- Active Registrations: 399,156 Not Ranked

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

- Reducing debt: 300
- Imposters: 61
- Vacation & timeshares: 46
- Medical & prescriptions: 28
- Energy, solar & utilities: 19
- Lotteries, prizes & sweepstakes: 16
- Warranties & protection plans: 16
- Work from home: 16
- Computer & technical support: 12
- Home security & alarms: 5

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals
Complaints: 26,590 (#8 nationally, per 100K population)
Active Registrations: 813,061 (#20 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*
Reducing debt: 2,419
Vacation & timeshares: 1,268
Energy, solar & utilities: 1,017
Imposters: 715
Computer & technical support: 526
Medical & prescriptions: 415
Home security & alarms: 370
Lotteries, prizes & sweepstakes: 359
Warranties & protection plans: 344
Home improvement & cleaning: 171

Complaints by Call Type
Call Type Not Reported: 332
Robocall: 16,376
Live Caller: 9,882

*Not everyone who files a complaint reports a topic.
State Totals

Complaints: 99,620 (#32 nationally, per 100K population)
Active Registrations: 3,063,994 (#45 nationally, per 100K population)

Complaints by County

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 11,229
Vacation & timeshares 5,565
Warranties & protection plans 4,681
Medical & prescriptions 3,473
Imposters 2,963
Home security & alarms 2,063
Energy, solar & utilities 1,838
Computer & technical support 1,429
Lotteries, prizes & sweepstakes 1,346
Work from home 544

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 13,316 (#45 nationally, per 100K population)
Active Registrations: 634,341 (#25 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 1,639
Warranties & protection plans 920
Vacation & timeshares 781
Imposters 578
Medical & prescriptions 361
Lotteries, prizes & sweepstakes 257
Computer & technical support 214
Work from home 83
Home security & alarms 37
Home improvement & cleaning 17

*Not everyone who files a complaint reports a topic.
Complaints by County

State Totals

Complaints: 158,896 (#11 nationally, per 100K population)
Active Registrations: 4,703,989 (#30 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 22,213
Warranties & protection plans 8,718
Vacation & timeshares 7,645
Medical & prescriptions 4,898
Imposters 4,739
Home security & alarms 3,300
Computer & technical support 2,072
Lotteries, prizes & sweepstakes 2,043
Work from home 956
Home improvement & cleaning 279

*Not everyone who files a complaint reports a topic.
**Complaints by County**

The map shows the distribution of complaints by county in Texas.

**State Totals**

- **Complaints:** 559,563 (#31 nationally, per 100K population)
- **Active Registrations:** 15,469,941 (#47 nationally, per 100K population)

**Complaints by Fiscal Year**

- 2013: 221,695
- 2014: 202,072
- 2015: 225,438
- 2016: 382,674
- 2017: 559,563

**Active Registrations by Fiscal Year**

- 2013: 14.29M
- 2014: 14.58M
- 2015: 14.95M
- 2016: 15.20M
- 2017: 15.47M

**Complaints by Topics***

- **Reducing debt:** 62,857
- **Warranties & protection plans:** 27,449
- **Imposters:** 18,189
- **Medical & prescriptions:** 15,438
- **Vacation & timeshares:** 13,162
- **Home security & alarms:** 7,848
- **Computer & technical support:** 6,238
- **Lotteries, prizes & sweepstakes:** 5,828
- **Home improvement & cleaning:** 4,687
- **Energy, solar & utilities:** 3,919

*Not everyone who files a complaint reports a topic.*
Complaints by County

State Totals

Complaints: 66,229 (#24 nationally, per 100K population)
Active Registrations: 1,938,175 (#43 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 9,887
Energy, solar & utilities 5,155
Warranties & protection plans 3,535
Imposters 2,757
Vacation & timeshares 2,692
Medical & prescriptions 1,791
Computer & technical support 1,403
Lotteries, prizes & sweepstakes 1,036
Work from home 758
Home security & alarms 545

