Do Not Call

Federal Trade Commission
November 2018
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<th>Alabama</th>
<th>Alaska</th>
<th>Arizona</th>
<th>Arkansas</th>
<th>California</th>
<th>Colorado</th>
<th>Connecticut</th>
<th>Delaware</th>
<th>District of Columbia</th>
<th>Florida</th>
<th>Georgia</th>
<th>Hawaii</th>
<th>Idaho</th>
<th>Illinois</th>
</tr>
</thead>
</table>
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, 2018, there were 235 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. The FTC monitors the data for accuracy and occasionally makes modifications to address potential problems. Statistical data on complaints is based on unverified complaints reported by consumers, not on a consumer survey.

Inside the numbers

• When we report the total number of DNC complaints, we break it down to show how many were robocalls and how many came 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 registered on the DNC database before we take the complaint.

• Our online complaint form asks for the topic of the call.
  o 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.
  o 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 includes a state-by-state analysis of DNC complaints. This is how we identify a consumer’s state:
  o If consumers report their state, we use the state they report.
  o If consumers do not report their state, we use their area code.
  o The state-by-state analysis also includes the top 10 topics consumers reported.

• The underlying data in the report is available on our open government site where we post our daily complaint data at: www.ftc.gov/data.

• States are ranked based on the number of registrations or complaints per 100,000 population. Complaint figures include the total number of FY 2018 complaints submitted to the FTC. Population estimates are based on 2017 U.S. Census population estimates (Annual Estimates of the Resident Population: April 1, 2010 to July 1, 2017).

• 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**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>217,855,796</td>
<td>222,841,544</td>
<td>226,001,288</td>
<td>229,816,164</td>
<td>235,302,818</td>
</tr>
</tbody>
</table>

*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, 2018.

**Organizations Accessing the Registry by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>26,216</td>
<td>23,098</td>
<td>20,490</td>
<td>18,338</td>
<td>17,728</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.
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 [ftc.gov/data](http://ftc.gov/data).
FY 2018 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>641,734</td>
<td>87,632</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>340,439</td>
<td>101,020</td>
</tr>
<tr>
<td>Imposters</td>
<td>315,245</td>
<td>77,743</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>120,212</td>
<td>97,044</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>85,876</td>
<td>53,165</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>73,900</td>
<td>45,544</td>
</tr>
<tr>
<td>Energy, solar, &amp; utilities</td>
<td>43,938</td>
<td>44,900</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>44,913</td>
<td>37,096</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>11,429</td>
<td>11,589</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>36,209</td>
<td>13,937</td>
</tr>
<tr>
<td>Work from home</td>
<td>25,998</td>
<td>6,437</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

FY 2018 Complaints by Call Type

- Live Caller: 95,231
- Robocall: 3,790,614
- Call Type Not Reported: 95,231

FY 2018 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 FTC.gov/data.
## State Rankings for National Do Not Call Registry Registrations per 100K Population

