

**Federal Trade Commission November 2023** 



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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, 2023, there were 249 million active registrations. Consumers can register multiple phone numbers on the Registry by registering online at <u>donotcall.gov</u> 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 <u>donotcall.gov</u> 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 <u>ftc.gov/sentinel</u>. Law enforcement personnel may join Sentinel at <u>register.consumersentinel.gov</u>.

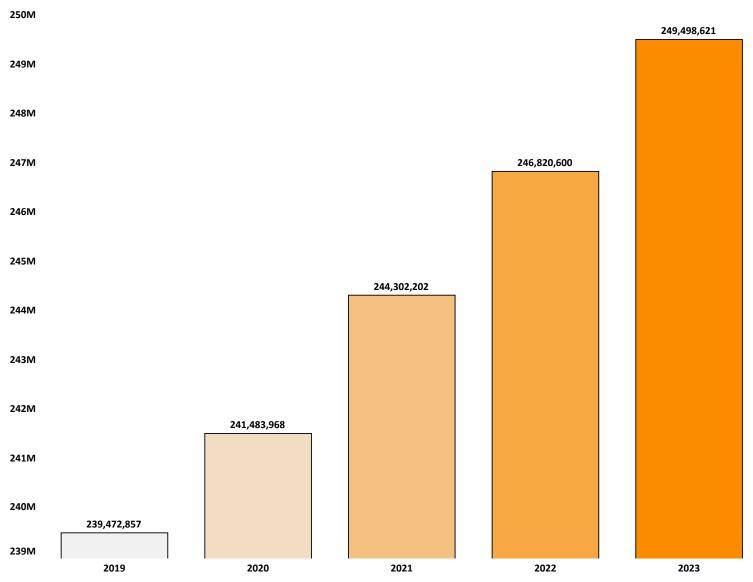
# The Data Book

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.
  - 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 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: <a href="https://www.ftc.gov/data">www.ftc.gov/data</a>.
- States are ranked based on the number of registrations or complaints per 100,000 population.
  Complaint figures include the total number of FY 2023 complaints submitted to the FTC.
  Population estimates are based on 2021 U.S. Census population estimates (2017-2021
  American Community Survey 5-Year Estimates).
- 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**



<sup>&</sup>quot;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, 2023.

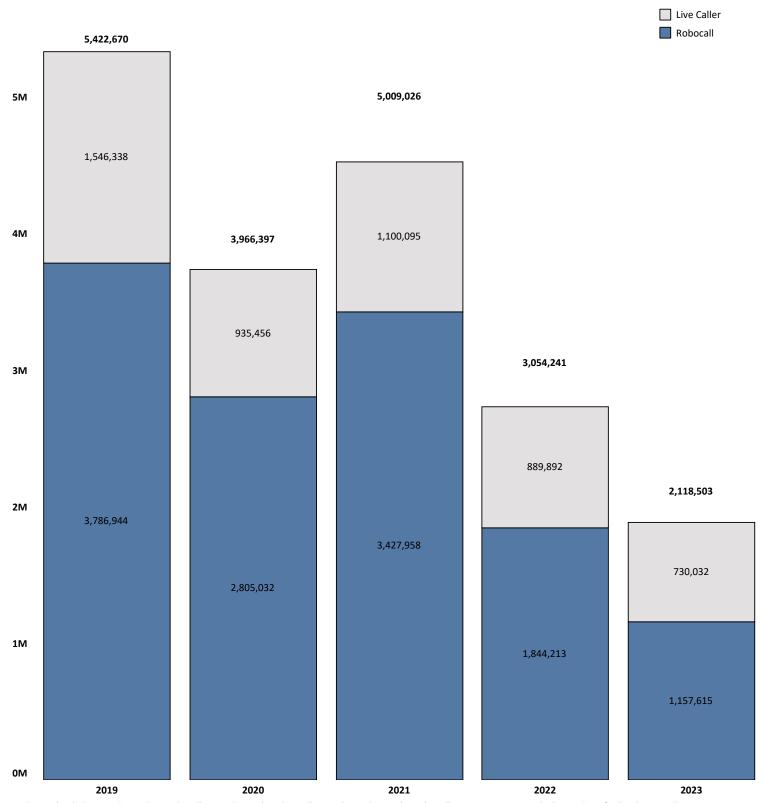
# **Organizations Accessing the Registry by Fiscal Year**

	2019	2020	2021	2022	2023
5 or Fewer Area Codes	12,525	10,420	9,595	8,502	7,814
Organizations Who Paid	2,014	1,952	2,000	2,116	1,963
<b>Exempt Organizations</b>	541	556	512	567	570
Total	15,080	12,928	12,107	11,185	10,347

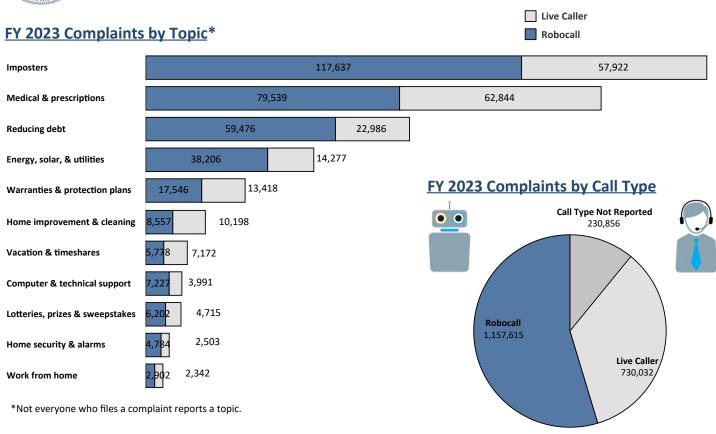
Telemarketers and sellers can access up to five area codes on the Registry for free. To access more than five area codes, they must pay a fee. Organizations that are not selling goods or services are "exempt" and can access numbers on the Registry for free. This includes organizations asking for charitable 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.



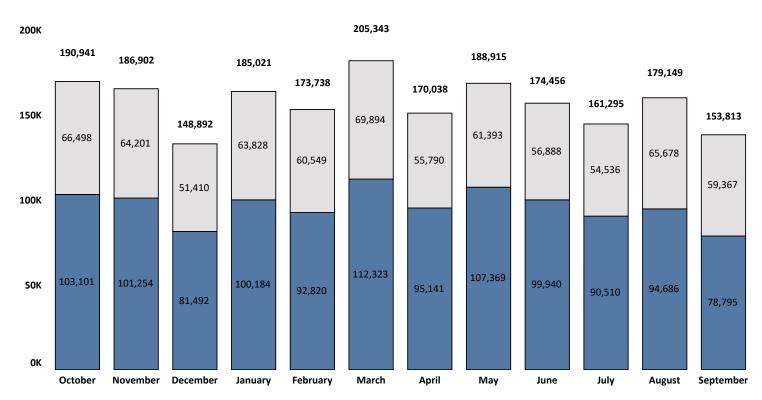
# **Complaints by Call Type and Fiscal Year**



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 <a href="mailto:ftc.gov/data">ftc.gov/data</a>.

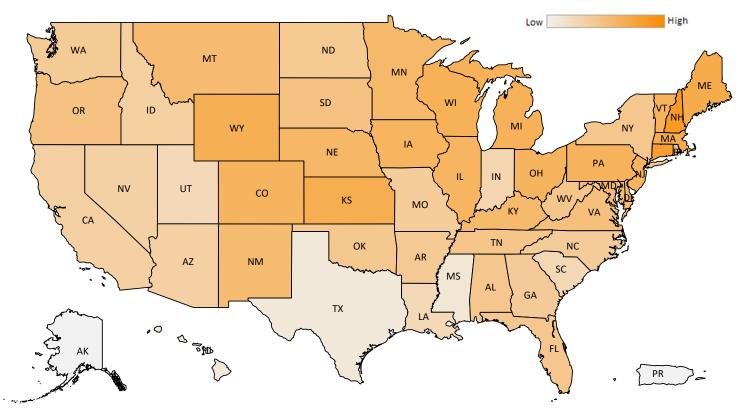


# **FY 2023 Complaints by Month**



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 <a href="ftc.gov/data">ftc.gov/data</a>.

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

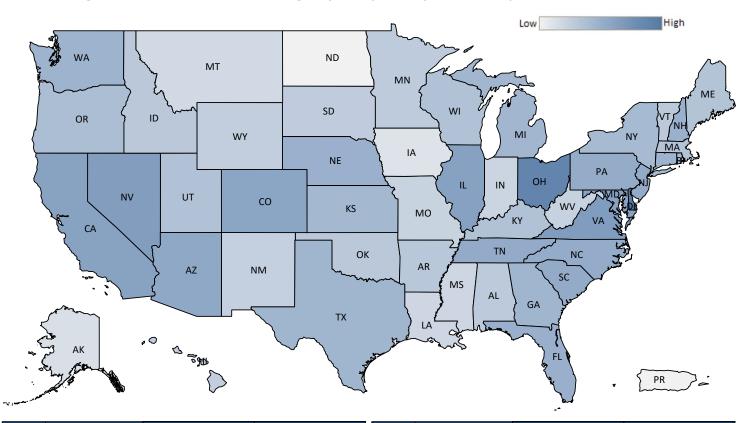


Rank	Consumer State	Active Registrations	Active Registrations per 100K Population
1	New Hampshire	1,306,183	95,191
2	Connecticut	3,375,539	93,626
3	Maine	1,189,246	87,635
4	Massachusetts	6,115,063	87,460
5	Kansas	2,545,419	86,812
6	Wyoming	496,969	86,183
7	Wisconsin	5,011,712	85,354
8	Michigan	8,573,574	85,203
9	Vermont	543,838	84,758
10	Pennsylvania	10,955,538	84,464
11	Colorado	4,810,554	84,054
12	New Jersey	7,758,517	84,021
13	Ohio	9,855,951	83,738
14	Iowa	2,657,903	83,606
15	Illinois	10,677,289	83,274
16	Nebraska	1,610,333	82,519
17	Minnesota	4,630,884	81,667
18	Kentucky	3,645,972	81,127
19	Delaware	795,312	80,998
20	Maryland	4,956,155	80,607
21	Montana	867,827	80,505
22	New Mexico	1,692,902	80,256
23	Rhode Island	862,678	79,004
24	Virginia	6,727,675	78,388
25	South Dakota	682,571	77,408
26	Oregon	3,253,186	77,325

Rank	Consumer State	Active Registrations	Active Registrations per 100K Population
27	Tennessee	5,197,292	75,768
28	West Virginia	1,362,223	75,635
29	Alabama	3,738,619	74,807
30	New York	15,042,214	74,782
31	Florida	15,950,656	74,746
32	Oklahoma	2,946,810	74,638
33	North Dakota	573,199	74,120
34	Arkansas	2,218,886	73,808
35	Washington	5,595,289	73,454
36	Georgia	7,753,334	72,968
37	North Carolina	7,521,686	72,554
38	Missouri	4,444,187	72,363
39	Idaho	1,291,483	71,289
40	California	28,007,914	70,986
41	Arizona	5,002,226	70,661
42	Nevada	2,156,129	70,479
43	Indiana	4,605,315	68,213
44	South Carolina	3,394,153	66,828
45	Louisiana	3,092,065	66,392
46	Utah	2,145,079	66,383
47	Mississippi	1,799,445	60,648
48	Texas	17,242,186	59,739
49	Hawaii	862,791	59,360
50	Alaska	405,344	55,078
	District of Columbia	695,863	101,860
	Puerto Rico	425,896	12,862

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, 2023. Population estimates are based on 2021 U.S. Census population estimates.

