

# Federal TCPA Compliance Checklist

Businesses must abide by federal and state-specific Telephone Consumer Protection Act (TCPA) regulations. Federal TCPA compliance requirements include, but are, not limited to the following:

## Call Hours

- ☐ Ensure calls are made between 8<sup>AM</sup> and 9<sup>PM</sup> within the consumer's time zone
- ☐ Try to make the calls during your business' hours for best practice

## Robocall & Autodialers

- ☐ Obtain expressed written consent from the consumer before you call them
- ☐ Provide clear caller ID
- ☐ Have a broad statement for your consumer to sign prior to any telemarketing call that mentions:
  - General statement for approval to contact
  - Your business name
  - Caller identification
  - Calling hour instructions

## Outbound Mass Text Messages

- ☐ Include the ability to opt-out in any and all mass text messages
- ☐ Opt-out numbers that have explicitly expressed they do not want to receive messages
- ☐ Ensure all opt outs are in effect within seven days of the request

## Outbound Messages

- ☐ State your business' registered name and an opt-out message
- ☐ Opt-out any consumers that ask within 10 days of the request

## Do Not Call Registry

- ☐ Do not make any calls to any numbers listed on the DNC registry
- ☐ Scrub your list against the DNC registry every 31 days
- ☐ Double-check numbers to see if they qualify for either of the DNC exceptions

**Note:** The list above is by no means exhaustive and is provided as a general guide. State-specific TCPA laws should be researched and followed as well.