<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>1,245,599</td>
<td>92,762</td>
</tr>
<tr>
<td>2</td>
<td>Connecticut</td>
<td>3,234,535</td>
<td>90,144</td>
</tr>
<tr>
<td>3</td>
<td>Massachusetts</td>
<td>5,893,707</td>
<td>85,916</td>
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<tr>
<td>4</td>
<td>Maine</td>
<td>1,121,496</td>
<td>83,950</td>
</tr>
<tr>
<td>5</td>
<td>New Jersey</td>
<td>7,453,121</td>
<td>82,761</td>
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<td>6</td>
<td>Kansas</td>
<td>2,410,796</td>
<td>82,756</td>
</tr>
<tr>
<td>7</td>
<td>Vermont</td>
<td>513,516</td>
<td>82,339</td>
</tr>
<tr>
<td>8</td>
<td>Wisconsin</td>
<td>4,743,374</td>
<td>81,846</td>
</tr>
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<td>9</td>
<td>Michigan</td>
<td>8,135,953</td>
<td>81,667</td>
</tr>
<tr>
<td>10</td>
<td>Pennsylvania</td>
<td>10,439,420</td>
<td>81,523</td>
</tr>
<tr>
<td>11</td>
<td>Wyoming</td>
<td>471,159</td>
<td>81,330</td>
</tr>
<tr>
<td>12</td>
<td>Colorado</td>
<td>4,543,112</td>
<td>81,023</td>
</tr>
<tr>
<td>13</td>
<td>Iowa</td>
<td>2,541,946</td>
<td>80,807</td>
</tr>
<tr>
<td>14</td>
<td>Nebraska</td>
<td>1,533,775</td>
<td>79,881</td>
</tr>
<tr>
<td>15</td>
<td>Ohio</td>
<td>9,308,803</td>
<td>79,845</td>
</tr>
<tr>
<td>16</td>
<td>Illinois</td>
<td>10,144,460</td>
<td>79,241</td>
</tr>
<tr>
<td>17</td>
<td>Delaware</td>
<td>760,637</td>
<td>79,073</td>
</tr>
<tr>
<td>18</td>
<td>Minnesota</td>
<td>4,404,606</td>
<td>78,984</td>
</tr>
<tr>
<td>19</td>
<td>Maryland</td>
<td>4,737,693</td>
<td>78,281</td>
</tr>
<tr>
<td>20</td>
<td>Rhode Island</td>
<td>828,596</td>
<td>78,196</td>
</tr>
<tr>
<td>21</td>
<td>Montana</td>
<td>819,955</td>
<td>78,054</td>
</tr>
<tr>
<td>22</td>
<td>Kentucky</td>
<td>3,425,526</td>
<td>76,906</td>
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<tr>
<td>23</td>
<td>New Mexico</td>
<td>1,580,412</td>
<td>75,688</td>
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<tr>
<td>24</td>
<td>Virginia</td>
<td>6,333,237</td>
<td>74,772</td>
</tr>
<tr>
<td>25</td>
<td>South Dakota</td>
<td>650,141</td>
<td>74,758</td>
</tr>
<tr>
<td>26</td>
<td>Oregon</td>
<td>3,059,227</td>
<td>73,845</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>14,356,622</td>
<td>72,328</td>
</tr>
<tr>
<td>28</td>
<td>Tennessee</td>
<td>4,847,910</td>
<td>72,185</td>
</tr>
<tr>
<td>29</td>
<td>North Dakota</td>
<td>541,571</td>
<td>71,694</td>
</tr>
<tr>
<td>30</td>
<td>Alabama</td>
<td>3,487,166</td>
<td>71,535</td>
</tr>
<tr>
<td>31</td>
<td>Florida</td>
<td>14,956,428</td>
<td>71,274</td>
</tr>
<tr>
<td>32</td>
<td>Washington</td>
<td>5,275,918</td>
<td>71,241</td>
</tr>
<tr>
<td>33</td>
<td>West Virginia</td>
<td>1,281,329</td>
<td>70,563</td>
</tr>
<tr>
<td>34</td>
<td>Idaho</td>
<td>1,204,354</td>
<td>70,145</td>
</tr>
<tr>
<td>35</td>
<td>Oklahoma</td>
<td>2,748,220</td>
<td>69,914</td>
</tr>
<tr>
<td>36</td>
<td>Georgia</td>
<td>7,278,613</td>
<td>69,790</td>
</tr>
<tr>
<td>37</td>
<td>Arkansas</td>
<td>2,087,259</td>
<td>69,476</td>
</tr>
<tr>
<td>38</td>
<td>North Carolina</td>
<td>7,009,339</td>
<td>68,228</td>
</tr>
<tr>
<td>39</td>
<td>Missouri</td>
<td>4,147,289</td>
<td>67,838</td>
</tr>
<tr>
<td>40</td>
<td>Nevada</td>
<td>2,015,932</td>
<td>67,242</td>
</tr>
<tr>
<td>41</td>
<td>Arizona</td>
<td>4,710,641</td>
<td>67,139</td>
</tr>
<tr>
<td>42</td>
<td>California</td>
<td>26,447,425</td>
<td>66,893</td>
</tr>
<tr>
<td>43</td>
<td>Indiana</td>
<td>4,295,725</td>
<td>64,434</td>
</tr>
<tr>
<td>44</td>
<td>Utah</td>
<td>1,998,389</td>
<td>64,426</td>
</tr>
<tr>
<td>45</td>
<td>South Carolina</td>
<td>3,152,409</td>
<td>62,742</td>
</tr>
<tr>
<td>46</td>
<td>Louisiana</td>
<td>2,907,686</td>
<td>62,073</td>
</tr>
<tr>
<td>47</td>
<td>Hawaii</td>
<td>810,079</td>
<td>56,747</td>
</tr>
<tr>
<td>48</td>
<td>Mississippi</td>
<td>1,684,795</td>
<td>56,459</td>
</tr>
<tr>
<td>49</td>
<td>Texas</td>
<td>15,901,664</td>
<td>56,181</td>
</tr>
<tr>
<td>50</td>
<td>Alaska</td>
<td>375,719</td>
<td>50,787</td>
</tr>
<tr>
<td></td>
<td>District of Columbia</td>
<td>638,132</td>
<td>91,954</td>
</tr>
<tr>
<td></td>
<td>Puerto Rico</td>
<td>403,113</td>
<td>12,079</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, 2018. Population estimates are based on 2017 U.S. Census population estimates.
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>Nevada</td>
<td>77,316</td>
<td>2,579</td>
</tr>
<tr>
<td>2</td>
<td>Colorado</td>
<td>143,108</td>
<td>2,552</td>
</tr>
<tr>
<td>3</td>
<td>Arizona</td>
<td>166,589</td>
<td>2,374</td>
</tr>
<tr>
<td>4</td>
<td>Oregon</td>
<td>98,126</td>
<td>2,369</td>
</tr>
<tr>
<td>5</td>
<td>New Jersey</td>
<td>210,123</td>
<td>2,333</td>
</tr>
<tr>
<td>6</td>
<td>Connecticut</td>
<td>83,343</td>
<td>2,232</td>
</tr>
<tr>
<td>7</td>
<td>Virginia</td>
<td>181,936</td>
<td>2,148</td>
</tr>
<tr>
<td>8</td>
<td>Maryland</td>
<td>127,143</td>
<td>2,101</td>
</tr>
<tr>
<td>9</td>
<td>Florida</td>
<td>427,404</td>
<td>2,037</td>
</tr>
<tr>
<td>10</td>
<td>Michigan</td>
<td>197,421</td>
<td>1,982</td>
</tr>
<tr>
<td>11</td>
<td>Illinois</td>
<td>252,935</td>
<td>1,976</td>
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<tr>
<td>12</td>
<td>Delaware</td>
<td>18,806</td>
<td>1,955</td>
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<tr>
<td>13</td>
<td>California</td>
<td>747,829</td>
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<tr>
<td>14</td>
<td>Pennsylvania</td>
<td>239,133</td>
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</tr>
<tr>
<td>15</td>
<td>Ohio</td>
<td>216,675</td>
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<tr>
<td>16</td>
<td>Nebraska</td>
<td>35,670</td>
<td>1,858</td>
</tr>
<tr>
<td>17</td>
<td>Idaho</td>
<td>31,524</td>
<td>1,836</td>
</tr>
<tr>
<td>18</td>
<td>New Hampshire</td>
<td>24,566</td>
<td>1,829</td>
</tr>
<tr>
<td>19</td>
<td>Montana</td>
<td>18,638</td>
<td>1,774</td>
</tr>
<tr>
<td>20</td>
<td>Utah</td>
<td>54,865</td>
<td>1,769</td>
</tr>
<tr>
<td>21</td>
<td>Washington</td>
<td>130,920</td>
<td>1,768</td>
</tr>
<tr>
<td>22</td>
<td>Rhode Island</td>
<td>18,691</td>
<td>1,764</td>
</tr>
<tr>
<td>23</td>
<td>New York</td>
<td>348,651</td>
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<tr>
<td>24</td>
<td>Massachusetts</td>
<td>119,103</td>
<td>1,736</td>
</tr>
<tr>
<td>25</td>
<td>Minnesota</td>
<td>93,028</td>
<td>1,668</td>
</tr>
<tr>
<td>26</td>
<td>Tennessee</td>
<td>111,514</td>
<td>1,660</td>
</tr>
<tr>
<td>27</td>
<td>Georgia</td>
<td>172,635</td>
<td>1,655</td>
</tr>
<tr>
<td>28</td>
<td>Alabama</td>
<td>79,928</td>
<td>1,640</td>
</tr>
<tr>
<td>29</td>
<td>North Carolina</td>
<td>168,022</td>
<td>1,538</td>
</tr>
<tr>
<td>30</td>
<td>Wyoming</td>
<td>9,389</td>
<td>1,621</td>
</tr>
<tr>
<td>31</td>
<td>New Mexico</td>
<td>33,432</td>
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<td>Kansas</td>
<td>44,792</td>
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<tr>
<td>33</td>
<td>Maine</td>
<td>20,020</td>
<td>1,499</td>
</tr>
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<td>34</td>
<td>South Carolina</td>
<td>75,115</td>
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<tr>
<td>35</td>
<td>Vermont</td>
<td>9,208</td>
<td>1,476</td>
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<tr>
<td>36</td>
<td>Wisconsin</td>
<td>84,333</td>
<td>1,455</td>
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<tr>
<td>37</td>
<td>Arkansas</td>
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<td>38</td>
<td>West Virginia</td>
<td>25,812</td>
<td>1,421</td>
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<td>39</td>
<td>Texas</td>
<td>402,316</td>
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<td>40</td>
<td>Hawaii</td>
<td>19,698</td>
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<tr>
<td>41</td>
<td>Kentucky</td>
<td>57,890</td>
<td>1,300</td>
</tr>
<tr>
<td>42</td>
<td>Oklahoma</td>
<td>50,808</td>
<td>1,293</td>
</tr>
<tr>
<td>43</td>
<td>Iowa</td>
<td>40,239</td>
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<tr>
<td>44</td>
<td>Louisiana</td>
<td>59,189</td>
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<td>Missouri</td>
<td>71,942</td>
<td>1,177</td>
</tr>
<tr>
<td>46</td>
<td>South Dakota</td>
<td>9,521</td>
<td>1,095</td>
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<tr>
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<td>North Dakota</td>
<td>7,489</td>
<td>991</td>
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<td>48</td>
<td>Indiana</td>
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<td>Mississippi</td>
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<td>Alaska</td>
<td>4,064</td>
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</tr>
<tr>
<td></td>
<td>District of Columbia</td>
<td>17,135</td>
<td>2,469</td>
</tr>
<tr>
<td></td>
<td>Puerto Rico</td>
<td>893</td>
<td>27</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 complaints per 100,000 population. Complaints include the total number of FY 2018 complaints submitted to the FTC. Population estimates are based on 2017 U.S. Census population estimates.
Complaints by County