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

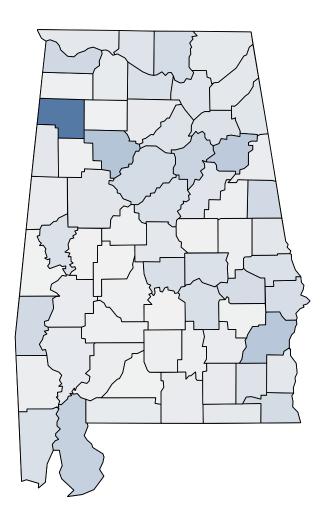


Rank	Consumer State	Complaints	Complaints per 100K Population
1	Delaware	10,054	1,024
2	Ohio	111,687	949
3	Virginia	67,052	781
4	Nevada	23,684	774
5	Illinois	96,347	751
6	Maryland	45,799	745
7	California	291,072	738
8	Colorado	41,513	725
9	Arizona	50,001	706
10	New Jersey	63,515	688
11	Tennessee	47,174	688
12	Pennsylvania	88,717	684
13	South Carolina	34,589	681
14	North Carolina	70,450	680
15	New Hampshire	9,018	657
16	Florida	139,670	655
17	Nebraska	12,734	653
18	Connecticut	22,770	632
19	Washington	48,040	631
20	Texas	180,394	625
21	Georgia	66,265	624
22	Michigan	61,777	614
23	Kansas	17,869	609
24	New York	119,521	594
25	Rhode Island	6,423	588
26	Oregon	23 962	570

Rank	Consumer State	Complaints	Complaints per 100K Population
27	Wisconsin	32,127	547
28	Kentucky	24,570	547
29	Utah	17,498	542
30	Massachusetts	37,332	534
31	Maine	7,227	533
32	Arkansas	15,522	516
33	Idaho	9,201	508
34	Oklahoma	19,953	505
35	Vermont	3,206	500
36	Alabama	24,880	498
37	Minnesota	27,751	489
38	South Dakota	4,255	483
39	Wyoming	2,728	473
40	Hawaii	6,860	472
41	New Mexico	9,723	461
42	West Virginia	8,140	452
43	Missouri	27,307	445
44	Indiana	29,123	431
45	Mississippi	12,628	426
46	Louisiana	19,801	425
47	Montana	4,430	411
48	Alaska	2,778	377
49	Iowa	11,480	361
50	North Dakota	2,176	281
	District of Columbia	3,397	497
	Puerto Rico	1,079	33

# **Alabama**

# **Complaints by County**

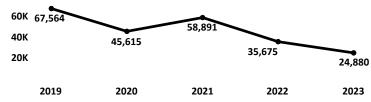


### **State Totals**

Complaints: 24,880 (#36 nationally, per 100K population)

Active Registrations: 3,738,619 (#29 nationally, per 100K population)

# **Complaints by Fiscal Year**

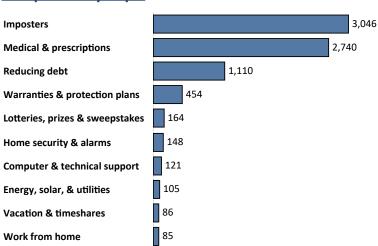


# **Active Registrations by Fiscal Year**

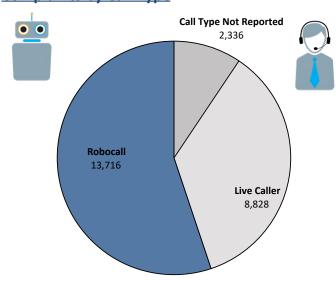
	_		_		<b></b>
3M 3,	553,161	3,582,261	3,624,168	3,662,211	3,738,619
2M					
1M					
	2019	2020	2021	2022	2023



# **Complaints by Topic\***

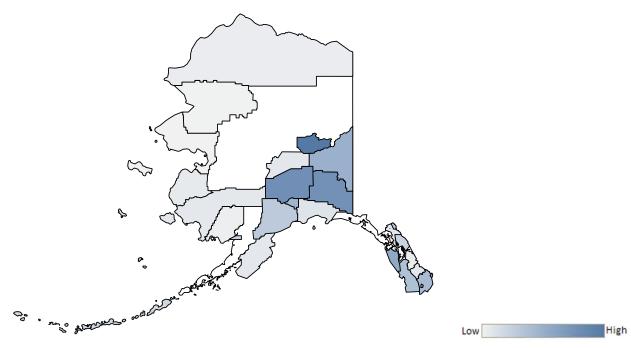


### \*Not everyone who files a complaint reports a topic.



# Alaska

# **Complaints by Borough or Census Area**

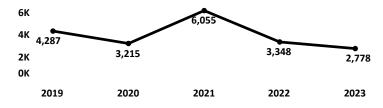


# **State Totals**

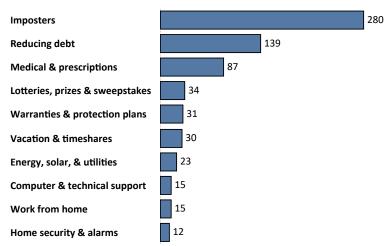
Complaints: 2,778 (#48 nationally, per 100K population)

Active Registrations: 405,344 (#50 nationally, per 100K population)

# **Complaints by Fiscal Year**

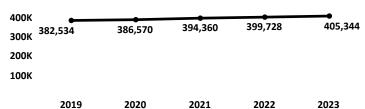


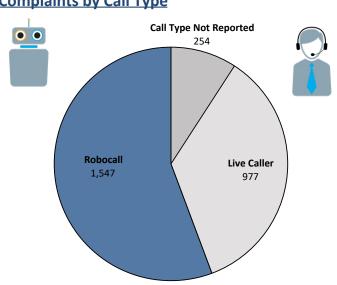
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

# **Active Registrations by Fiscal Year**





# **Arizona**

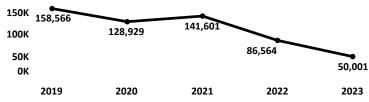
# **Complaints by County**

### **State Totals**

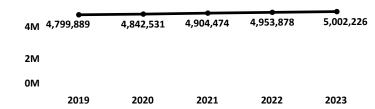
Complaints: 50,001 (#9 nationally, per 100K population)

Active Registrations: 5,002,226 (#41 nationally, per 100K population)



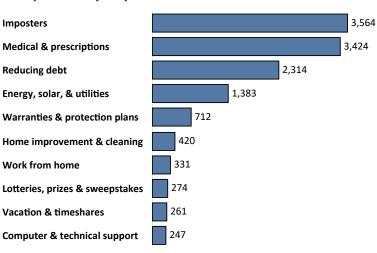


# **Active Registrations by Fiscal Year**

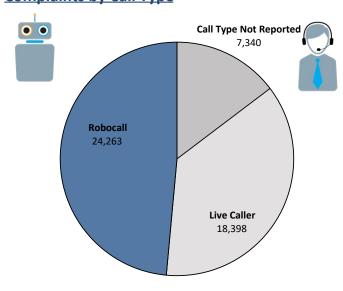




# **Complaints by Topic\***

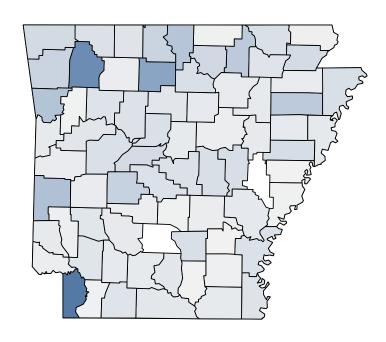


### \*Not everyone who files a complaint reports a topic.



# **Arkansas**

# **Complaints by County**



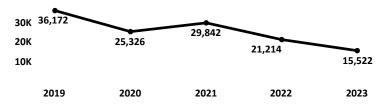


### **State Totals**

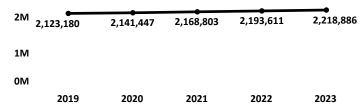
Complaints: 15,522 (#32 nationally, per 100K population)

Active Registrations: 2,218,886 (#34 nationally, per 100K population)

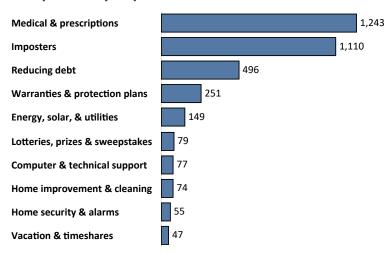
# **Complaints by Fiscal Year**

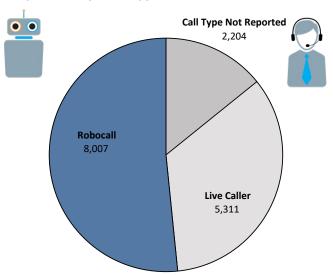


# <u>Active Registrations by Fiscal Year</u>



# **Complaints by Topic\***





<sup>\*</sup>Not everyone who files a complaint reports a topic.

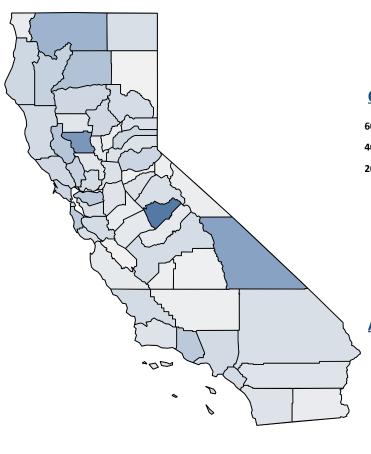
# **California**

# **Complaints by County**

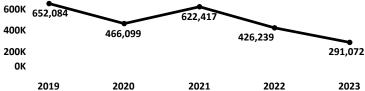
### **State Totals**

Complaints: 291,072 (#7 nationally, per 100K population)

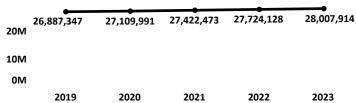
Active Registrations: 28,007,914 (#40 nationally, per 100K population)



# **Complaints by Fiscal Year**



# **Active Registrations by Fiscal Year**

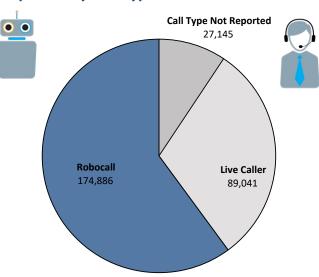




# **Complaints by Topic\***

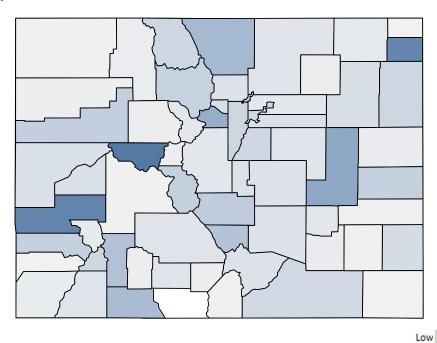
### 29,231 **Imposters** 18,597 Energy, solar, & utilities **Medical & prescriptions** 12,412 11,475 **Reducing debt** 7,107 Home improvement & cleaning 2,316 Warranties & protection plans Computer & technical support 1,594 1,552 Vacation & timeshares 1,489 Lotteries, prizes & sweepstakes Work from home

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



# **Colorado**

# **Complaints by County**

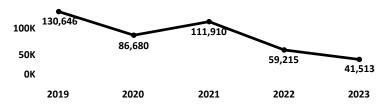


# **State Totals**

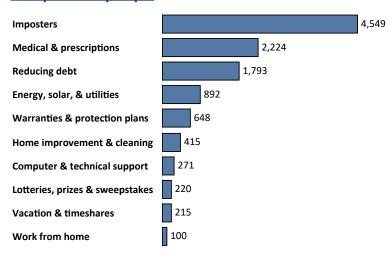
Complaints: 41,513 (#8 nationally, per 100K population)

Active Registrations: 4,810,554 (#11 nationally, per 100K population)

# **Complaints by Fiscal Year**

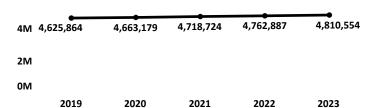


# **Complaints by Topic\***

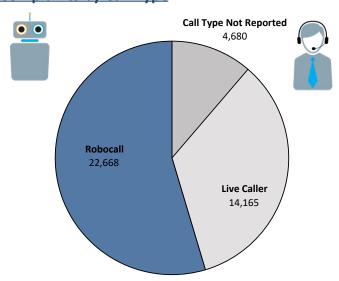


<sup>\*</sup>Not everyone who files a complaint reports a topic.

# **Active Registrations by Fiscal Year**

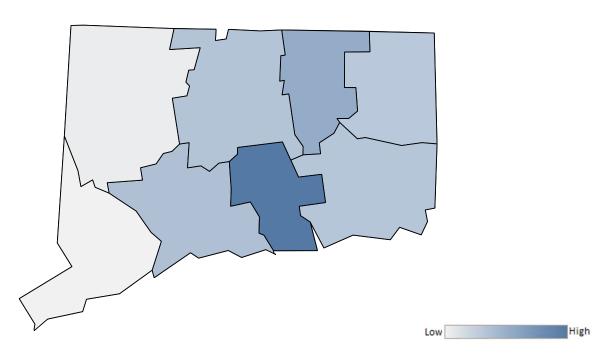


High



# **Connecticut**

# **Complaints by County**

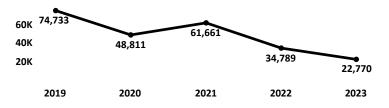


# **State Totals**

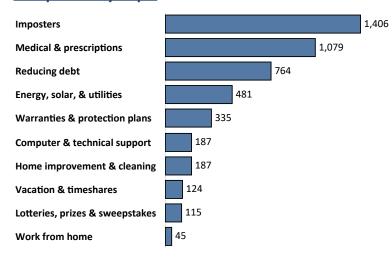
Complaints: 22,770 (#18 nationally, per 100K population)

Active Registrations: 3,375,539 (#2 nationally, per 100K population)

# **Complaints by Fiscal Year**

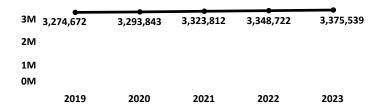


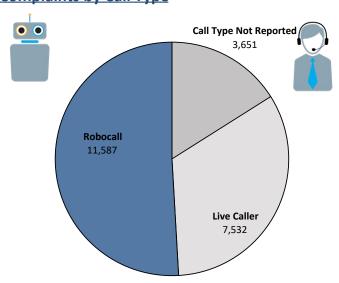
# **Complaints by Topic\***



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

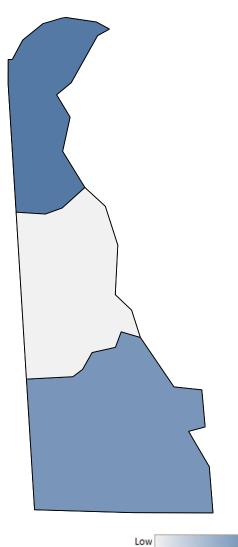
# **Active Registrations by Fiscal Year**





# **Delaware**

# **Complaints by County**

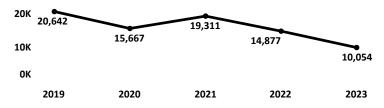


### **State Totals**

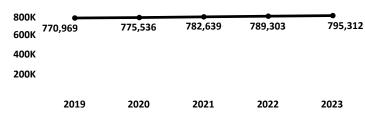
Complaints: 10,054 (#1 nationally, per 100K population)

Active Registrations: 795,312 (#19 nationally, per 100K population)

