

Tennessee Public Utility Commission



Public Notice

The Tennessee General Assembly earlier this year approved and enacted new requirements on telephone solicitors beginning October 1, 2026 (see Public Chapter 1029 – House Bill 2408/Senate Bill 2659).

Effective July 1, 2026, any person or entity making telephone solicitations using an automated telephone dialing system to deliver artificial or prerecorded voice messages to Tennessee residential subscribers are required to maintain a record of the number of telephone solicitations made each month. Solicitors using these methods shall not make more than 10,000 solicitations per month.

Starting October 1, 2026, solicitors making 500 or more solicitations per month are required to maintain a record of the solicitations and share it with the Tennessee Public Utility Commission (TPUC) every six (6) months. The law requires solicitors to submit their records to TPUC on April 1 and October 1 each year. The first report will be due April 1, 2027. Solicitors may also be asked to provide copies of the records to the Commission and/or the Attorney General upon request.

Violations of the reporting requirement are subject to enforcement under the Do Not Call Act and enforced by the Tennessee Public Utility Commission. Ten thousand (10,000) or more solicitations in a month are a violation of the Tennessee Consumer Protection Act, and subject to \$1,000 per violation which is within the jurisdiction of the Tennessee State Attorney General.

For more information, please contact the Tennessee Public Utility Commission at 800-342-8359 or by email to Tim Schwarz at tim.schwarz@tn.gov.