State Totals
Complaints: 79,928 (≈28 nationally, per 100K population)
Active Registrations: 3,487,166 (≈30 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt 10,671
Medical & prescriptions 7,373
Imposters 5,481
Home security & alarms 2,575
Warranties & protection plans 1,928
Computer & technical support 1,457
Vacation & timeshares 1,092
Lotteries, prizes & sweepstakes 650
Home improvement & cleaning 639
Work from home 413

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Live Caller 23,489
Robocall 55,051
Call Type Not Reported 1,388
Alaska

Complaints by Borough or Census Area

State Totals
Complaints: 4,064 (#50 nationally, per 100K population)
Active Registrations: 375,719 (#50 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*
Reducing debt 739
Imposters 294
Medical & prescriptions 273
Computer & technical support 188
Warranties & protection plans 122
Vacation & timeshares 92
Work from home 77
Lotteries, prizes & sweepstakes 60
Energy, solar, & utilities 30
Home security & alarms 16

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>4,378,074</td>
</tr>
<tr>
<td>2015</td>
<td>4,464,376</td>
</tr>
<tr>
<td>2016</td>
<td>4,520,322</td>
</tr>
<tr>
<td>2017</td>
<td>4,596,446</td>
</tr>
<tr>
<td>2018</td>
<td>4,710,641</td>
</tr>
</tbody>
</table>

**State Totals**

- Complaints: 166,589 (#3 nationally, per 100K population)
- Active Registrations: 4,710,641 (#41 nationally, per 100K population)

**Complaints by Call Type**

- Live Caller: 53,979
- Robocall: 110,463
- Call Type Not Reported: 2,147

**Complaints by Topic***

- Reducing debt: 22,286
- Medical & prescriptions: 14,404
- Imposters: 13,019
- Vacation & timeshares: 5,015
- Computer & technical support: 4,553
- Warranties & protection plans: 4,045
- Energy, solar, & utilities: 1,950
- Lotteries, prizes & sweepstakes: 1,351
- Home security & alarms: 1,275
- Home improvement & cleaning: 1,255

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

Complaints by County

State Totals

Complaints: 42,865  (#37 nationally, per 100K population)
Active Registrations: 2,087,259  (#37 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt: 6,175
Imposters: 3,174
Medical & prescriptions: 2,558
Warranties & protection plans: 1,026
Vacation & timeshares: 863
Computer & technical support: 810
Home security & alarms: 455
Lotteries, prizes & sweepstakes: 347
Work from home: 229
Home improvement & cleaning: 144

Call Type Not Reported: 723
Live Caller: 13,970
Robocall: 28,172

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

Complaints by County

State Totals

Complaints: 747,829  (#13 nationally, per 100K population)
Active Registrations: 26,447,425  (#42 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>82,857</td>
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<tr>
<td>Imposters</td>
<td>58,095</td>
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<tr>
<td>Medical &amp; prescriptions</td>
<td>44,347</td>
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<tr>
<td>Home improvement &amp; cleaning</td>
<td>25,869</td>
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<tr>
<td>Energy, solar, &amp; utilities</td>
<td>25,727</td>
</tr>
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<tr>
<td>Home security &amp; alarms</td>
<td>4,385</td>
</tr>
<tr>
<td>Work from home</td>
<td>4,159</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

Call Type Not Reported 9,746
Live Caller 256,322
Robocall 481,761
**Complaints by County**

- Map showing complaints by county in Colorado.

**State Totals**
- Complaints: 143,108 (#2 nationally, per 100K population)
- Active Registrations: 4,543,112 (#12 nationally, per 100K population)

**Complaints by Fiscal Year**
- Bar chart showing complaints by fiscal year.

**Complaints by Topic***
- Reducing debt: 18,836
- Imposters: 12,551
- Medical & prescriptions: 11,670
- Vacation & timeshares: 4,763
- Computer & technical support: 3,739
- Home improvement & cleaning: 3,205
- Warranties & protection plans: 2,978
- Energy, solar, & utilities: 1,272
- Lotteries, prizes & sweepstakes: 1,270
- Work from home: 879

*Not everyone who files a complaint reports a topic.

**Active Registrations by Fiscal Year**
- Bar chart showing active registrations by fiscal year.

**Complaints by Call Type**
- Pie chart showing call types and complaints.
Complaints by County

State Totals
Complaints: 83,343  (#6 nationally, per 100K population)
Active Registrations: 3,234,535  (#2 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

- Reducing debt: 9,511
- Medical & prescriptions: 4,920
- Imposters: 4,866
- Vacation & timeshares: 2,042
- Computer & technical support: 1,924
- Energy, solar, & utilities: 1,332
- Home improvement & cleaning: 1,287
- Warranties & protection plans: 1,126
- Home security & alarms: 814
- Lotteries, prizes & sweepstakes: 561

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

State Totals
Complaints: 18,806  (#12 nationally, per 100K population)
Active Registrations: 760,637  (#17 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Call Type

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

- Reducing debt: 2,255
- Imposters: 1,726
- Medical & prescriptions: 1,345
- Vacation & timeshares: 572
- Home improvement & cleaning: 446
- Computer & technical support: 369
- Energy, solar, & utilities: 204
- Warranties & protection plans: 204
- Lotteries, prizes & sweepstakes: 160
- Work from home: 136

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

**Complaints by Call Type**

- Robocall: 11,938
- Live Caller: 5,079
- Call Type Not Reported: 118
Florida

Complaints by County

State Totals
Complaints: 427,404  (#9 nationally, per 100K population)
Active Registrations: 14,956,428  (#31 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt  51,924
Medical & prescriptions  39,597
Imposters  29,506
Vacation & timeshares  12,183
Computer & technical support  10,783
Warranties & protection plans  8,777
Energy, solar, & utilities  6,400
Home improvement & cleaning  6,195
Home security & alarms  5,554
Lotteries, prizes & sweepstakes  3,531

*Not everyone who files a complaint reports a topic.

