



TELECOMMUNICATIONS

SNAP UPSMdate

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FCC Adopts Rules to Stop “Robocalls” Targeting Emergency Call Centers

The [Telephone Consumer Protection Act](#) (“TCPA”) placed limits on unsolicited prerecorded telemarketing calls to home landlines, and all robocalls to wireless numbers, emergency numbers, and patient rooms at health care facilities. On February 15, 2012, the [FCC](#) adopted rules to further protect consumers from pre-recorded telemarketing calls (“[robocalls](#)”) or text messages.

Even though robocalls to emergency call centers are already prohibited by law, by some estimates, Public Safety Answering Points (“PSAPs”), which are typically 9-1-1 call centers, receive hundreds or thousands of unwanted robocalls every day. These robocalls tie up public safety lines and divert resources away from emergency services.

This problem is what spurred the FCC to adopt new rules on October 17 to stop robocalls targeting PSAPs. The new rules are consistent with the requirements of the [Middle Class Tax Relief and Job Creation Act of 2012](#),

The new rules:

- Create a special Do-Not Call registry for PSAPs. PSAPs will soon be able to upload any number associated with emergency services or communications with other public safety agencies to this registry;

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- Bar operators of robocalling equipment from using that equipment to contact any number on the registry, except for an emergency purpose;
- Adopt specific monetary penalties for contacting or disclosing numbers contained in the PSAP registry. Violators are subject to monetary penalties of not less than \$100,000 per incident but not more than \$1,000,000 per incident.
- Violations of the prohibition on robocalling numbers on the registry are subject to monetary penalties of not less than \$10,000 per call or text, but not more than \$100,000 per call or text.

To read the FCC's full Order click [here](#).

We welcome your thoughts, please feel free to comment at our interactive [blog!](#)

If you have questions about any of these issues, or if we may be of assistance to you on any other matter, please feel free to [contact us](#).

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