

# CALLS AND TEXTS: WHAT'S LEGAL, WHAT'S NOT

Not all unwanted robocalls and robotexts are illegal, but most are. Unfortunately, there aren't as many laws aimed at texts as calls.

## **Two types of calls are always illegal:**

- Telemarketing calls, even from a live person, if you're on the [Do Not Call](#) list.
- Calls aimed at deceiving or defrauding you.

## **Phone calls to your home phone are generally illegal if they're:**

- Telemarketing calls -- whether pre-recorded or artificial voice -- without advanced written consent.

## **Phone calls to your cellphone are generally illegal if they're:**

- Telemarketing calls -- whether pre-recorded, autodialed or artificial voice -- without advanced written consent.
- Non-telemarketing pre-recorded or autodialed calls without your verbal or written consent.

## **Robotexts to your cellphone are generally illegal if they're:**

- Autodialed commercial texts without advanced written consent.
- Autodialed non-commercial texts without advanced verbal consent.

*Note: You always retain the right to revoke consent that you gave to a company or organization at any time, whether it involves calls or texts.*

**One of the big asterisks is political robocalls and robotexts. Here's [what to know](#) about autodialed calls and texts:**

- Political robocalls to cellphones require consent in advance.
- Political robotexts require consent in advance.
- Texts sent manually, not relying on an autodialer, can be sent without consent in advance.
- Political calls with pre-recorded messages require consent in advance.
- Political robocalls to home landlines *are* permitted without advanced consent, but can't exceed three calls in a 30-day period.
- If political calls have been authorized but contain artificial or pre-recorded messages, the phone number of the caller must be stated, the person or entity making the call must be clearly identified at the beginning and the business name of any identity must be stated at the beginning.
- Even if consent has been granted, it can be revoked instantly, by asking someone not to call again or by replying "STOP" to a text.
- Political calls and texts are exempt from compliance with the national [Do Not Call](#) list. But they must follow the other rules.