U.S. Chamber Comments on FTC Robocall Summit

Ahead of the Federal Trade Commission's (FTC) Robocall Summit, which will examine existing robocall technology, and issues related to illegal robocalls and consumer protection initiatives, the U.S. Chamber of Commerce called on regulators and lawmakers to work together to improve existing telecommunications law and correct the ambiguities that exist in relation to this mobile communication. "As the FTC prepares to discuss a number of important issues related to automated calls, it is imperative that any discussion properly distinguish between illegal telemarketing calls and informational calls that benefit consumers, and address modernizing and improving America's existing telecommunications laws, particularly the Telephone Consumer Protection Act," said Bill Kovacs, the Chamber's senior vice president of Environment, Technology & Regulatory Affairs. "With the increasing ubiquity of mobile phones and other devices, consumers want and often need to receive non-marketing information about existing products and services, including flight delays, fraud alerts, data breaches, food and drug recalls, and other important, time-sensitive information. The TCPA, written over 20 years ago before the explosion of mobile communication, has impeded business' ability to share non-marketing updates with their customers and deprived consumers of a crucial opportunity to stay informed about their products or services. It is our hope that this summit reveals the limits of existing law, demonstrates the distinction between illegal telemarketing calls and beneficial informational calls, and provides an impetus for lawmakers and regulators to clarify the legal ambiguities that have stifled a critical means of communication for both consumers and businesses."

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