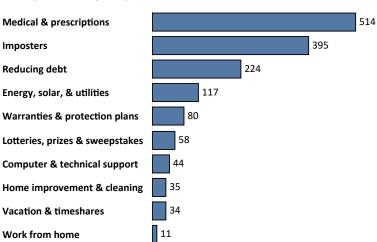
# **Complaints by Fiscal Year**



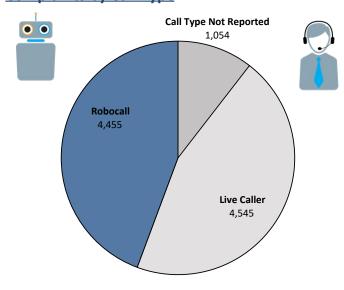
# **Active Registrations by Fiscal Year**



# **Complaints by Topic\***



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



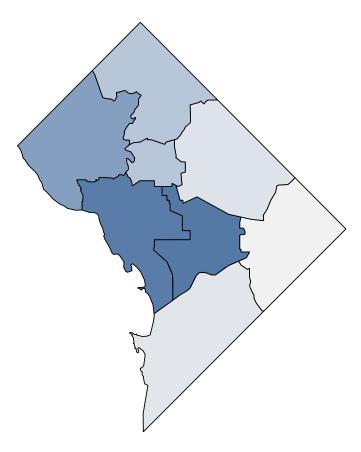
# **District of Columbia**

# **Complaints by Ward**

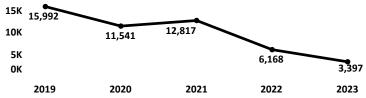
# **District of Columbia Totals**

Complaints: 3,397 (Not Ranked)

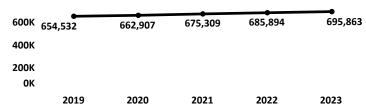
Active Registrations: 695,863 (Not Ranked)



# **Complaints by Fiscal Year**

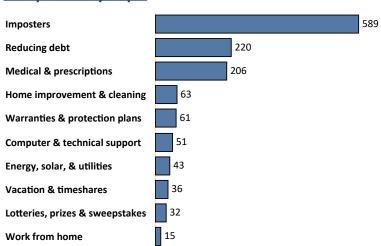


# **Active Registrations by Fiscal Year**

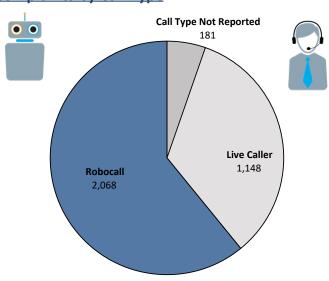




# **Complaints by Topic\***

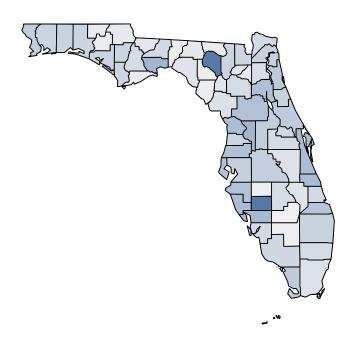


### \*Not everyone who files a complaint reports a topic.



# **Florida**

# **Complaints by County**



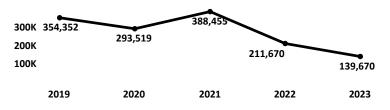


### **State Totals**

Complaints: 139,670 (#16 nationally, per 100K population)

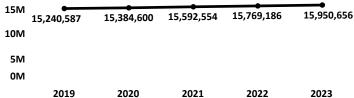
Active Registrations: 15,950,656 (#31 nationally, per 100K population)

# **Complaints by Fiscal Year**

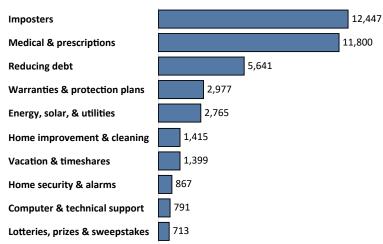


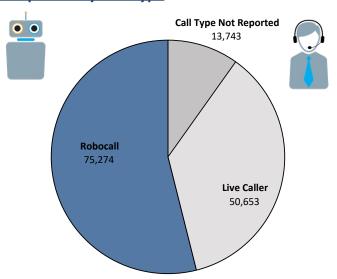
# 10M

**Active Registrations by Fiscal Year** 



# **Complaints by Topic\***





<sup>\*</sup>Not everyone who files a complaint reports a topic.

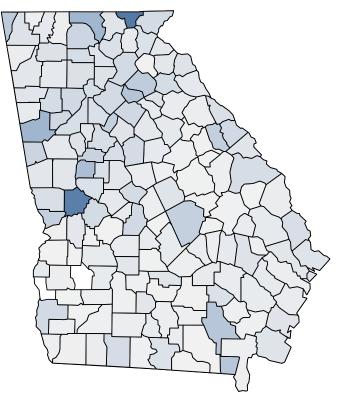
# Georgia

# **Complaints by County**

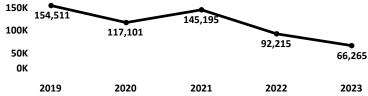
# **State Totals**

Complaints: 66,265 (#21 nationally, per 100K population)

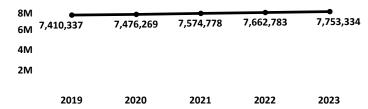
Active Registrations: 7,753,334 (#36 nationally, per 100K population)



# **Complaints by Fiscal Year**



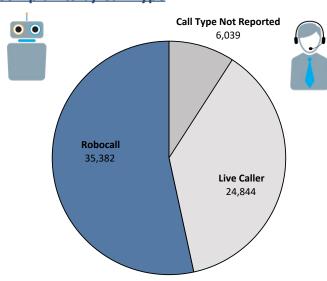
# **Active Registrations by Fiscal Year**





# **Complaints by Topic\***

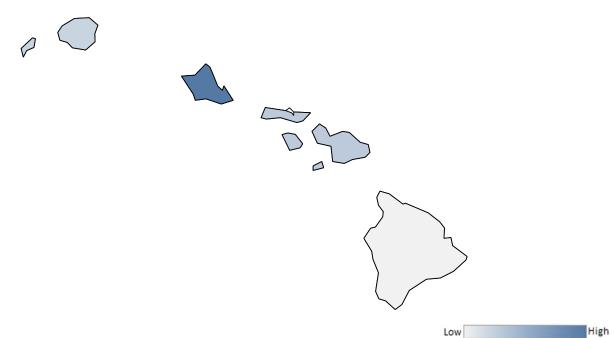
### 5,755 **Medical & prescriptions** 4,685 Imposters **Reducing debt** 2,255 Warranties & protection plans 1,633 713 Home security & alarms 644 Energy, solar, & utilities Home improvement & cleaning 358 Vacation & timeshares Lotteries, prizes & sweepstakes Computer & technical support



<sup>\*</sup>Not everyone who files a complaint reports a topic.

# Hawaii

# **Complaints by County**

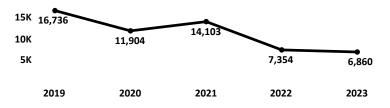


# **State Totals**

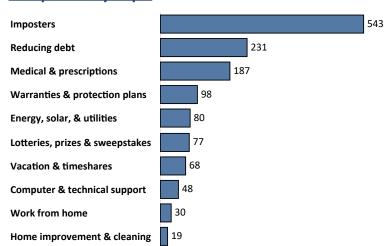
Complaints: 6,860 (#40 nationally, per 100K population)

Active Registrations: 862,791 (#49 nationally, per 100K population)

# **Complaints by Fiscal Year**

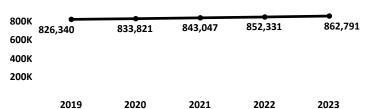


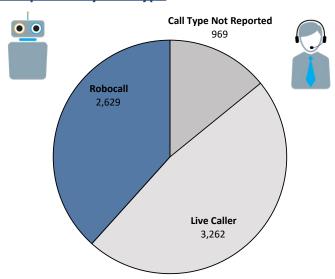
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

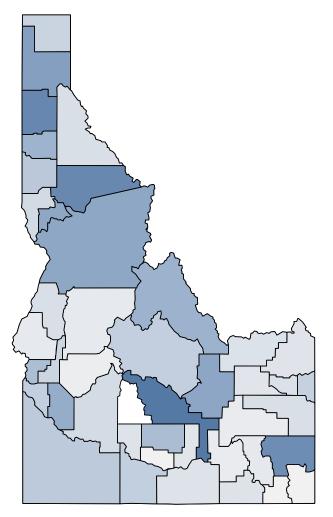
# **Active Registrations by Fiscal Year**





# Idaho

# **Complaints by County**

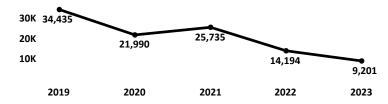


### **State Totals**

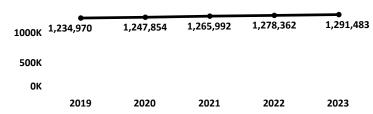
Complaints: 9,201 (#33 nationally, per 100K population)

Active Registrations: 1,291,483 (#39 nationally, per 100K population)

# **Complaints by Fiscal Year**

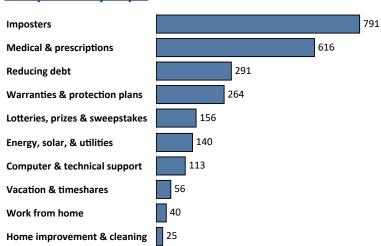


# **Active Registrations by Fiscal Year**

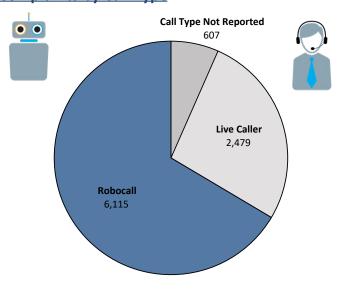




# **Complaints by Topic\***

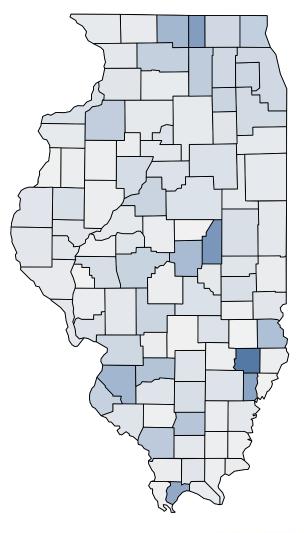


### \*Not everyone who files a complaint reports a topic.



# Illinois

# **Complaints by County**

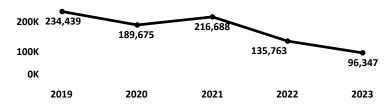


### **State Totals**

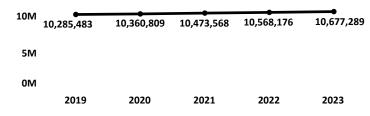
Complaints: 96,347 (#5 nationally, per 100K population)

Active Registrations: 10,677,289 (#15 nationally, per 100K population)

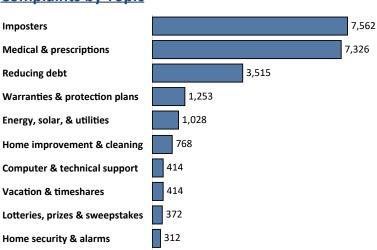
# **Complaints by Fiscal Year**

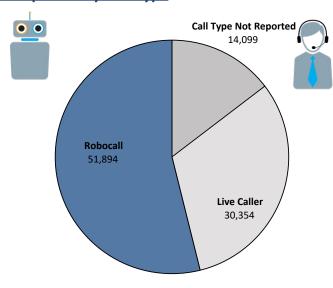


# **Active Registrations by Fiscal Year**



# **Complaints by Topic\***

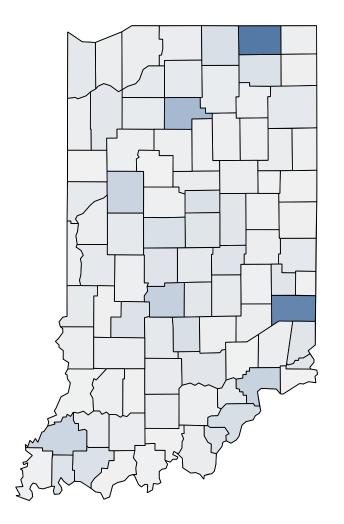




<sup>\*</sup>Not everyone who files a complaint reports a topic.

