



TABLE OF CONTENTS

<u>Report Subject</u>	<u>Page No.</u>
Introduction	3
Registrations and Complaints	
Active Registration and Complaint Figures by Fiscal Year	4
Fiscal Year 2012 Complaint Figures by Month and Complaint Type	5
Fiscal Year 2012 Registration and Complaint Figures by State Population	6
State Rankings for National Do Not Call Registry Registrations by State Population	7
Entities Accessing the Registry	
Entities Accessing the Registry by Fiscal Year	8
Appendix:	
Registration and Complaint Figures by Consumer State Area Code	9

The National Do Not Call Registry (Registry) provides consumers with an easy and efficient way to register their preference not to receive most telemarketing sales calls. The Registry has continued to grow since its inception in the summer of 2003. At the end of Fiscal Year (FY) 2012 (October 1, 2011 – September 30, 2012), there were more than 217 million active registrations. Consumers can register their phone number(s) on the Registry by either calling a toll-free number (888-382-1222) from the telephone number(s) they wish to register or using the do-not-call website (<https://www.donotcall.gov>). The do-not-call rules require telemarketers and sellers to remove the numbers on the Registry from their call lists at least every 31 days. Telemarketers can access the Registry through a website (<https://telemarketing.donotcall.gov>) dedicated to that purpose.

Consumers notify law enforcement of violations of the do-not-call rules by submitting complaints to the Federal Trade Commission (FTC) via either the toll-free number or the website. Law enforcement officials can then review these complaints, as well as consumer registration information (submitwell as)-7(consum96

National Do Not Call Registry Active Registration and Complaint Figures¹

Millions

No. of Active Registrations

Complaints Received Each Fiscal Year

Fiscal Year

Active Registration and Complaint Figures¹ June 27, 2003 through September 30, 2012

Fiscal Year	No. of Active Registrations	Increase in Active Registrations	No. of Cumulative Complaints	Complaints Received Each Fiscal Year
2003	51,968,777	51,968,777	0	0
2004	64,288,175	12,319,398	579,838	579,838
2005	107,440,316	43,152,141	1,249,312	669,474
2006	132,219,163	24,778,847	2,399,130	1,149,818
2007	145,498,656	13,279,493	3,696,995	1,297,865
2008	172,523,449	27,024,793	5,464,793	1,767,798
2009	191,453,515	18,930,066	7,273,147	1,808,354
2010	201,542,535	10,089,020	8,906,966	1,633,819
2011	209,722,924	8,180,389	11,180,482	2,273,516
2012	217,568,135	7,845,211	15,021,054	3,840,572

¹ Active registration and complaint figures reflect the total number of phone numbers registered and the total number of National Do Not Call Registry complaints submitted to the FTC as of September 30, 2012.

Fiscal Year 2012 National Do Not Call Registry Complaint Figures by Month and Complaint Type¹

Complaint Figures by Month and Complaint Type

	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	July-12	Aug-12	Sep-12
Total Complaints	261,423	254,405	261,316	311,764	336,437	360,106	354,556	358,100	338,373	312,400	263,474	274,000
Requested	963	454,										

¹ Complaint types refer to National Do Not Call Registry complaints in which the consumer responded affirmatively to the questions: "Have you asked this company to stop calling you?" or "Was the call a recorded message?". On September 1, 2009, the Registry began accepting all complaints regarding calls using a recorded message, regardless of the registration status of the number.

Fiscal Year 2012 National Do Not Call Registry Registration and Complaint Figures by State Population

Consumer State	Active Registrations		FY 2012 Complaints	
	Registrations	Population	Complaints	Population
Alabama	3,207,509	66,785	61,734	1,285
Alaska	330,754	45,765	2,398	332

¹“Active Registrations” reflect the total number of phone numbers registered on the National Do Not Call Registry as of September 30, 2012.

² Population estimates are based on the 2010 Census population estimates (Table T1000001-01 – Annual Estimates of the Population for the United States, Regions, States, and Puerto Rico: April 1, 2010 to July 1, 2011).