Call Type Not Reported 4,790
Live Caller 142,430
Robocall 280,184
**Georgia**

**Complaints by County**

**State Totals**
- Complaints: 172,635  (#27 nationally, per 100K population)
- Active Registrations: 7,278,613  (#36 nationally, per 100K population)

**Complaints by Fiscal Year**

**Active Registrations by Fiscal Year**

**Complaints by Topic***

**Complaints by Call Type**

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

2014 2015 2016 2017 2018
8,222 8,469 13,079 16,053 19,698

Complaints by Topic*

- Reducing debt: 2,324
- Warranties & protection plans: 1,795
- Imposters: 1,614
- Medical & prescriptions: 561
- Computer & technical support: 345
- Work from home: 264
- Vacation & timeshares: 200
- Lotteries, prizes & sweepstakes: 131
- Energy, solar, & utilities: 84
- Home improvement & cleaning: 58

Complaints by Call Type

- Live Caller: 6,581
- Robocall: 12,531
- Call Type Not Reported: 586

*Not everyone who files a complaint reports a topic.

State Totals

Complaints: 19,698 (#40 nationally, per 100K population)
Active Registrations: 810,079 (#47 nationally, per 100K population)
Complaints by Topic*

- Reducing debt: 4,922
- Imposters: 2,448
- Medical & prescriptions: 2,199
- Computer & technical support: 1,181
- Warranties & protection plans: 800
- Vacation & timeshares: 350
- Lotteries, prizes & sweepstakes: 251
- Work from home: 236
- Home improvement & cleaning: 185
- Energy, solar, & utilities: 146

*Not everyone who files a complaint reports a topic.

State Totals

Complaints: 31,524 (17 nationally, per 100K population)
Active Registrations: 1,204,354 (34 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year
**Complaints by County**

**State Totals**
- Complaints: 252,935  (#11 nationally, per 100K population)
- Active Registrations: 10,144,460  (#16 nationally, per 100K population)

**Complaints by Fiscal Year**

**Active Registrations by Fiscal Year**

**Complaints by Topic**

- Reducing debt: 23,048
- Medical & prescriptions: 19,022
- Imposters: 16,603
- Vacation & timeshares: 6,625
- Computer & technical support: 5,730
- Energy, solar, & utilities: 5,064
- Home improvement & cleaning: 4,456
- Warranties & protection plans: 4,299
- Lotteries, prizes & sweepstakes: 2,032
- Home security & alarms: 1,528

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

State Totals

Complaints: 64,222  (#48 nationally, per 100K population)
Active Registrations: 4,295,725  (#43 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

- Reducing debt: 9,706
- Imposters: 4,686
- Medical & prescriptions: 4,247
- Vacation & timeshares: 2,268
- Warranties & protection plans: 1,757
- Computer & technical support: 1,312
- Lotteries, prizes & sweepstakes: 544
- Home security & alarms: 358
- Work from home: 315
- Home improvement & cleaning: 173

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

State Totals
Complaints: 40,239 (#43 nationally, per 100K population)
Active Registrations: 2,541,946 (#13 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*
Reducing debt: 6,968
Medical & prescriptions: 3,732
Imposters: 2,735
Vacation & timeshares: 1,428
Warranties & protection plans: 1,128
Computer & technical support: 1,046
Lotteries, prizes & sweepstakes: 335
Work from home: 263
Home improvement & cleaning: 178
Home security & alarms: 107

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

State Totals

Complaints: 44,792  (#32 nationally, per 100K population)
Active Registrations: 2,410,796  (#6 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

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

Complaints by Call Type

Call Type Not Reported 459
Live Caller 14,619
Robocall 29,714

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

Complaints: 57,890 (41 nationally, per 100K population)
Active Registrations: 3,425,526 (22 nationally, per 100K population)

**Complaints by Fiscal Year**

- **2014**: 20K complaints (31,042)
- **2015**: 40K complaints (32,618)
- **2016**: 60K complaints (52,370)
- **2017**: 70K complaints (72,110)
- **2018**: 80K complaints (57,890)

**Active Registrations by Fiscal Year**

- **2014**: 2M registrations (3,156,945)
- **2015**: 3M registrations (3,230,335)
- **2016**: 3M registrations (3,279,331)
- **2017**: 3M registrations (3,329,393)
- **2018**: 3M registrations (3,425,526)

**Complaints by Topic**

- **Reducing debt**: 7,901 complaints
- **Medical & prescriptions**: 5,221 complaints
- **Imposters**: 3,853 complaints
- **Vacation & timeshares**: 1,786 complaints
- **Warranties & protection plans**: 1,307 complaints
- **Computer & technical support**: 1,146 complaints
- **Lotteries, prizes & sweepstakes**: 580 complaints
- **Home security & alarms**: 412 complaints
- **Work from home**: 301 complaints
- **Energy, solar, & utilities**: 128 complaints

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

**Complaints by Call Type**

- **Live Caller**: 18,680 complaints
- **Robocall**: 37,261 complaints
- **Call Type Not Reported**: 1,949 complaints
Louisiana

Complaints by Parish

State Totals
Complaints: 59,189 (#44 nationally, per 100K population)
Active Registrations: 2,907,686 (#46 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt 9,113
Medical & prescriptions 5,335
Imposters 4,558
Warranties & protection plans 1,988
Computer & technical support 1,287
Vacation & timeshares 1,097
Home security & alarms 618
Lotteries, prizes & sweepstakes 415
Work from home 366
Energy, solar, & utilities 159

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

State Totals
- Complaints: 20,020 (#33 nationally, per 100K population)
- Active Registrations: 1,121,496 (#4 nationally, per 100K population)

Complaints by Fiscal Year
- FY 2018

Active Registrations by Fiscal Year
- FY 2018

Complaints by Topic*
- Reducing debt: 3,287
- Imposters: 1,261
- Medical & prescriptions: 1,080
- Vacation & timeshares: 805
- Computer & technical support: 518
- Warranties & protection plans: 473
- Lotteries, prizes & sweepstakes: 193
- Work from home: 107
- Home security & alarms: 66
- Energy, solar, & utilities: 51

*Not everyone who files a complaint reports a topic.