# **Indiana**

# **Complaints by County**

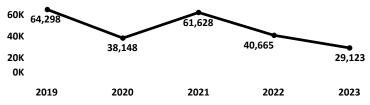


### **State Totals**

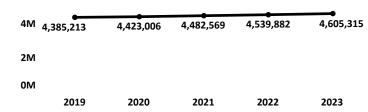
Complaints: 29,123 (#44 nationally, per 100K population)

Active Registrations: 4,605,315 (#43 nationally, per 100K population)

# **Complaints by Fiscal Year**

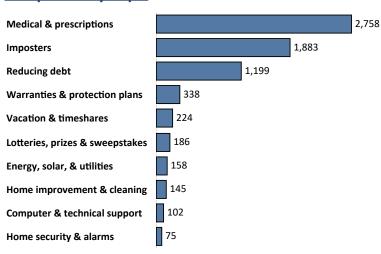


# **Active Registrations by Fiscal Year**

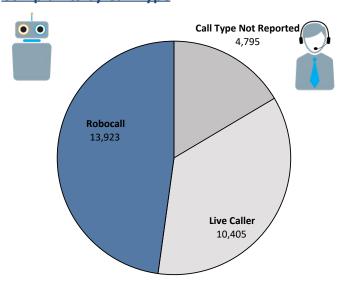




# **Complaints by Topic\***

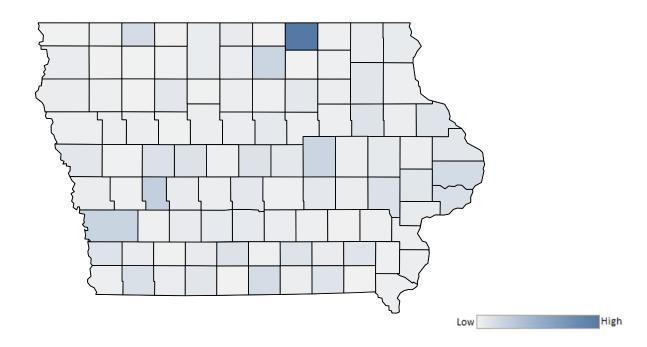


### \*Not everyone who files a complaint reports a topic.



# lowa

# **Complaints by County**

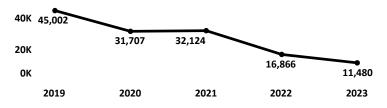


# **State Totals**

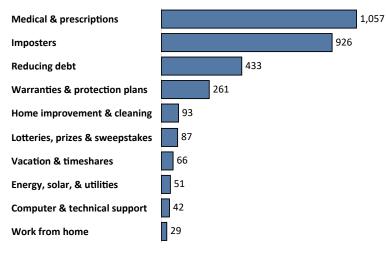
Complaints: 11,480 (#49 nationally, per 100K population)

Active Registrations: 2,657,903 (#14 nationally, per 100K population)

# **Complaints by Fiscal Year**

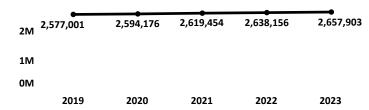


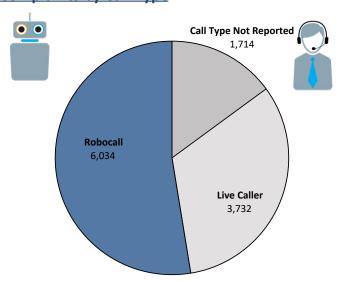
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

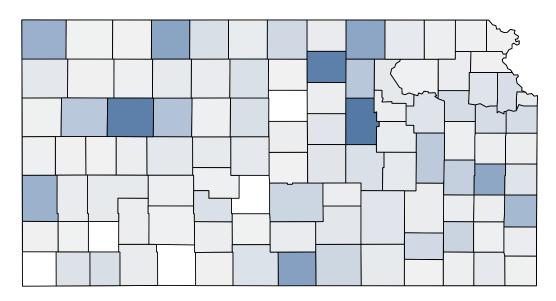
# **Active Registrations by Fiscal Year**





# **Kansas**

# **Complaints by County**



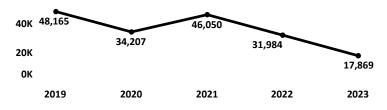


### **State Totals**

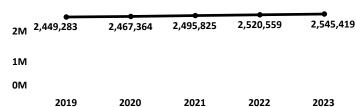
Complaints: 17,869 (#23 nationally, per 100K population)

Active Registrations: 2,545,419 (#5 nationally, per 100K population)

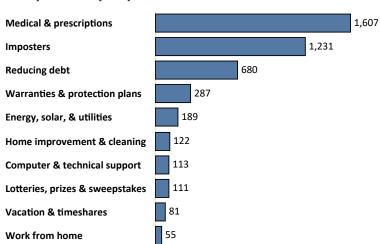
# **Complaints by Fiscal Year**



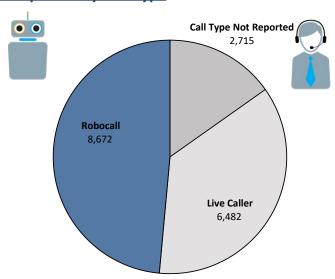
# **Active Registrations by Fiscal Year**



# **Complaints by Topic\***

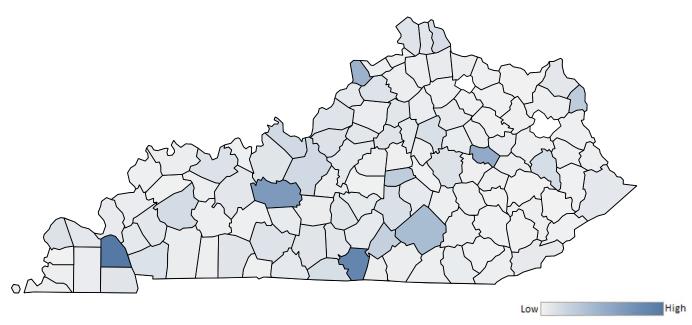


# \*Not everyone who files a complaint reports a topic.



# Kentucky

# **Complaints by County**

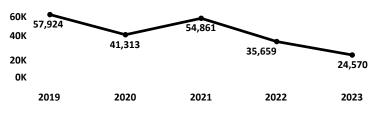


# **State Totals**

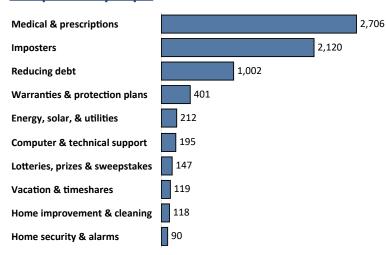
Complaints: 24,570 (#28 nationally, per 100K population)

Active Registrations: 3,645,972 (#18 nationally, per 100K population)

# **Complaints by Fiscal Year**

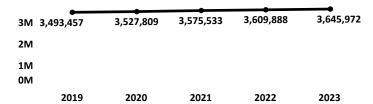


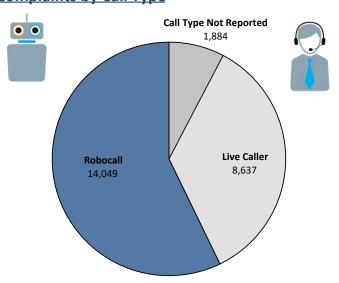
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

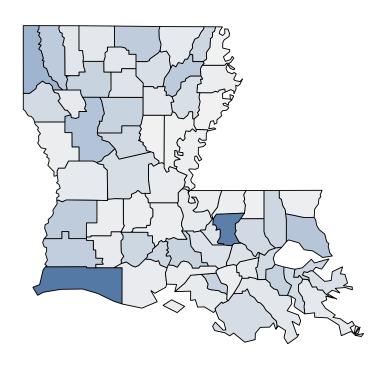
# **Active Registrations by Fiscal Year**





# Louisiana

# **Complaints by Parish**



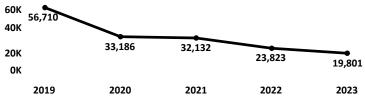
Low

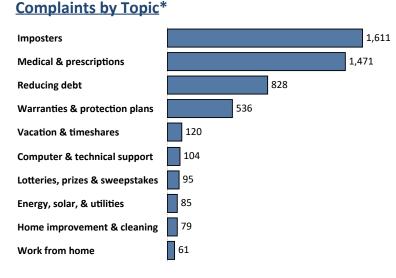
### **State Totals**

Complaints: 19,801 (#46 nationally, per 100K population)

Active Registrations: 3,092,065 (#45 nationally, per 100K population)

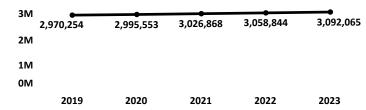
# **Complaints by Fiscal Year**

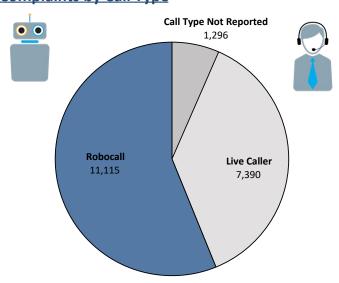




<sup>\*</sup>Not everyone who files a complaint reports a topic.

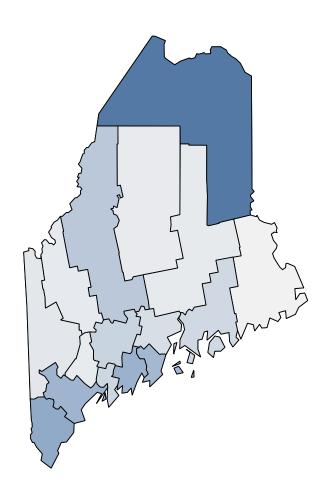
# **Active Registrations by Fiscal Year**





# Maine

# **Complaints by County**

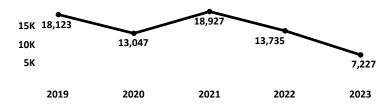


# **State Totals**

Complaints: 7,227 (#31 nationally, per 100K population)

Active Registrations: 1,189,246 (#3 nationally, per 100K population)

# **Complaints by Fiscal Year**

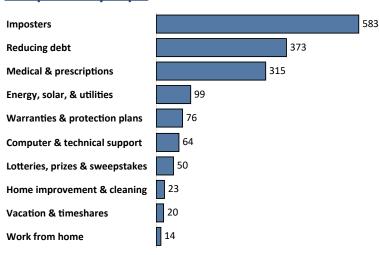


# **Active Registrations by Fiscal Year**

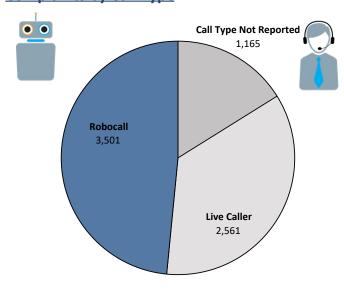
		_			
1000K 1	,143,877	1,154,438	1,167,148	1,178,462	1,189,246
500K					
0K					
	2019	2020	2021	2022	2023



# **Complaints by Topic\***

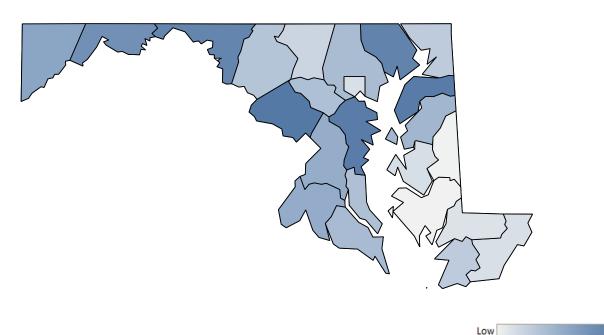


### \*Not everyone who files a complaint reports a topic.



# Maryland

# **Complaints by County**

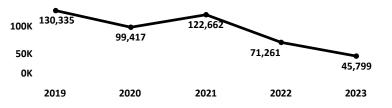


# **State Totals**

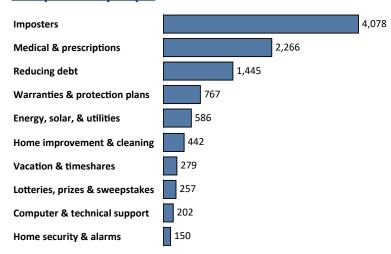
Complaints: 45,799 (#6 nationally, per 100K population)

Active Registrations: 4,956,155 (#20 nationally, per 100K population)

# **Complaints by Fiscal Year**

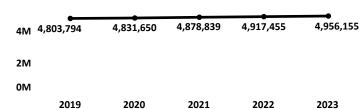


# **Complaints by Topic\***

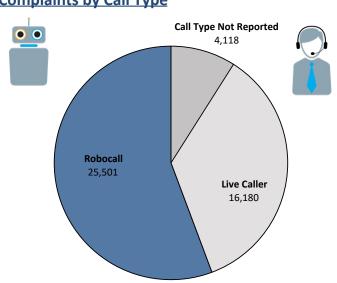


<sup>\*</sup>Not everyone who files a complaint reports a topic.