³“FY 2012 Complaints” reflect National Do Not Call Registry complaints received by the FTC during fiscal year 2012.

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Area Code			

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

California

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
209	847,042	42,306	14,906
213	220,161	11,602	4,127
310	1,542,712	115,859	35,171
323	717,095	42,153	12,494
408	1,161,967	74,919	24,882
415	1,082,277	72,638	23,598
424	25,615	1,707	859
442	238	7	7
510	1,090,002	64,698	21,139
530	918,529	51,908	16,353
559	731,887	31,532	9,905
562	781,879	50,020	15,850
619	1,104,432	54,019	16,339
626	833,572	51,859	15,962
650	758,372	50,004	17,216
657	1,328	305	249
661	708,014	37,483	13,100
707	1,004,291	60,105	19,245
714	1,381,741	96,123	32,127
747	679	37	33
760	1,261,321	65,811	20,414
805	1,089,365	62,576	21,747
818	1,270,999	83,879	25,896
831	437,703	20,538	6,667
858	581,121	37,430	10,594
909	1,219,032	50,127	14,900
916	1,288,741	73,666	24,905
925	834,324	53,768	17,259
949	877,668	55,862	19,041
951	752,541	43,682	15,048

Colorado

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
303	1,935,728	124,914	48,155
719	824,267	40,722	14,908
720	639,935	20,623	8,000
970	942,119	36,266	11,932

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code

Area Code			

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Georgia

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
229	398,376	13,846	5,013
404	1,212,617	49,614	17,497
470	1,083	37	37
478	397,126	18,154	7,546
678	1,048,633	41,012	13,470
706	1,214,788	51,899	17,167
762	1,647	20	15
770	1,939,577	137,586	44,878
912	580,869	22,026	6,213

Hawaii

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
808	725,779	32,478	7,943

Idaho

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
208	1,088,730	66,820	18,695

Illinois

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
217	858,228	48,933	18,078
224	141,317	5,179	1,808
309	705,396	38,825	15,808
312	471,042	30,966	11,490
331	5,328	139	71
618	879,114	45,847	19,088
630	1,347,080	105,009	40,722
708	1,001,827	69,196	25,938
773	1,196,364	76,166	26,120
779	6,820	126	78
815	1,230,636	75,145	24,528
847	1,584,627	127,627	45,582
872	542	17	8

Appendix:
National Do Not Call Registry

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Louisiana

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
225	491,919	27,131	12,151
318	607,194	26,795	12,391
337	530,104	21,212	9,373
504	630,781	26,071	12,456
985	427,054	18,093	7,880

Maine

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
207	1,005,478	41,084	13,624

Maryland

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
240	487,307	13,828	4,168
301	1,611,064	113,706	36,061
410	1,700,953	114,590	28,854
443	728,687	14,548	4,930
667	50	1	1

Massachusetts

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
339	40,078	991	388
351	1,016	12	3
413	619,466	25,885	9,228
508	1,573,365	69,302	26,752
617	1,155,764	47,044	19,176
774	200,103	2,708	1,038
781	902,175	41,021	14,366
857	59,914	1,797	736
978	1,006,192	46,158	16,003

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Michigan

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
231	517,558	19,839	7,014
248	1,217,218	78,013	27,807
269	579,814	24,360	8,484
313	704,653	28,437	10,775
517	660,570	24,991	8,523
586	713,233	39,730	13,963
616	737,605	32,581	11,118
734	903,551	45,041	15,675
810	604,700	24,642	8,441
906	224,914	8,217	2,216
947	854	41	21
989	708,363	23,215	7,565

Minnesota

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
218	579,822	18,216	6,014
320	388,627	11,142	3,914
507	601,940	18,103	6,636
612	805,327	25,525	9,334
651	781,964	32,055	10,399
763	526,671	21,902	7,512
952	483,732	23,334	6,899

Mississippi

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
228	240,256	10,861	3,462
601	766,947	27,178	9,153
662	535,331	15,022	4,104
769	6,824	132	43

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Missouri

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
314	1,041,684	31,413	15,092
417	600,756	12,539	4,849
573	649,761	11,840	4,881
636	438,803	14,660	6,579
660	234,963	4,200	1,513
816	883,323	22,122	8,689