Complaints by Call Type
- Live Caller: 6,245
- Robocall: 13,382
- Call Type Not Reported: 393
Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
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<tbody>
<tr>
<td>0K</td>
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<td>91,730</td>
<td>126,475</td>
<td>150,319</td>
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<tr>
<td>150K</td>
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</tr>
</tbody>
</table>

State Totals

Complaints: 127,143  (#8 nationally, per 100K population)
Active Registrations: 4,737,693  (#19 nationally, per 100K population)

Complaints by Topic*

- Reducing debt: 18,253
- Imposters: 9,511
- Medical & prescriptions: 6,776
- Home improvement & cleaning: 3,264
- Computer & technical support: 2,467
- Vacation & timeshares: 2,415
- Warranties & protection plans: 1,557
- Energy, solar, & utilities: 1,327
- Home security & alarms: 1,072
- Lotteries, prizes & sweepstakes: 908

*Not everyone who files a complaint reports a topic.
FY 2018
National Do Not Call Registry
Registration and Complaint Figures by State

Massachusetts

Complaints by County

State Totals
Complaints: 119,103  (#24 nationally, per 100K population)
Active Registrations: 5,893,707  (#3 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

- Reducing debt
- Imposters
- Medical & prescriptions
- Energy, solar, & utilities
- Vacation & timeshares
- Computer & technical support
- Warranties & protection plans
- Home improvement & cleaning
- Lotteries, prizes & sweepstakes
- Home security & alarms

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

State Totals

Complaints: 197,421  (#10 nationally, per 100K population)
Active Registrations: 8,135,953  (#9 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt 26,623
Medical & prescriptions 15,023
Imposters 11,674
Warranties & protection plans 5,680
Vacation & timeshares 4,216
Computer & technical support 3,896
Home security & alarms 1,857
Lotteries, prizes & sweepstakes 1,322
Home improvement & cleaning 928
Work from home 927

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

**State Totals**

- Complaints: 93,028 (25 nationally, per 100K population)
- Active Registrations: 4,404,606 (18 nationally, per 100K population)

**Complaints by Fiscal Year**

- 2014: 48,110
- 2015: 50,238
- 2016: 78,121
- 2017: 91,164
- 2018: 93,028

**Active Registrations by Fiscal Year**

- 2014: 4,129,690
- 2015: 4,208,768
- 2016: 4,255,335
- 2017: 4,316,316
- 2018: 4,404,606

**Complaints by Topic***

- Reducing debt: 14,555
- Medical & prescriptions: 7,740
- Imposters: 7,072
- Vacation & timeshares: 2,998
- Computer & technical support: 1,955
- Warranties & protection plans: 1,773
- Home improvement & cleaning: 863
- Lotteries, prizes & sweepstakes: 795
- Work from home: 486
- Home security & alarms: 287

*Not everyone who files a complaint reports a topic.

**Complaints by Call Type**

- Call Type Not Reported: 1,313
- Live Caller: 26,380
- Robocall: 65,335
Mississippi

Complaints by County

State Totals
Complaints: 27,910  (#49 nationally, per 100K population)
Active Registrations: 1,684,795  (#48 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*
Reducing debt 3,678
Medical & prescriptions 2,311
Imposters 2,242
Warranties & protection plans 738
Computer & technical support 552
Home security & alarms 535
Vacation & timeshares 466
Lotteries, prizes & sweepstakes 306
Work from home 188
Home improvement & cleaning 51

*Not everyone who files a complaint reports a topic.

Complaints by Call Type
Call Type Not Reported 543
Live Caller 8,657
Robocall 18,710
Complaints by County

State Totals
Complaints: 71,942  (#45 nationally, per 100K population)
Active Registrations: 4,147,289  (#39 nationally, per 100K population)

Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<td>40K</td>
<td>60K</td>
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Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>4M</td>
<td>3M</td>
<td>2M</td>
<td>1M</td>
<td>3,821,582</td>
<td>3,920,400</td>
</tr>
</tbody>
</table>

Complaints by Topic*

- Reducing debt: 13,123
- Medical & prescriptions: 6,220
- Imposters: 6,108
- Computer & technical support: 1,676
- Vacation & timeshares: 1,356
- Home security & alarms: 840
- Lotteries, prizes & sweepstakes: 613
- Work from home: 572
- Warranties & protection plans: 414
- Home improvement & cleaning: 372

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

State Totals
Complaints: 18,638  (#19 nationally, per 100K population)
Active Registrations: 819,955  (#21 nationally, per 100K population)

Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<td>10K</td>
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<td>15,079</td>
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<td>18,638</td>
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Complaints by Topic*

<table>
<thead>
<tr>
<th>Topic</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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</thead>
<tbody>
<tr>
<td>Reducing debt</td>
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<td></td>
<td></td>
<td></td>
<td>2,848</td>
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<tr>
<td>Medical &amp; prescriptions</td>
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<td>Warranties &amp; protection plans</td>
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<tr>
<td>Vacation &amp; timeshares</td>
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<td>Computer &amp; technical support</td>
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<td>Lotteries, prizes &amp; sweepstakes</td>
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</tr>
<tr>
<td>Home security &amp; alarms</td>
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<tr>
<td>Energy, solar, &amp; utilities</td>
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Complaints by Call Type

<table>
<thead>
<tr>
<th>Call Type</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
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<td>Live Caller</td>
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</tr>
<tr>
<td>Robocall</td>
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*Not everyone who files a complaint reports a topic.
**State Totals**

Complaints: 35,670  (#16 nationally, per 100K population)  
Active Registrations: 1,533,775  (#14 nationally, per 100K population)  

**Complaints by Fiscal Year**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>40K</td>
<td>17,378</td>
<td>17,159</td>
<td>30,089</td>
<td>43,255</td>
<td>35,670</td>
</tr>
</tbody>
</table>

**Complaints by Topic***

- Reducing debt: 6,270
- Medical & prescriptions: 2,634
- Imposters: 2,029
- Warranties & protection plans: 1,090
- Vacation & timeshares: 890
- Computer & technical support: 750
- Lotteries, prizes & sweepstakes: 271
- Home improvement & cleaning: 189
- Work from home: 180
- Home security & alarms: 82

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

**Active Registrations by Fiscal Year**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1500K</td>
<td>1,420,036</td>
<td>1,448,706</td>
<td>1,468,110</td>
<td>1,496,898</td>
<td>1,533,775</td>
</tr>
</tbody>
</table>

**Complaints by Call Type**

- Call Type Not Reported: 947
- Live Caller: 10,741
- Robocall: 23,982
Complaints by Topic*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>9,443</td>
</tr>
<tr>
<td>Imposters</td>
<td>6,528</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>4,773</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>2,929</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>2,369</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>2,181</td>
</tr>
<tr>
<td>Energy, solar, &amp; utilities</td>
<td>1,840</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>1,750</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>703</td>
</tr>
<tr>
<td>Work from home</td>
<td>477</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