# **Active Registrations by Fiscal Year**

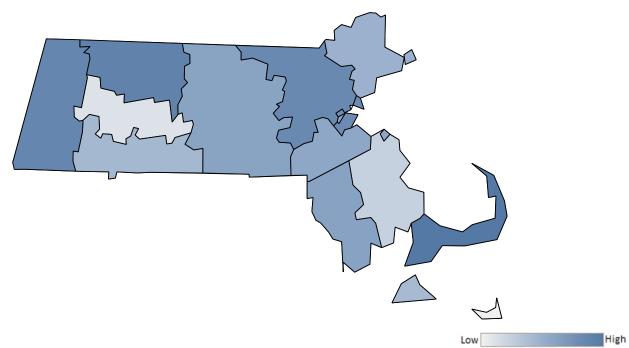


High



# **Massachusetts**

# **Complaints by County**

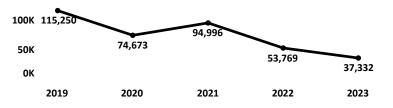


# **State Totals**

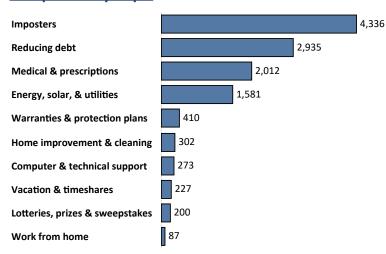
Complaints: 37,332 (#30 nationally, per 100K population)

Active Registrations: 6,115,063 (#4 nationally, per 100K population)

# **Complaints by Fiscal Year**

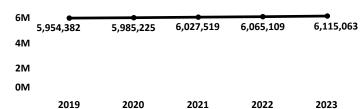


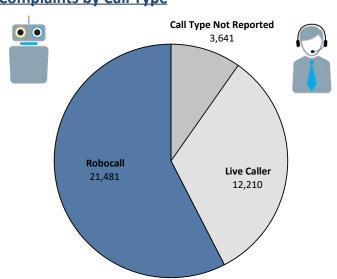
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

# **Active Registrations by Fiscal Year**





# Michigan

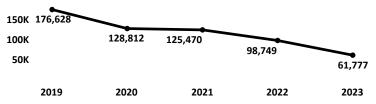
# **Complaints by County**

### **State Totals**

Complaints: 61,777 (#22 nationally, per 100K population)

Active Registrations: 8,573,574 (#8 nationally, per 100K population)

# **Complaints by Fiscal Year**

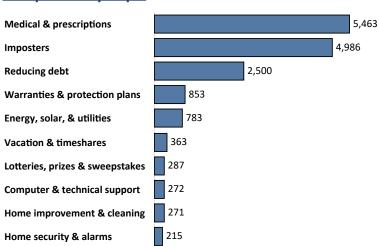


# **Active Registrations by Fiscal Year**

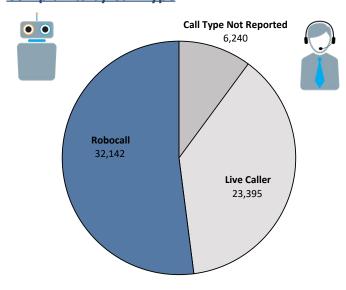
8M 8M 6M	,275,163	8,340,515	8,411,097	8,493,003	8,573,574
4M					
2M					
	2019	2020	2021	2022	2023



# **Complaints by Topic\***



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



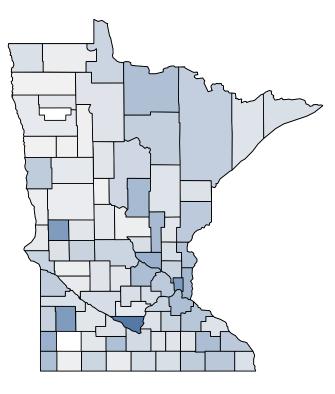
# **Minnesota**

# **Complaints by County**

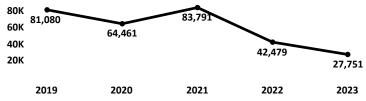
# **State Totals**

Complaints: 27,751 (#37 nationally, per 100K population)

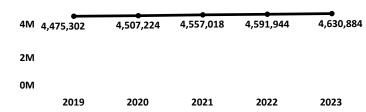
Active Registrations: 4,630,884 (#17 nationally, per 100K population)



# **Complaints by Fiscal Year**



# **Active Registrations by Fiscal Year**





# **Complaints by Topic\***

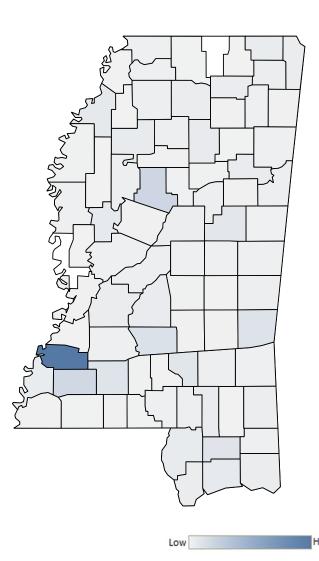
### 2,170 **Imposters** 1,188 **Medical & prescriptions Reducing debt** 1,038 864 Warranties & protection plans 447 Home improvement & cleaning 216 Computer & technical support **Vacation & timeshares** 205 175 Lotteries, prizes & sweepstakes Energy, solar, & utilities Work from home



<sup>\*</sup>Not everyone who files a complaint reports a topic.

# Mississippi

# **Complaints by County**

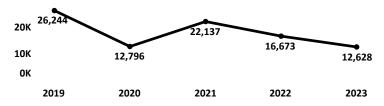


# **State Totals**

Complaints: 12,628 (#45 nationally, per 100K population)

Active Registrations: 1,799,445 (#47 nationally, per 100K population)

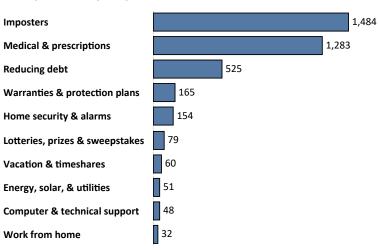
# **Complaints by Fiscal Year**

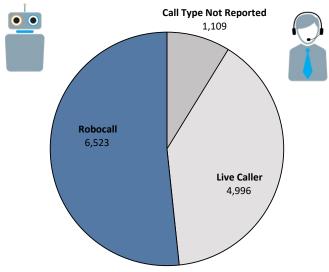


# **Active Registrations by Fiscal Year**

	_		_		
1500K 1	,720,338	1,734,038	1,756,228	1,777,037	1,799,445
1000K					
500K					
OK					
	2019	2020	2021	2022	2023

# **Complaints by Topic\***

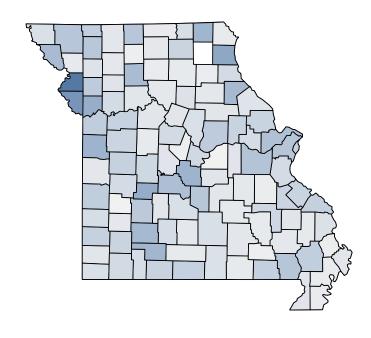




<sup>\*</sup>Not everyone who files a complaint reports a topic.

# Missouri

# **Complaints by County**



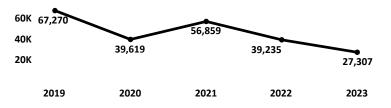


### **State Totals**

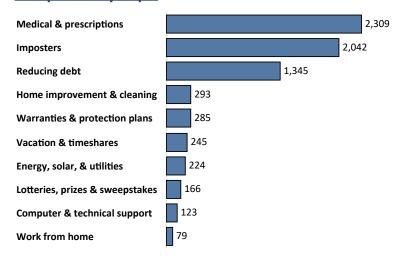
Complaints: 27,307 (#43 nationally, per 100K population)

Active Registrations: 4,444,187 (#38 nationally, per 100K population)

# **Complaints by Fiscal Year**

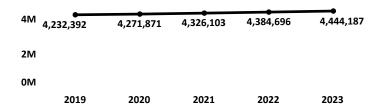


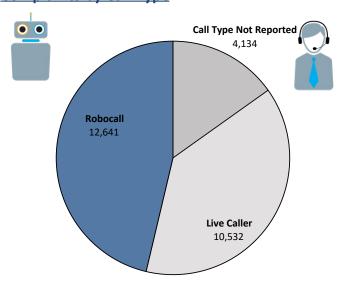
# **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

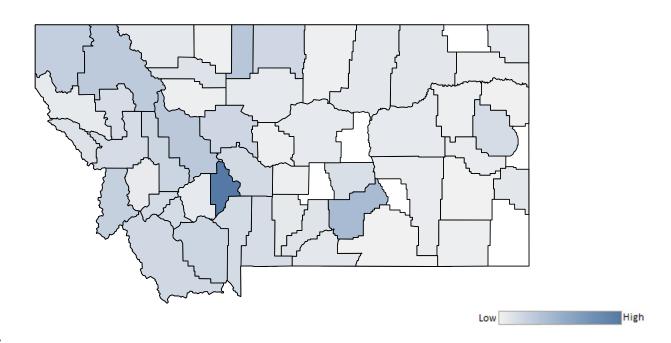
# **Active Registrations by Fiscal Year**





# **Montana**

# **Complaints by County**

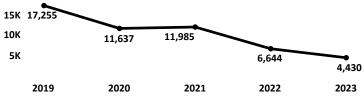


# **State Totals**

Complaints: 4,430 (#47 nationally, per 100K population)

Active Registrations: 867,827 (#21 nationally, per 100K population)

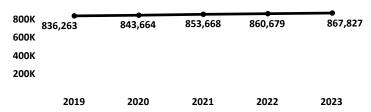
# **Complaints by Fiscal Year**

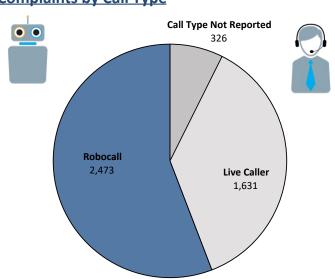


# Complaints by Topic\*

# Imposters Medical & prescriptions Reducing debt 252 Warranties & protection plans Lotteries, prizes & sweepstakes 34 Computer & technical support Vacation & timeshares 29 Energy, solar, & utilities 13 Work from home Home improvement & cleaning 6

# **Active Registrations by Fiscal Year**

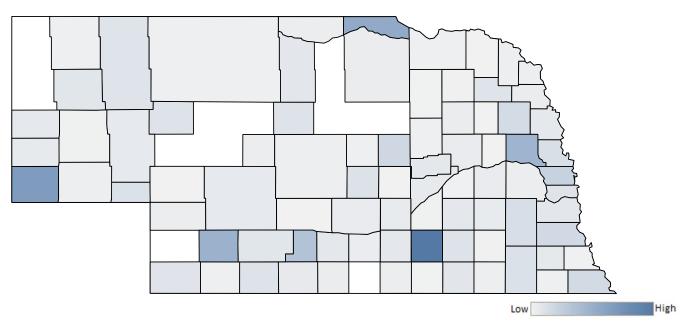




<sup>\*</sup>Not everyone who files a complaint reports a topic.

## Nebraska

### **Complaints by County**

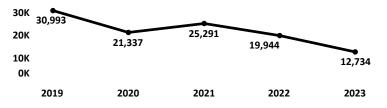


#### **State Totals**

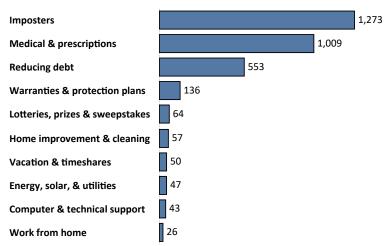
Complaints: 12,734 (#17 nationally, per 100K population)

Active Registrations: 1,610,333 (#16 nationally, per 100K population)

## **Complaints by Fiscal Year**

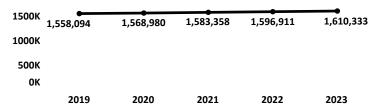


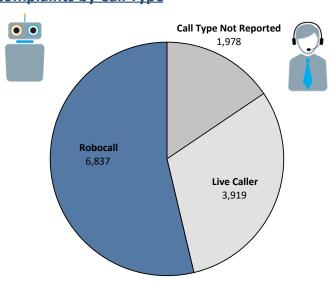
### Complaints by Topic\*



<sup>\*</sup>Not everyone who files a complaint reports a topic.

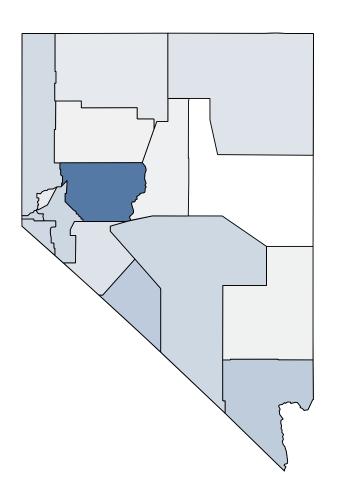
## **Active Registrations by Fiscal Year**





## Nevada

### **Complaints by County**

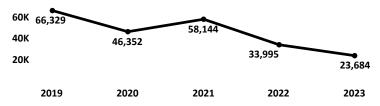


#### **State Totals**

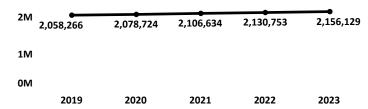
Complaints: 23,684 (#4 nationally, per 100K population)

Active Registrations: 2,156,129 (#42 nationally, per 100K population)

#### **Complaints by Fiscal Year**

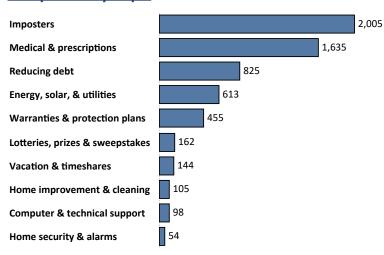


### **Active Registrations by Fiscal Year**

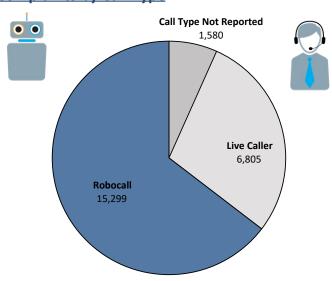




## **Complaints by Topic\***

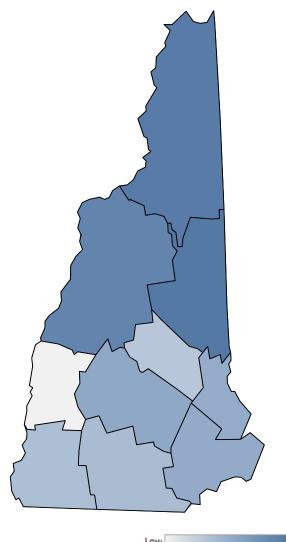


#### \*Not everyone who files a complaint reports a topic.



## **New Hampshire**

## **Complaints by County**

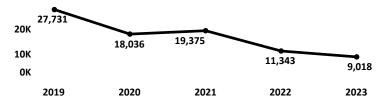


#### **State Totals**

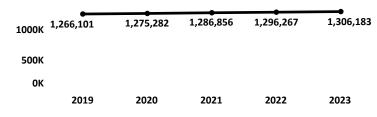
Complaints: 9,018 (#15 nationally, per 100K population)