Montana

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
406	742,721	41,391	8,865

Nebraska

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
308	281,548	11,432	2,276
402	1,148,450	59,159	15,835
531	60	5	5

Nevada

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
702	1,257,892	88,920	23,440
775	564,230	38,619	8,843

New Hampshire

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
603	1,147,287	59,460	18,381

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

New Jersey

Area Code	Active RegisI9	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
201	1,178,968	68,353	25,256
551	47,886	1,278	479
609	1,224,065	63,149	26,780
732	1,452,942	88,348	32,353
848	47,252	731	220
856	756,152	40,698	14,246
862	84,097	1,816	654
908	962,054	51,972	20,241
973	1,198,415	63,632	23,449

New Mexico

Area Code		FY 2008 through FY 2012 Complaints	FY 2012 Complaints
505	1,144,815	67,411	18,038
575	205,945	14,157	3,070

Area Code			
212	710,202	63,268	19,085
315	1,052,303	44,861	15,354
347	477,303	14,961	4,810
516	1,266,646	58,931	22,038
518	1,070,221	49,334	17,235
585	832,965	40,126	16,920
607	587,887	27,844	10,361
631	1,092,358	48,885	17,001
646	559,535	14,477	4,751
716	1,049,276	47,597	19,560
718	1,618,791	94,724	26,258
845	918,934	45,972	14,764
914	837,589	39,650	14,613
917	1,221,600	29,331	11,896
929	174	12	11

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Area Code			
252 336	644,243 1,162,264	20,303 42,011	6,629 16,586

Appendix:
National Do Not Call Registry
Registration and Complaint Figures
by Consumer State and Area Code



Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

South Dakota

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
605	599,111	19,868	5,773

Tennessee

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
423	940,792	44,195	15,307
615	1,117,434	56,214	23,359
731	326,441	11,045	4,767
865	683,867	30,456	10,513
901	692,907	29,773	12,128
931	547,683	21,551	8,348

Texas

Area Code	Active Registrations as of Sept. 30, 2012	FY 2008 through FY 2012 Complaints	FY 2012 Complaints
210	1,059,689	66,254	21,969
214	1,293,551	68,486	27,980
254	495,240	23,291	7,737
281	1,424,471	104,959	33,743
325	279,904	13,192	4,267
361	388,244	14,428	4,023
409	370,977	14,582	4,222
430	988	15	7
432	229,871	7,451	2,194
469	301,287	12,160	3,958
512	1,219,764	93,823	31,852
682	80,063	3,174	1,210
713	1,044,423	59,401	22,075
806	495,616	19,159	6,016
817	1,371,857	89,050	34,045
830	322,415	13,212	3,204
832	708,307	19,544	7,531
903	864,165	33,134	11,267
915	329,677	13,740	4,007
936	337,150	11,620	3,277
940	358,594	14,999	4,642
956	351,363	11,750	2,505
972	1,145,260	86,673	26,341
979	316,484	11,083	3,260

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Utah

Area Code		FY 2008 through FY 2012	
385	1,693	221	176
435	410,814	18,765	6,228
801	1,411,047	75,961	22,300
Area Code			
802	456,279	23,519	6,221
Area Code			
276	271,248	10,847	2,761
434	442,804	21,069	5,228
540	1,122,086	57,735	16,142
571	265,541	10,289	3,361
703	1,600,992	127,373	38,027
757	1,286,760	65,402	16,658
804	1,015,289	49,386	12,808
Area Code			
206	999,360	67,377	26,797
253	743,972	50,296	20,313
360	1,390,104	80,082	30,911
425	865,399	50,213	19,283
509	926,062	39,488	12,486

Appendix: National Do Not Call Registry Registration and Complaint Figures by Consumer State and Area Code

Area Code			
304 681	1,128,624 717	50,303 7	18,174 6
Area Code			
262 414 534 608	725,702 664,019 22 822,687	25,801 17,724 4 21,232	10,369 6,855 2 8,536



1-888-382-1222
donotcall.gov