- Live Caller: 23,433
- Robocall: 53,259
- Call Type Not Reported: 624
Complaints by County

State Totals
Complaints: 24,566 (#18 nationally, per 100K population)
Active Registrations: 1,245,599 (#1 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Call Type

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

<table>
<thead>
<tr>
<th>Topic</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>23,411</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>12,142</td>
</tr>
<tr>
<td>Imposters</td>
<td>10,412</td>
</tr>
<tr>
<td>Energy, solar, &amp; utilities</td>
<td>9,990</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td>4,577</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>4,426</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>4,202</td>
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<tr>
<td>Warranties &amp; protection plans</td>
<td>3,251</td>
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<tr>
<td>Home security &amp; alarms</td>
<td>1,424</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>1,329</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>119,944</td>
</tr>
<tr>
<td>2015</td>
<td>141,668</td>
</tr>
<tr>
<td>2016</td>
<td>203,824</td>
</tr>
<tr>
<td>2017</td>
<td>321,376</td>
</tr>
<tr>
<td>2018</td>
<td>210,123</td>
</tr>
</tbody>
</table>

Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>6,959,846</td>
</tr>
<tr>
<td>2015</td>
<td>7,086,459</td>
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<tr>
<td>2016</td>
<td>7,168,924</td>
</tr>
<tr>
<td>2017</td>
<td>7,306,538</td>
</tr>
<tr>
<td>2018</td>
<td>7,453,121</td>
</tr>
</tbody>
</table>

Complaints by Call Type

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live Caller</td>
<td>133,550</td>
</tr>
<tr>
<td>Robocall</td>
<td>72,544</td>
</tr>
<tr>
<td>Call Type Not Reported</td>
<td>4,029</td>
</tr>
</tbody>
</table>
Complaints by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>18,931</td>
<td>1,482,934</td>
</tr>
<tr>
<td>2015</td>
<td>24,150</td>
<td>1,512,415</td>
</tr>
<tr>
<td>2016</td>
<td>32,310</td>
<td>1,529,042</td>
</tr>
<tr>
<td>2017</td>
<td>37,653</td>
<td>1,548,728</td>
</tr>
<tr>
<td>2018</td>
<td>33,432</td>
<td>1,580,412</td>
</tr>
</tbody>
</table>

Complaints by County

Complaints by Topic*

- Reducing debt: 4,556
- Medical & prescriptions: 2,498
- Imposters: 2,318
- Computer & technical support: 1,200
- Vacation & timeshares: 934
- Warranties & protection plans: 756
- Lotteries, prizes & sweepstakes: 318
- Work from home: 186
- Energy, solar, & utilities: 155
- Home improvement & cleaning: 119

*Not everyone who files a complaint reports a topic.

Active Registrations by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>1,482,934</td>
</tr>
<tr>
<td>2015</td>
<td>1,512,415</td>
</tr>
<tr>
<td>2016</td>
<td>1,529,042</td>
</tr>
<tr>
<td>2017</td>
<td>1,548,728</td>
</tr>
<tr>
<td>2018</td>
<td>1,580,412</td>
</tr>
</tbody>
</table>

State Totals

- Complaints: 33,432 (#31 nationally, per 100K population)
- Active Registrations: 1,580,412 (#23 nationally, per 100K population)
Complaints by County

State Totals

Complaints: 348,651  (#23 nationally, per 100K population)
Active Registrations: 14,356,622  (#27 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

- Reducing debt: 44,489
- Medical & prescriptions: 22,612
- Imposters: 19,855
- Computer & technical support: 11,653
- Vacation & timeshares: 10,418
- Energy, solar, & utilities: 7,916
- Warranties & protection plans: 6,815
- Lotteries, prizes & sweepstakes: 3,039
- Home improvement & cleaning: 3,002
- Home security & alarms: 1,949

*Not everyone who files a complaint reports a topic.
North Carolina

Complaints by County

State Totals

Complaints: 168,022  (#29 nationally, per 100K population)
Active Registrations: 7,009,339  (#38 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt: 22,904
Medical & prescriptions: 15,218
Imposters: 10,533
Warranties & protection plans: 4,585
Home security & alarms: 3,536
Vacation & timeshares: 3,486
Computer & technical support: 3,307
Lotteries, prizes & sweepstakes: 1,510
Work from home: 990
Home improvement & cleaning: 928

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

Complaints: 7,489  (#47 nationally, per 100K population)
Active Registrations: 541,571  (#29 nationally, per 100K population)

### Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>10K</td>
<td>2,977</td>
<td>3,032</td>
<td>5,088</td>
<td>9,001</td>
<td>7,489</td>
</tr>
<tr>
<td>5K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>400K</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>200K</td>
<td>506,783</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>100K</td>
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<tr>
<td>0K</td>
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</tr>
<tr>
<td>0</td>
<td>541,571</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

### Complaints by Topic*

- Reducing debt: 940
- Medical & prescriptions: 638
- Imposters: 608
- Warranties & protection plans: 343
- Computer & technical support: 294
- Vacation & timeshares: 253
- Lotteries, prizes & sweepstakes: 116
- Work from home: 56
- Home security & alarms: 29
- Energy, solar, & utilities: 19

*Not everyone who files a complaint reports a topic.

### Complaints by Call Type

- Call Type Not Reported: 72
- Live Caller: 2,542
- Robocall: 4,875
Complaints by County

State Totals

Complaints: 216,675  (#15 nationally, per 100K population)
Active Registrations: 9,308,803  (#15 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Complaints by Call Type

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

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>60K</td>
<td>27,325</td>
<td>33,109</td>
<td>46,454</td>
<td>61,962</td>
<td>50,808</td>
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<tr>
<td>20K</td>
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<td></td>
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<td></td>
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</tr>
<tr>
<td>0K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>2M</td>
<td>2,519,068</td>
<td>2,587,324</td>
<td>2,625,837</td>
<td>2,675,174</td>
<td>2,748,220</td>
</tr>
<tr>
<td>1M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Complaints by Topic*

- Reducing debt: 6,924
- Medical & prescriptions: 4,211
- Imposters: 3,102
- Vacation & timeshares: 1,155
- Warranties & protection plans: 1,124
- Computer & technical support: 865
- Home security & alarms: 584
- Lotteries, prizes & sweepstakes: 389
- Work from home: 326
- Home improvement & cleaning: 195

