



**Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W., CY-B523
Washington, D.C. 20554**

In Reply Refer To:

Dear Consumer:

We are in receipt of your complaint concerning unsolicited telemarketing calls, unsolicited facsimile transmissions or violation of a do-not-call request. Although the FCC does not adjudicate individual complaints of this type, we do closely monitor such complaints to determine whether independent enforcement action is warranted.

The FCC has rules concerning unsolicited telemarketing calls and unsolicited advertisements to facsimile machines in accordance with the Telephone Consumer Protection Act (TCPA), and may take enforcement action against violators of those rules. As a result of its investigations, the FCC has previously issued numerous warning citations and has levied substantial monetary penalties against violators of the TCPA and the FCC's telemarketing rules. These enforcement actions can eventually result in monetary penalties of up to \$11,000 per violation.

The FCC does not resolve individual complaints, and cannot award monetary or other damages directly to consumers, but consumers should still report violations of the telemarketing rules. The FCC encourages consumers who have received such calls to file complaints with the FCC. In addition, you may wish to note that, under the TCPA, consumers may bring a private lawsuit in a state court to recover damages, if otherwise permitted by the state's laws or rules of court.

We invite you to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb/>. Information on telephone related issues is also available to the public by calling the FCC's Consumer Center toll free at 1-888-CALL-FCC [1-888-225-5322], TTY: 1-888-TELL-FCC [1-888-835-5322].

Sincerely,

A handwritten signature in black ink that reads "Martha E. Contee".

Martha E. Contee, Chief
Consumer Inquiries and Complaints Division
Consumer & Governmental Affairs Bureau