*Not everyone who files a complaint reports a topic.
Vermont

Complaints by County

State Totals
Complaints: 14,896 (#12 nationally, per 100K population)
Active Registrations: 500,495 (#8 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 1,793
Warranties & protection plans 1,459
Imposters 415
Computer & technical support 403
Energy, solar & utilities 333
Medical & prescriptions 333
Vacation & timeshares 234
Home security & alarms 175
Lotteries, prizes & sweepstakes 120
Work from home 58

*Not everyone who files a complaint reports a topic.
State Totals

Complaints: 232,818 (#4 nationally, per 100K population)
Active Registrations: 6,189,394 (#24 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt: 32,130
Vacation & timeshares: 15,297
Warranties & protection plans: 11,967
Imposters: 8,451
Medical & prescriptions: 7,753
Computer & technical support: 3,814
Lotteries, prizes & sweepstakes: 3,382
Home improvement & cleaning: 2,432
Home security & alarms: 1,523
Work from home: 1,220

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Washington

Complaints by County

State Totals

Complaints: 125,689 (#38 nationally, per 100K population)
Active Registrations: 5,166,189 (#28 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt
Vacation & timeshares
Imposters
Computer & technical support
Medical & prescriptions
Lotteries, prizes & sweepstakes
Work from home
Home improvement & cleaning
Warranties & protection plans
Home security & alarms

Complaints by Call Type

*Not everyone who files a complaint reports a topic.
State Totals

Complaints: 28,738 (#44 nationally, per 100K population)
Active Registrations: 1,240,873 (#37 nationally, per 100K population)

Complaints by Topics*

- Reducing debt: 3,237
- Warranties & protection plans: 1,112
- Imposters: 1,018
- Vacation & timeshares: 955
- Computer & technical support: 757
- Medical & prescriptions: 720
- Home security & alarms: 637
- Lotteries, prizes & sweepstakes: 391
- Work from home: 136
- Energy, solar & utilities: 46
- Home improvement & cleaning: 46

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Complaints by County

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Call Type

Call Type Not Reported: 822
Robocall: 16,389
Live Caller: 11,527
**Complaints by County**

**State Totals**
- Complaints: 98,352 (40 nationally, per 100K population)
- Active Registrations: 4,621,662 (10 nationally, per 100K population)

**Complaints by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>32,193</td>
</tr>
<tr>
<td>2014</td>
<td>32,548</td>
</tr>
<tr>
<td>2015</td>
<td>41,377</td>
</tr>
<tr>
<td>2016</td>
<td>67,360</td>
</tr>
<tr>
<td>2017</td>
<td>98,352</td>
</tr>
</tbody>
</table>

**Active Registrations by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>3.87M</td>
</tr>
<tr>
<td>2014</td>
<td>4.37M</td>
</tr>
<tr>
<td>2015</td>
<td>4.48M</td>
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<tr>
<td>2016</td>
<td>4.54M</td>
</tr>
<tr>
<td>2017</td>
<td>4.62M</td>
</tr>
</tbody>
</table>

**Complaints by Topics**

- Reducing debt: 14,692
- Warranties & protection plans: 8,403
- Medical & prescriptions: 3,441
- Imposters: 3,352
- Vacation & timeshares: 2,615
- Computer & technical support: 1,772
- Lotteries, prizes & sweepstakes: 1,223
- Home security & alarms: 938
- Work from home: 611
- Home improvement & cleaning: 300

*Not everyone who files a complaint reports a topic.

**Complaints by Call Type**

- Live Caller: 62,503
- Robocall: 34,470
- Call Type Not Reported: 1,379
Complaints by County

Wyoming

State Totals
Complaints: 11,808 (#30 nationally, per 100K population)
Active Registrations: 457,902 (#16 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topics*

Reducing debt 1,533
Warranties & protection plans 663
Vacation & timeshares 661
Imposters 553
Medical & prescriptions 436
Computer & technical support 325
Lotteries, prizes & sweepstakes 190
Work from home 154
Home security & alarms 30
Home improvement & cleaning 28

Complaints by Call Type

*Not everyone who files a complaint reports a topic.