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

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>100K</td>
<td>46,828</td>
<td>50,704</td>
<td>70,398</td>
<td>93,121</td>
<td>98,126</td>
</tr>
<tr>
<td>50K</td>
<td>107,952</td>
<td>121,261</td>
<td>173,594</td>
<td>226,437</td>
<td>234,657</td>
</tr>
<tr>
<td>0K</td>
<td>194,996</td>
<td>222,265</td>
<td>297,284</td>
<td>392,958</td>
<td>402,493</td>
</tr>
</tbody>
</table>

Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>3M</td>
<td>2,817,506</td>
<td>2,883,597</td>
<td>2,925,076</td>
<td>2,971,402</td>
<td>3,059,227</td>
</tr>
<tr>
<td>2M</td>
<td>2,927,506</td>
<td>2,993,597</td>
<td>3,035,076</td>
<td>3,081,402</td>
<td>3,169,227</td>
</tr>
<tr>
<td>1M</td>
<td>3,037,506</td>
<td>3,103,597</td>
<td>3,145,076</td>
<td>3,191,402</td>
<td>3,279,227</td>
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<tr>
<td>0M</td>
<td>3,147,506</td>
<td>3,213,597</td>
<td>3,255,076</td>
<td>3,301,402</td>
<td>3,389,227</td>
</tr>
</tbody>
</table>

Complaints by Topic*

- Reducing debt: 15,102 complaints
- Imposters: 7,278 complaints
- Medical & prescriptions: 6,228 complaints
- Vacation & timeshares: 4,906 complaints
- Computer & technical support: 3,598 complaints
- Warranties & protection plans: 2,496 complaints
- Lotteries, prizes & sweepstakes: 1,534 complaints
- Home improvement & cleaning: 1,484 complaints
- Work from home: 680 complaints
- Home security & alarms: 336 complaints

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

**State Totals**

Complaints: 239,133  (#14 nationally, per 100K population)

Active Registrations: 10,439,420  (#10 nationally, per 100K population)

**Complaints by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>200K</td>
<td>10K</td>
<td>127,001</td>
<td>138,154</td>
<td>205,920</td>
<td>271,823</td>
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</table>

**Active Registrations by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>10M</td>
<td>0M</td>
<td>9,731,000</td>
<td>9,934,871</td>
<td>10,065,116</td>
<td>10,209,190</td>
</tr>
</tbody>
</table>

**Complaints by Topic***

- Reducing debt: 25,141
- Medical & prescriptions: 19,174
- Imposters: 12,453
- Warranties & protection plans: 5,399
- Computer & technical support: 5,051
- Energy, solar, & utilities: 4,172
- Vacation & timeshares: 3,448
- Home security & alarms: 2,564
- Lotteries, prizes & sweepstakes: 1,513
- Home improvement & cleaning: 1,440

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

Complaints: 893  (Not Ranked)
Active Registrations: 403,113  (Not Ranked)

Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>922</td>
</tr>
<tr>
<td>2015</td>
<td>901</td>
</tr>
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<td>2016</td>
<td>1,188</td>
</tr>
<tr>
<td>2017</td>
<td>1,638</td>
</tr>
<tr>
<td>2018</td>
<td>893</td>
</tr>
</tbody>
</table>

Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>381,235</td>
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<tr>
<td>2015</td>
<td>388,722</td>
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<tr>
<td>2016</td>
<td>394,580</td>
</tr>
<tr>
<td>2017</td>
<td>399,156</td>
</tr>
<tr>
<td>2018</td>
<td>403,113</td>
</tr>
</tbody>
</table>

Complaints by Topic*

- Reducing debt: 221
- Imposters: 51
- Medical & prescriptions: 36
- Vacation & timeshares: 20
- Lotteries, prizes & sweepstakes: 18
- Warranties & protection plans: 11
- Computer & technical support: 8
- Energy, solar, & utilities: 7
- Home security & alarms: 6
- Work from home: 6

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

State Totals

- Complaints: 18,691 (#22 nationally, per 100K population)
- Active Registrations: 828,596 (#20 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

- Reducing debt: 2,355
- Imposters: 1,178
- Medical & prescriptions: 1,163
- Vacation & timeshares: 577
- Computer & technical support: 406
- Warranties & protection plans: 364
- Energy, solar, & utilities: 264
- Home improvement & cleaning: 169
- Lotteries, prizes & sweepstakes: 133
- Work from home: 86

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

- Live Caller: 6,469
- Robocall: 11,900
- Call Type Not Reported: 322
Complaints by County

State Totals
Complaints: 75,115  (#34 nationally, per 100K population)
Active Registrations: 3,152,409  (#45 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*
Reducing debt: 8,491
Medical & prescriptions: 6,316
Imposters: 4,408
Vacation & timeshares: 2,588
Warranties & protection plans: 1,857
Home security & alarms: 1,673
Computer & technical support: 1,598
Energy, solar, & utilities: 781
Lotteries, prizes & sweepstakes: 727
Work from home: 443

Complaints by Call Type
Call Type Not Reported: 2,148
Live Caller: 27,291
Robocall: 45,676

*Not everyone who files a complaint reports a topic.
South Dakota

Complaints by County

State Totals

Complaints: 9,521  (#46 nationally, per 100K population)
Active Registrations: 650,141  (#25 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt: 1,112
Imposters: 942
Medical & prescriptions: 596
Warranties & protection plans: 362
Vacation & timeshares: 310
Computer & technical support: 237
Lotteries, prizes & sweepstakes: 113
Work from home: 70
Home security & alarms: 45
Home improvement & cleaning: 28

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Complaints</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>63,169</td>
<td>4,394,385</td>
</tr>
<tr>
<td>2015</td>
<td>64,523</td>
<td>4,518,402</td>
</tr>
<tr>
<td>2016</td>
<td>105,416</td>
<td>4,597,744</td>
</tr>
<tr>
<td>2017</td>
<td>158,896</td>
<td>4,703,989</td>
</tr>
<tr>
<td>2018</td>
<td>111,514</td>
<td>4,847,910</td>
</tr>
</tbody>
</table>

### Complaints by Topic*

<table>
<thead>
<tr>
<th>Topic</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>6,199</td>
<td>3,572</td>
<td>3,080</td>
<td>2,078</td>
<td>2,063</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>9,683</td>
</tr>
<tr>
<td>Imposters</td>
<td></td>
<td></td>
<td>6,199</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1,131</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work from home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>653</td>
</tr>
<tr>
<td>Home improvement &amp; cleaning</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>339</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

### Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Active Registrations</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>4,394,385</td>
</tr>
<tr>
<td>2015</td>
<td>4,518,402</td>
</tr>
<tr>
<td>2016</td>
<td>4,597,744</td>
</tr>
<tr>
<td>2017</td>
<td>4,703,989</td>
</tr>
<tr>
<td>2018</td>
<td>4,847,910</td>
</tr>
</tbody>
</table>