Active Registrations: 1,306,183 (#1 nationally, per 100K population)

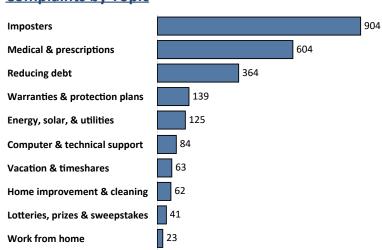
#### **Complaints by Fiscal Year**



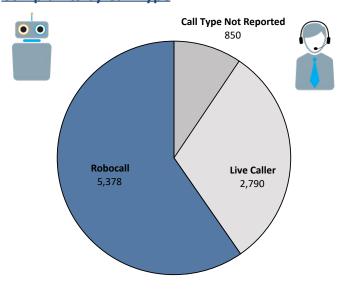
### **Active Registrations by Fiscal Year**



### **Complaints by Topic\***

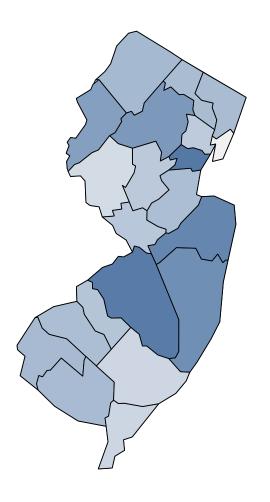


## \*Not everyone who files a complaint reports a topic.



## **New Jersey**

### **Complaints by County**

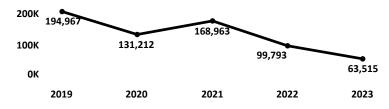


#### **State Totals**

Complaints: 63,515 (#10 nationally, per 100K population)

Active Registrations: 7,758,517 (#12 nationally, per 100K population)

#### **Complaints by Fiscal Year**

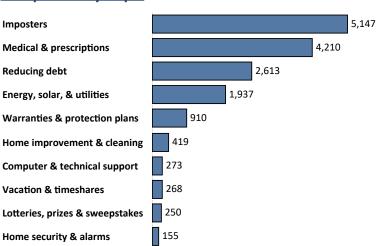


### **Active Registrations by Fiscal Year**

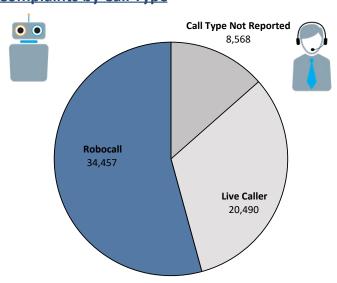
8M 6M <sup>7,</sup>	543,587	7,582,629	7,644,925	7,698,524	7,758,517
4M					
2M					
	2019	2020	2021	2022	2023



## **Complaints by Topic\***



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



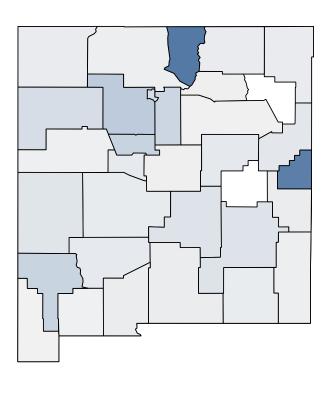
## **New Mexico**

### **Complaints by County**

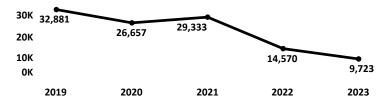
#### **State Totals**

Complaints: 9,723 (#41 nationally, per 100K population)

Active Registrations: 1,692,902 (#22 nationally, per 100K population)



#### **Complaints by Fiscal Year**



### **Active Registrations by Fiscal Year**

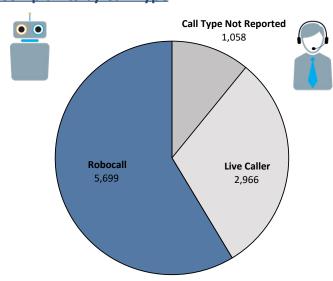
	_	_			
1500K <sub>1,</sub>	,605,925	1,616,942	1,633,692	1,653,620	1,692,902
1000K					
500K					
OK					
	2019	2020	2021	2022	2023



## **Complaints by Topic\***

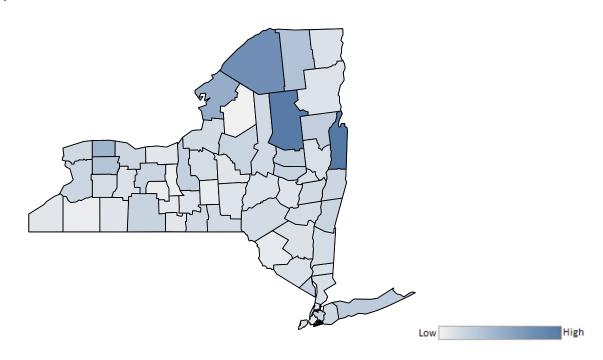
#### 766 **Imposters** 653 **Reducing debt Medical & prescriptions** 215 Warranties & protection plans 119 Energy, solar, & utilities 118 Vacation & timeshares Lotteries, prizes & sweepstakes 79 Computer & technical support Home improvement & cleaning Work from home 15

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



## **New York**

### **Complaints by County**

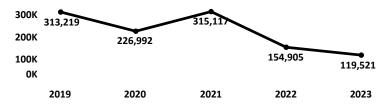


#### **State Totals**

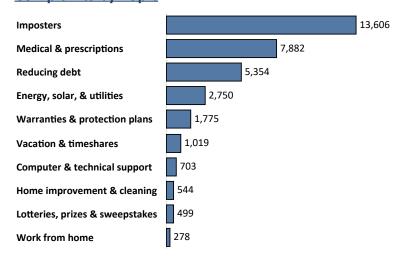
Complaints: 119,521 (#24 nationally, per 100K population)

Active Registrations: 15,042,214 (#30 nationally, per 100K population)

## **Complaints by Fiscal Year**

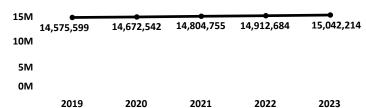


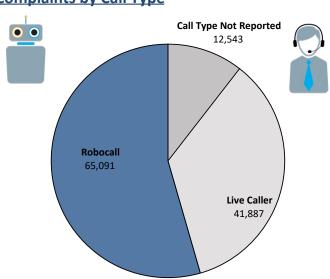
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

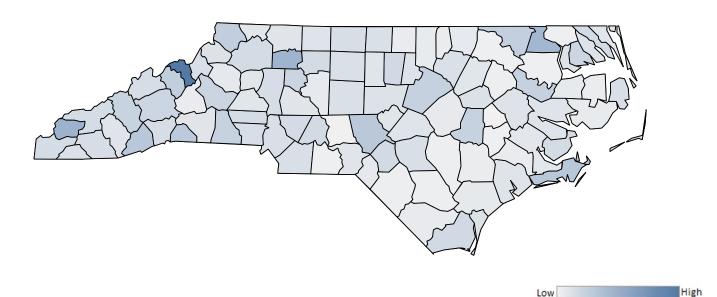
## **Active Registrations by Fiscal Year**





## **North Carolina**

## **Complaints by County**

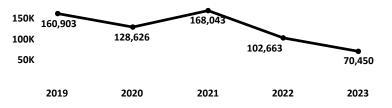


#### **State Totals**

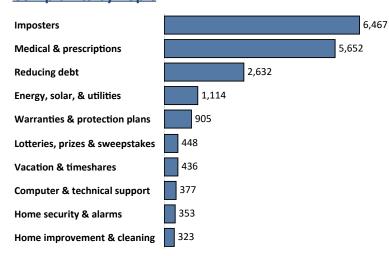
Complaints: 70,450 (#14 nationally, per 100K population)

Active Registrations: 7,521,686 (#37 nationally, per 100K population)

## **Complaints by Fiscal Year**

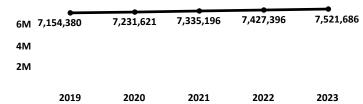


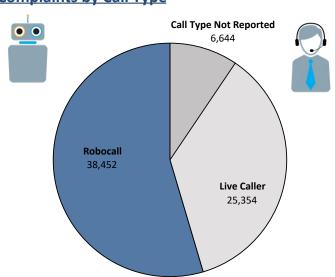
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

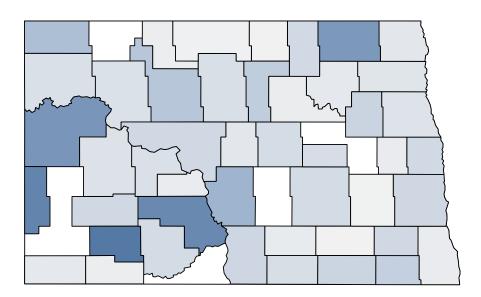
## **Active Registrations by Fiscal Year**





## **North Dakota**

## **Complaints by County**



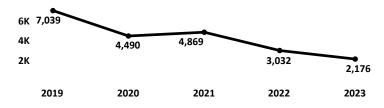


#### **State Totals**

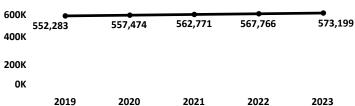
Complaints: 2,176 (#50 nationally, per 100K population)

Active Registrations: 573,199 (#33 nationally, per 100K population)

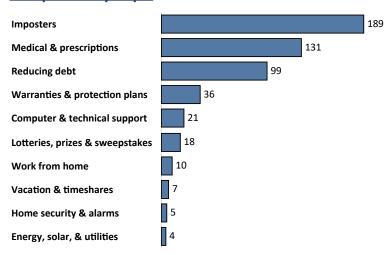
## **Complaints by Fiscal Year**



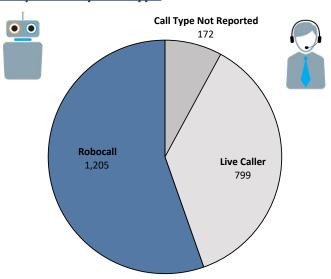
## <u>Active Registrations by Fiscal Year</u>



## **Complaints by Topic\***



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



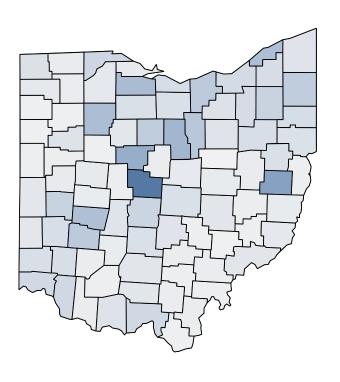
## Ohio

### **Complaints by County**

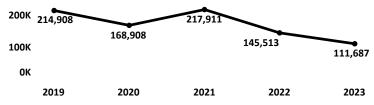
#### **State Totals**

Complaints: 111,687 (#2 nationally, per 100K population)

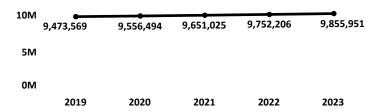
Active Registrations: 9,855,951 (#13 nationally, per 100K population)



#### **Complaints by Fiscal Year**



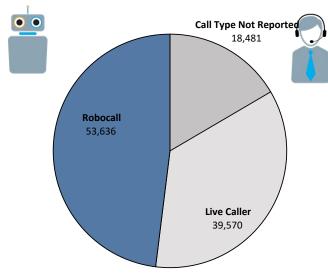
## **Active Registrations by Fiscal Year**





## **Complaints by Topic\***

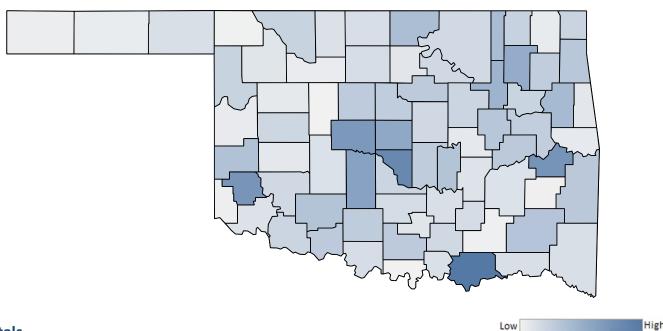
#### 6,985 Medical & prescriptions 6,897 **Imposters Reducing debt** 3,405 Energy, solar, & utilities 3,279 1,286 Warranties & protection plans Vacation & timeshares Computer & technical support 375 Home security & alarms Lotteries, prizes & sweepstakes Home improvement & cleaning



<sup>\*</sup>Not everyone who files a complaint reports a topic.