### Complaints by Call Type

- **Live Caller**: 36,223
- **Robocall**: 72,900
- **Call Type Not Reported**: 2,391

---

**State Totals**

Complaints: 111,514  (#26 nationally, per 100K population)
Active Registrations: 4,847,910  (#28 nationally, per 100K population)
**Complaints by County**

- State Totals
  - Complaints: 402,316  (#39 nationally, per 100K population)
  - Active Registrations: 15,901,664  (#49 nationally, per 100K population)

**Complaints by Fiscal Year**

**Active Registrations by Fiscal Year**

**Complaints by Topic**

- Reducing debt: 46,435
- Medical & prescriptions: 38,608
- Imposters: 27,715
- Warranties & protection plans: 13,698
- Computer & technical support: 10,558
- Home improvement & cleaning: 7,387
- Vacation & timeshares: 6,519
- Home security & alarms: 5,857
- Energy, solar, & utilities: 3,434
- Lotteries, prizes & sweepstakes: 3,190

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

State Totals

Complaints: 54,865  (#20 nationally, per 100K population)
Active Registrations: 1,998,389  (#44 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Call Type

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

State Totals

Complaints: 9,208  (#35 nationally, per 100K population)
Active Registrations: 513,516  (#7 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing debt</td>
<td>1,147</td>
</tr>
<tr>
<td>Imposters</td>
<td>609</td>
</tr>
<tr>
<td>Medical &amp; prescriptions</td>
<td>599</td>
</tr>
<tr>
<td>Computer &amp; technical support</td>
<td>382</td>
</tr>
<tr>
<td>Warranties &amp; protection plans</td>
<td>311</td>
</tr>
<tr>
<td>Vacation &amp; timeshares</td>
<td>185</td>
</tr>
<tr>
<td>Lotteries, prizes &amp; sweepstakes</td>
<td>62</td>
</tr>
<tr>
<td>Work from home</td>
<td>54</td>
</tr>
<tr>
<td>Home security &amp; alarms</td>
<td>33</td>
</tr>
<tr>
<td>Energy, solar, &amp; utilities</td>
<td>31</td>
</tr>
</tbody>
</table>

*Not everyone who files a complaint reports a topic.

Complaints by Call Type

- Robocall: 6,007
- Live Caller: 3,047
- Call Type Not Reported: 154
Virginia

State Totals
Complaints: 181,936  (#7 nationally, per 100K population)
Active Registrations: 6,333,237  (#24 nationally, per 100K population)

Complaints by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>200K</td>
<td>98,461</td>
<td>108,151</td>
<td>181,989</td>
<td>232,796</td>
<td>181,936</td>
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<td>100K</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Complaints by Topic*

- Reducing debt: 20,819
- Medical & prescriptions: 15,433
- Imposters: 11,690
- Vacation & timeshares: 6,450
- Warranties & protection plans: 4,040
- Computer & technical support: 3,691
- Home improvement & cleaning: 3,065
- Lotteries, prizes & sweepstakes: 1,519
- Home security & alarms: 1,064
- Work from home: 809

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Active Registrations by Fiscal Year

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>6M</td>
<td>5,868,214</td>
<td>5,990,170</td>
<td>6,071,736</td>
<td>6,189,394</td>
<td>6,333,237</td>
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</tr>
<tr>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Complaints by Call Type

- Live Caller: 61,229
- Robocall: 118,449
- Call Type Not Reported: 2,258
Complaints by County

State Totals
Complaints: 130,920  (#21 nationally, per 100K population)
Active Registrations: 5,275,918  (#32 nationally, per 100K population)

Complaints by Fiscal Year

Complaints by Topic*
- Reducing debt: 20,577
- Imposters: 11,577
- Medical & prescriptions: 8,486
- Vacation & timeshares: 7,252
- Computer & technical support: 4,634
- Lotteries, prizes & sweepstakes: 2,027
- Home improvement & cleaning: 1,518
- Warranties & protection plans: 1,348
- Work from home: 960
- Energy, solar, & utilities: 524

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Active Registrations by Fiscal Year

Complaints by Call Type
- Live Caller: 36,915
- Robocall: 92,864
- Call Type Not Reported: 1,141
West Virginia

Complaints by County

State Totals
Complaints: 25,812 (#38 nationally, per 100K population)
Active Registrations: 1,281,329 (#33 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*

Reducing debt  3,105
Medical & prescriptions  1,530
Imposters  1,386
Warranties & protection plans  634
Vacation & timeshares  683
Computer & technical support  484
Lotteries, prizes & sweepstakes  235
Home security & alarms  182
Work from home  99
Home improvement & cleaning  57

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

**State Totals**
Complaints: 84,333  (#36 nationally, per 100K population)
Active Registrations: 4,743,374  (#8 nationally, per 100K population)

**Complaints by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>0K</td>
<td>32,547</td>
<td>41,376</td>
<td>67,359</td>
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<td>50K</td>
<td>50K</td>
<td>50K</td>
<td>50K</td>
<td>50K</td>
<td>50K</td>
</tr>
<tr>
<td>100K</td>
<td>100K</td>
<td>100K</td>
<td>100K</td>
<td>100K</td>
<td>100K</td>
</tr>
</tbody>
</table>

**Active Registrations by Fiscal Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>0M</td>
<td>4,373,078</td>
<td>4,476,128</td>
<td>4,542,861</td>
<td>4,621,662</td>
<td>4,743,374</td>
</tr>
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<td>2M</td>
<td>2M</td>
<td>2M</td>
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<td>4M</td>
<td>4M</td>
<td>4M</td>
<td>4M</td>
<td>4M</td>
<td>4M</td>
</tr>
</tbody>
</table>

**Complaints by Topic**

- **Reducing debt** 11,148
- **Medical & prescriptions** 7,977
- **Imposters** 5,637
- **Warranties & protection plans** 1,915
- **Computer & technical support** 1,790
- **Vacation & timeshares** 1,682
- **Lotteries, prizes & sweepstakes** 692
- **Work from home** 457
- **Home security & alarms** 356
- **Home improvement & cleaning** 318

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

**Complaints by Call Type**

- **Call Type Not Reported** 1,512
- **Live Caller** 28,711
- **Robocall** 54,110
 Wyoming

Complaints by County

State Totals
Complaints: 9,389 (#30 nationally, per 100K population)
Active Registrations: 471,159 (#11 nationally, per 100K population)

Complaints by Fiscal Year

Active Registrations by Fiscal Year

Complaints by Topic*
Reducing debt: 1,198
Imposters: 809
Medical & prescriptions: 713
Warranties & protection plans: 424
Computer & technical support: 312
Vacation & timeshares: 246
Lotteries, prizes & sweepstakes: 113
Work from home: 93
Home improvement & cleaning: 25
Energy, solar, & utilities: 17

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