## **Oklahoma**

### **Complaints by County**

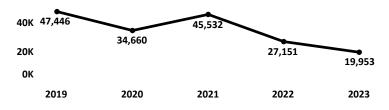


#### **State Totals**

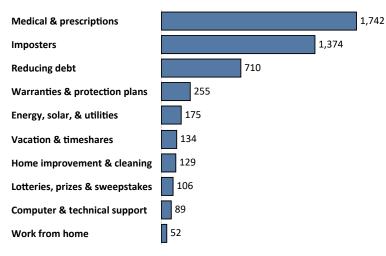
Complaints: 19,953 (#34 nationally, per 100K population)

Active Registrations: 2,946,810 (#32 nationally, per 100K population)

## **Complaints by Fiscal Year**

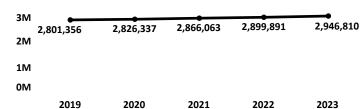


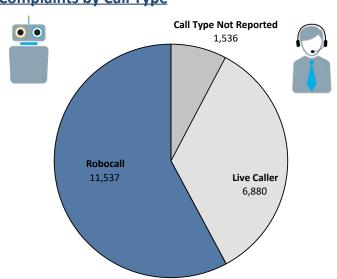
## **Complaints by Topic\***



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

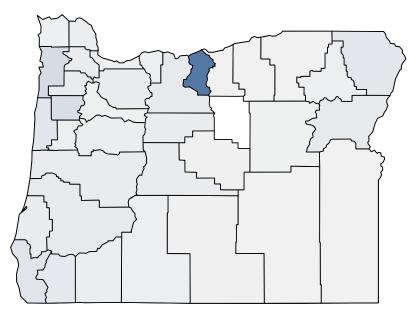
## **Active Registrations by Fiscal Year**





## Oregon

## **Complaints by County**



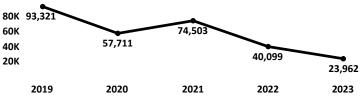


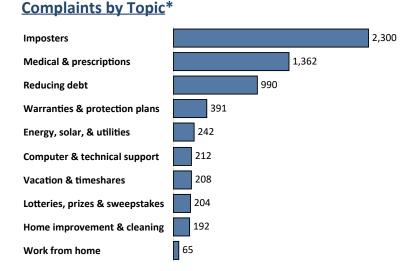
#### **State Totals**

Complaints: 23,962 (#26 nationally, per 100K population)

Active Registrations: 3,253,186 (#26 nationally, per 100K population)

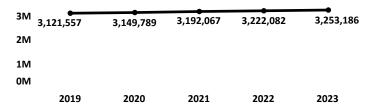
## **Complaints by Fiscal Year**

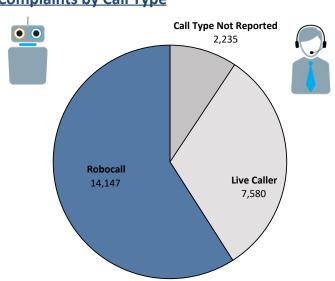




<sup>\*</sup>Not everyone who files a complaint reports a topic.

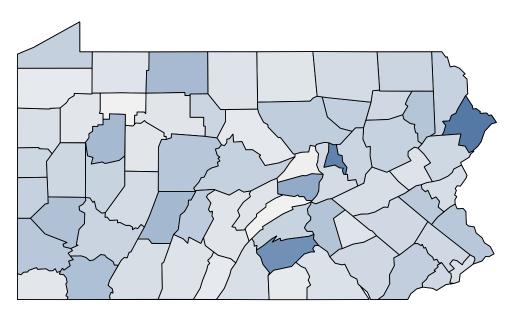
## **Active Registrations by Fiscal Year**





# Pennsylvania

## **Complaints by County**



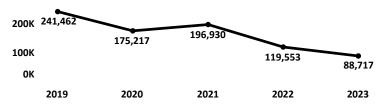


#### **State Totals**

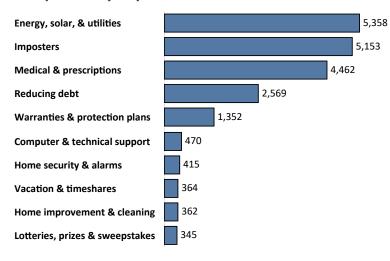
Complaints: 88,717 (#12 nationally, per 100K population)

Active Registrations: 10,955,538 (#10 nationally, per 100K population)

## **Complaints by Fiscal Year**

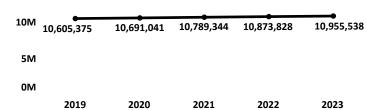


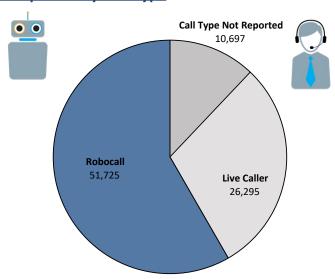
## **Complaints by Topic\***



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

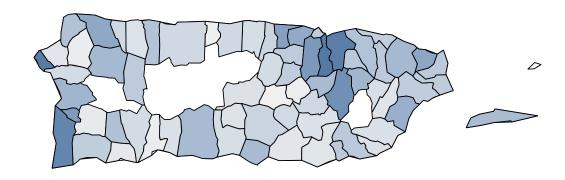
## **Active Registrations by Fiscal Year**





## **Puerto Rico**

## **Complaints by Municipality**





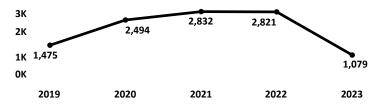
#### **Puerto Rico Totals**

 $\nabla$ 

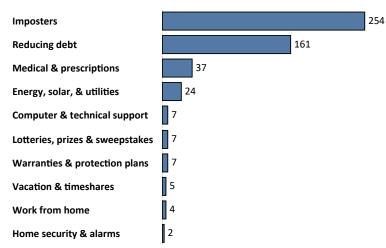
Complaints: 1,079 (Not Ranked)

Active Registrations: 425,896 (Not Ranked)

## **Complaints by Fiscal Year**

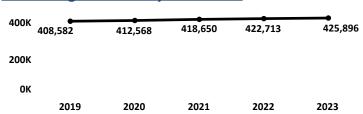


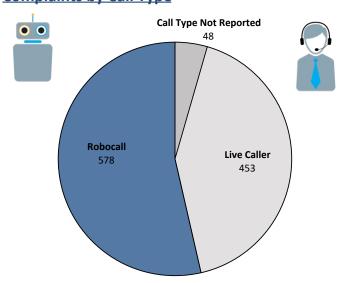
### **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

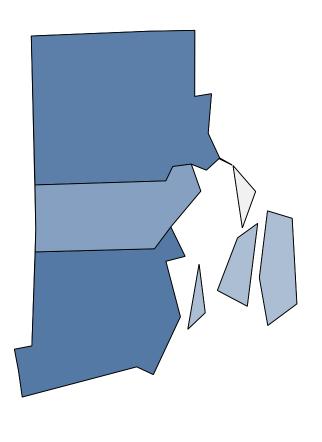
## **Active Registrations by Fiscal Year**





## **Rhode Island**

## **Complaints by County**

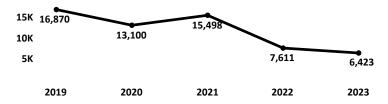


#### **State Totals**

Complaints: 6,423 (#25 nationally, per 100K population)

Active Registrations: 862,678 (#23 nationally, per 100K population)

#### **Complaints by Fiscal Year**

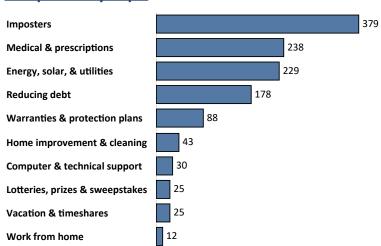


### **Active Registrations by Fiscal Year**

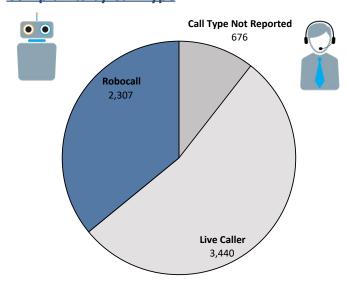
800K 8	38,660	843,923	851,673	856,908	862,678
600K					
400K					
200K					
	2010	2020	2024	2022	2022
	2019	2020	2021	2022	2023



## **Complaints by Topic\***

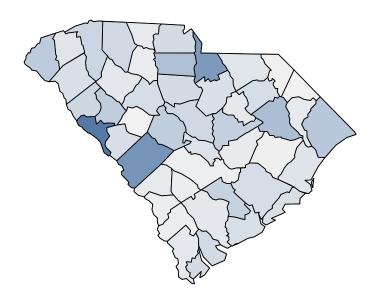


#### \*Not everyone who files a complaint reports a topic.



## **South Carolina**

### **Complaints by County**



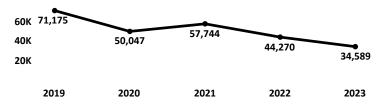


#### **State Totals**

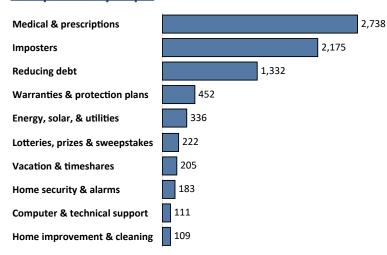
Complaints: 34,589 (#13 nationally, per 100K population)

Active Registrations: 3,394,153 (#44 nationally, per 100K population)

## **Complaints by Fiscal Year**

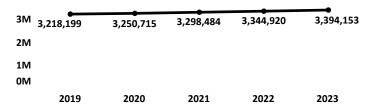


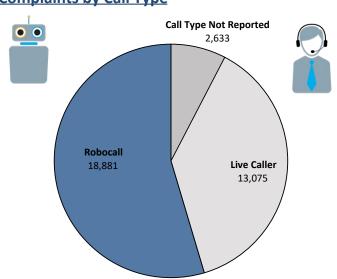
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

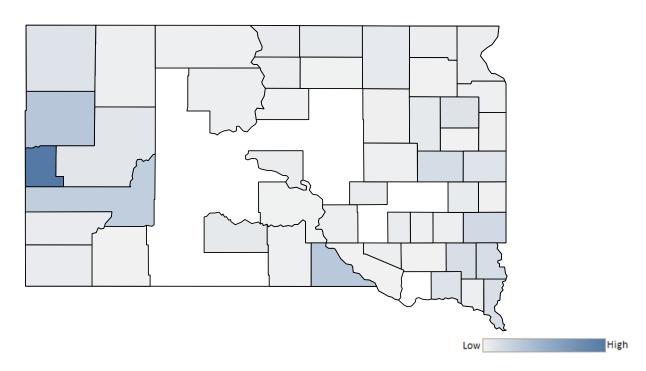
## **Active Registrations by Fiscal Year**





## **South Dakota**

### **Complaints by County**

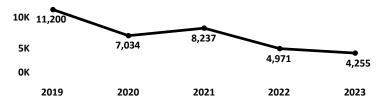


#### **State Totals**

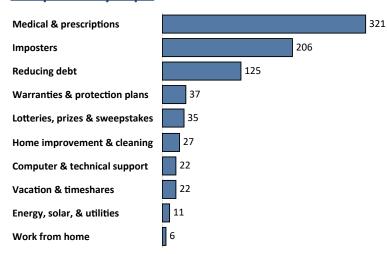
Complaints: 4,255 (#38 nationally, per 100K population)

Active Registrations: 682,571 (#25 nationally, per 100K population)

## **Complaints by Fiscal Year**

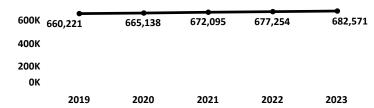


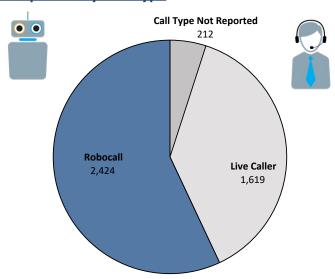
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

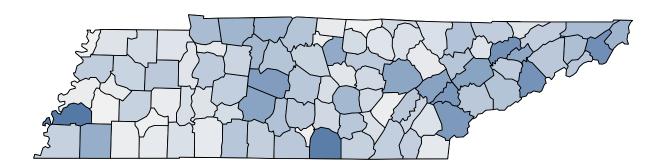
## **Active Registrations by Fiscal Year**





## **Tennessee**

### **Complaints by County**



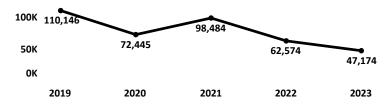


#### **State Totals**

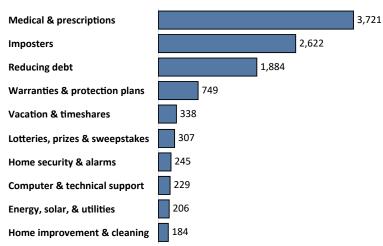
Complaints: 47,174 (#11 nationally, per 100K population)

Active Registrations: 5,197,292 (#27 nationally, per 100K population)

## **Complaints by Fiscal Year**

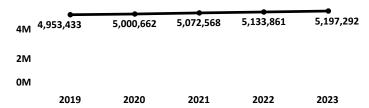


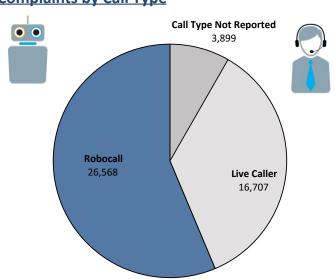
### Complaints by Topic\*



<sup>\*</sup>Not everyone who files a complaint reports a topic.

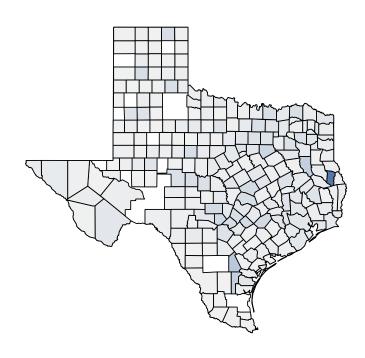
## **Active Registrations by Fiscal Year**





## **Texas**

## **Complaints by County**



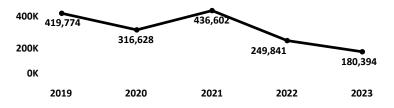


#### **State Totals**

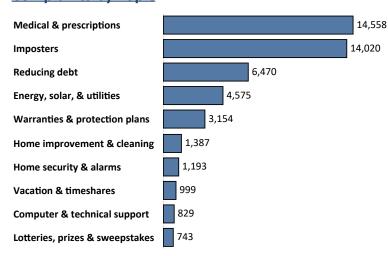
Complaints: 180,394 (#20 nationally, per 100K population)

Active Registrations: 17,242,186 (#48 nationally, per 100K population)

## **Complaints by Fiscal Year**

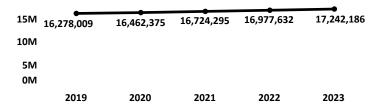


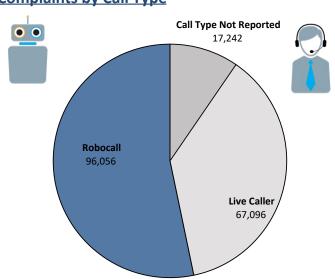
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

## **Active Registrations by Fiscal Year**





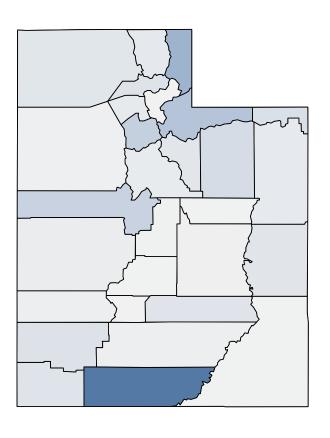
## Utah

### **Complaints by County**

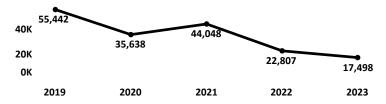
#### **State Totals**

Complaints: 17,498 (#29 nationally, per 100K population)

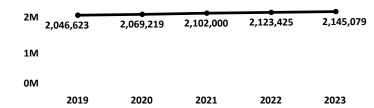
Active Registrations: 2,145,079 (#46 nationally, per 100K population)



### **Complaints by Fiscal Year**



### **Active Registrations by Fiscal Year**

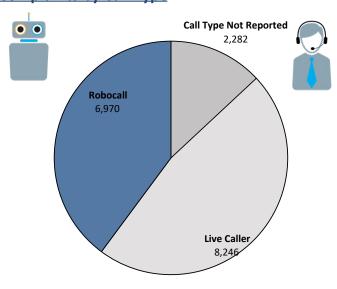




## **Complaints by Topic\***

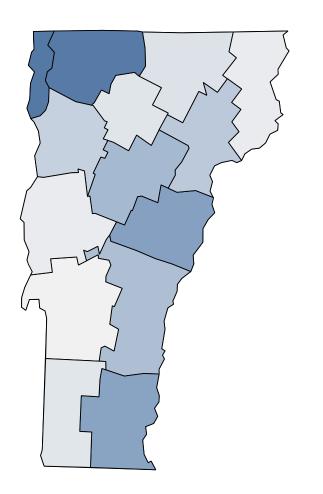
#### 1,154 **Imposters** 817 **Medical & prescriptions Reducing debt** 772 257 Warranties & protection plans 167 Energy, solar, & utilities 156 Vacation & timeshares Lotteries, prizes & sweepstakes 146 132 Computer & technical support Home improvement & cleaning Work from home

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



## **Vermont**

## **Complaints by County**

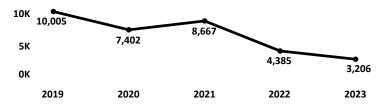


#### **State Totals**

Complaints: 3,206 (#35 nationally, per 100K population)

Active Registrations: 543,838 (#9 nationally, per 100K population)

#### **Complaints by Fiscal Year**

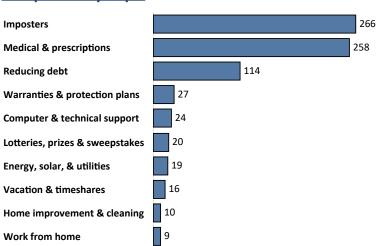


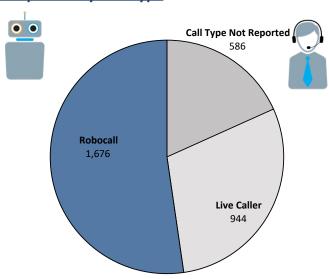
### **Active Registrations by Fiscal Year**

		_			
400K	23,784	528,541	535,003	539,560	543,838
200K					
ок					
	2019	2020	2021	2022	2023



## **Complaints by Topic\***

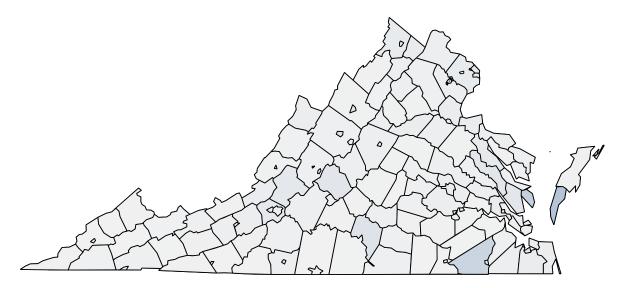




<sup>\*</sup>Not everyone who files a complaint reports a topic.

## Virginia

## **Complaints by County**



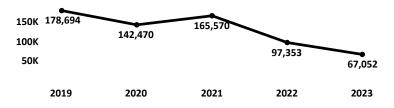


#### **State Totals**

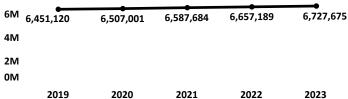
Complaints: 67,052 (#3 nationally, per 100K population)

Active Registrations: 6,727,675 (#24 nationally, per 100K population)

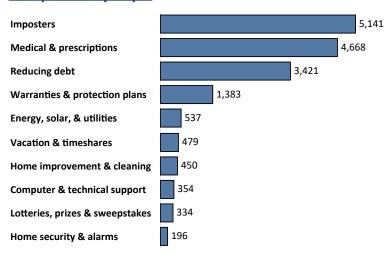
## **Complaints by Fiscal Year**

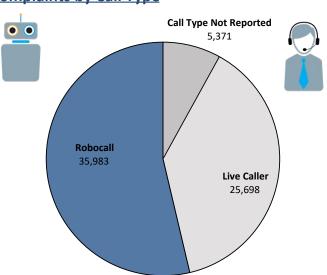


## Active Registrations by Fiscal Year



## **Complaints by Topic\***

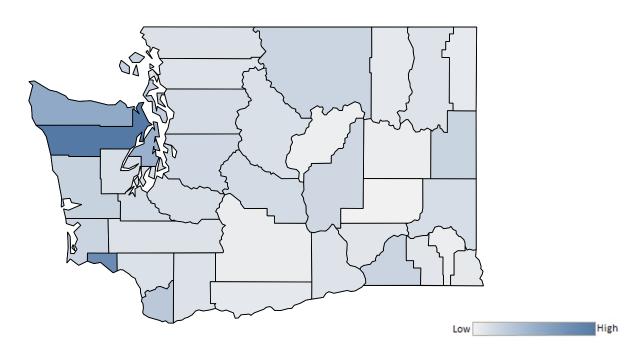




<sup>\*</sup>Not everyone who files a complaint reports a topic.

## Washington

### **Complaints by County**

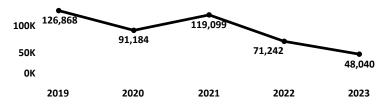


#### **State Totals**

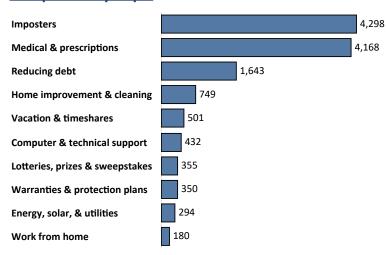
Complaints: 48,040 (#19 nationally, per 100K population)

Active Registrations: 5,595,289 (#35 nationally, per 100K population)

## **Complaints by Fiscal Year**

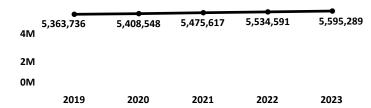


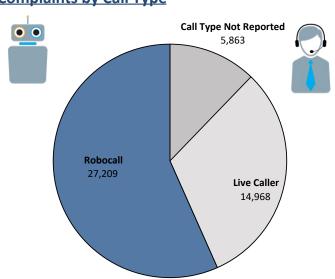
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

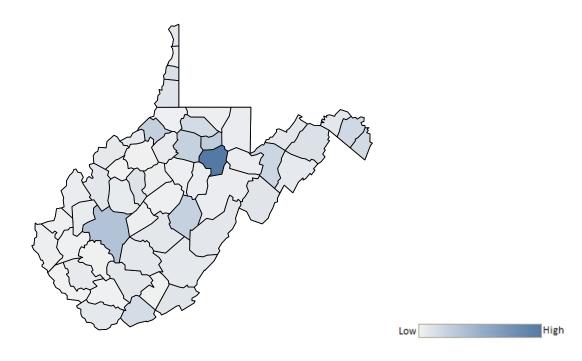
## **Active Registrations by Fiscal Year**





## **West Virginia**

## **Complaints by County**

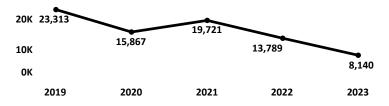


#### **State Totals**

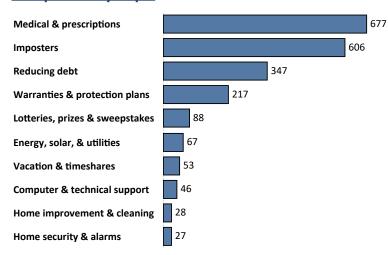
Complaints: 8,140 (#42 nationally, per 100K population)

Active Registrations: 1,362,223 (#28 nationally, per 100K population)

## **Complaints by Fiscal Year**

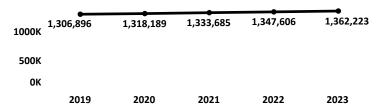


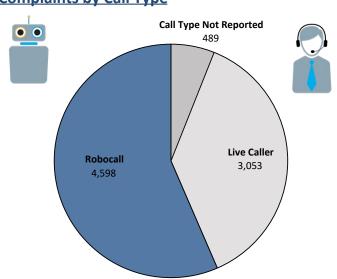
## **Complaints by Topic\***



<sup>\*</sup>Not everyone who files a complaint reports a topic.

## **Active Registrations by Fiscal Year**





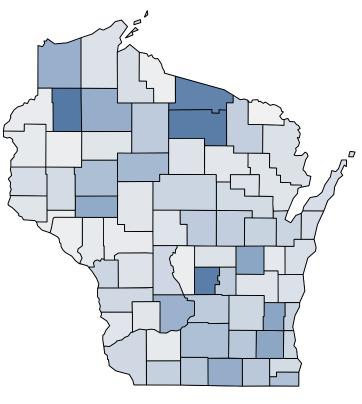
## Wisconsin

## **Complaints by County**

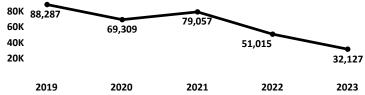
## State Totals

Complaints: 32,127 (#27 nationally, per 100K population)

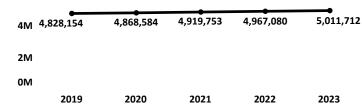
Active Registrations: 5,011,712 (#7 nationally, per 100K population)



#### **Complaints by Fiscal Year**



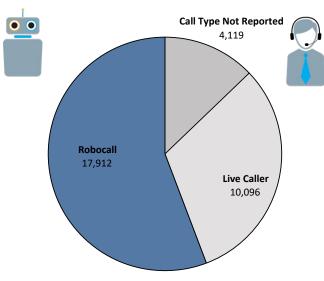
## **Active Registrations by Fiscal Year**





## **Complaints by Topic\***

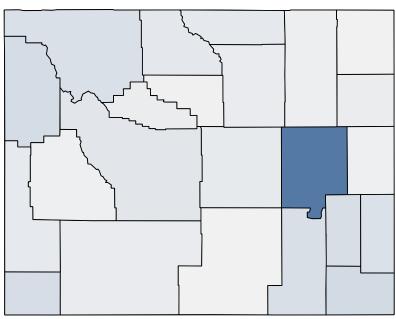
#### 2,283 **Imposters** 2,274 **Medical & prescriptions Reducing debt** 1,032 401 Energy, solar, & utilities 320 Warranties & protection plans 220 Lotteries, prizes & sweepstakes Computer & technical support 215 215 Vacation & timeshares 134 Home improvement & cleaning Work from home 64



<sup>\*</sup>Not everyone who files a complaint reports a topic.

## **Wyoming**

### **Complaints by County**

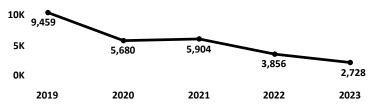


Low

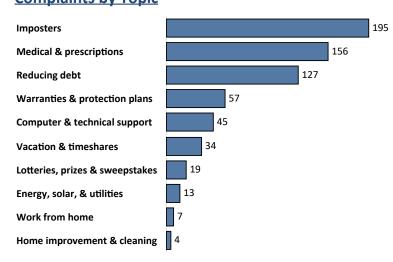
#### **State Totals**

Complaints: 2,728 (#39 nationally, per 100K population)
Active Registrations: 496,969 (#6 nationally, per 100K population)

## **Complaints by Fiscal Year**



## Complaints by Topic\*



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

## **Active Registrations by Fiscal Year**

