

STATE TELEMARKETING LAWS

Connecticut

Telemarketing and Robocall Laws

Statutes, rules, and how they differ from the TCPA



By Adam Young and Harrison Gevirtz

<https://tcpa.com/state-telemarketing-laws/connecticut/>

01. Telephonic sales calls (ch. 743m)

CONN. GEN. STAT. §§ 42-284 TO 42-289

Written consent, do-not-call, calling hours, 10-second rules, caller ID, written contracts and substantial assistance liability.

02. Recorded messages and faxes

CONN. GEN. STAT. § 52-570C

No unsolicited recorded sales message by automatic device. Any aggrieved person may sue for \$500 per violation.

AT A GLANCE

Connecticut at a glance

WHY CONNECTICUT MATTERS

Since October 1, 2023, a telemarketer needs prior express written consent for any telephonic sales call, live or automated, call or text, unless an exclusion applies. Calls run 9 a.m. to 8 p.m., and telephone sales need a signed contract.



Who and what is covered

The chapter reaches telephonic sales calls from Connecticut, from outside to residents, or "to a telephone number with a Connecticut area code" (§ 42-284(7)).

Texts and app messages

Text, media and over-the-top messages are expressly covered; email is not.

Aa. **Voice**

Live, automated, soundboard and voicemail drops.

Bb. **Excluded**

Requested calls, buyers within 12 months, B2B, noncommercial.

12

Cc. **Customers**

Existing customers, unless they asked to stop.





Written consent for sales calls

"No telemarketer may make, or cause to be made, a telephonic sales call to a consumer without such consumer's prior express written consent" (§ 42-288a(l)).

What consent must show

How the telemarketer will contact the consumer, the phone number, and the consumer's signature.

Live calls too

Federal law needs written consent only for dialed or prerecorded sales calls. Connecticut asks it for all.

01. Listing equals the registry

CONN. GEN. STAT. § 42-288A(A)

The DCP "no sales solicitation calls" listing "shall be identical to the National Do Not Call Registry," updated at least quarterly.

02. Federal rules adopted

CONN. GEN. STAT. § 42-288A(B)

A violation of the federal registry or company-specific do-not-call rules, as amended, is a Connecticut violation.

DO-NOT-CALL

Do-not-call and opt-outs

IN PRACTICE

On a removal request, confirm removal, end the call within 10 seconds and stop calling every number tied to the consumer. Never sell or share that information. List sellers must scrub the registry too.



Calling hours and handling

Sales calls to residential, mobile or paging numbers are limited to a shorter window than federal law, and each call follows a set script.

8

p.m. cutoff

Calls only "between the hours of nine o'clock a.m. and eight o'clock p.m. local time" (§ 42-288a(c)).



Ask at the start

Ask whether the consumer wants to continue, end the call or be removed (§ 42-288a(e)).



End in 10 seconds

End the call within 10 seconds after the consumer asks (§ 42-288a(f)).

Autodialers and caller ID

An "automated dialing system" is any device that "automatically dials a telephone number." No number generator is needed, unlike the federal Duguid test.

No registration or bond

Chapter 743m has no telemarketer registration or bond requirement.

Aa. **Caller ID**

No blocking, and no inaccurate or misleading caller ID.

Bb. **Disclose**

Caller, purpose and company within 10 seconds.

10

Cc. **Contracts**

No payment before a signed written contract.



Substantial assistance

No one may give "substantial assistance or support" that lets a caller make a voice communication or sales call while knowing, "or avoids knowing," of fraud or a violation (§ 42-289(b)(1)).

\$20,000

Fine per violation

Under § 42-289(d). Calls to a Connecticut number are presumed made in the state.



Vet your vendors

Lead generators, dialer vendors and voice providers can be reached.



Carve-outs

Products with other significant uses, and terminating providers.



Lawsuits and penalties



\$500

Per unsolicited recorded sales message or fax under § 52-570c, plus costs and fees. Two years to sue.

\$20,000

State fine per violation of the call rules, on top of CUTPA penalties.

CUTPA

Private claims need an ascertainable loss; class actions allowed; three years to sue.





Connecticut vs. the TCPA

Connecticut requires written consent for every telephonic sales call, not only dialed or prerecorded ones. Its calling window is shorter at both ends, and its 10-second disclosure and termination rules have no federal match.

Connecticut

Written consent for all sales calls and texts, 9 a.m. to 8 p.m., any automatic dialer, \$500 per recording.

Federal TCPA

Written consent for dialed or prerecorded calls, 8 a.m. to 9 p.m., number generator test.

Key court rulings

These rulings set the clock for federal claims and show the limits of state claims. No published decision on the 2023 consent, hours or assistance rules was located.

Debt calls still excluded

The current law still excludes calls "primarily in connection with an existing debt."

Aa. **ALM Media**

2d Cir. 2013: TCPA claims get four years, not two.

Bb. **Lundstedt**

D. Conn. 2017: 29 calls, but no CUTPA loss shown.

29

Cc. **Tolling**

American Pipe tolling ends when class status is denied.



Recent amendments



PA 23-98 approved

Approved June 26, 2023:
consent, hours, 10-second
rules, assistance.

In force

Telemarketing sections
effective October 1, 2023; §
42-288c repealed.

PA 24-101

Breaking an assurance of
voluntary compliance is willful
(June 4).

PA 24-75

Effective Oct. 1, 2024: revised
the mobile-number consent
rule.

01. Before and during calls

CONN. GEN. STAT. § 42-288A

- Get signed written consent for sales calls and texts.
- Call or text only 9 a.m. to 8 p.m. local time.
- Disclose in 10 seconds; ask to continue, end or remove.
- End in 10 seconds when asked; suppress every number.

02. Tools, sales and vendors

§§ 42-285, 42-289; 52-570C

- No blocked or misleading caller ID; no recorded sales messages.
- Signed contract with the bold notice before payment.
- Vet lead, dialer and voice vendors.

CHECKLIST

Compliance checklist

PLEASE NOTE

This checklist summarizes state law for general information and is not legal advice. Statutes change; confirm current text with the official source.



Sources behind this deck

CONNECTICUT LAW

[Conn. Gen. Stat. ch. 743m](#) §§ 42-284 to 42-289, telephonic sales calls

[Conn. Gen. Stat. ch. 735a](#) CUTPA

[Conn. Gen. Stat. ch. 925](#) including § 52-570c

[Public Act 23-98](#)

[Public Act 24-75](#)

[DCP: Do telemarketers need my permission to call or text me?](#)

COURT DECISIONS

[Giovanniello v. ALM Media, LLC](#), No. 10-3854-cv (2d Cir. Aug. 8, 2013)

[Lundstedt v. I.C. System, Inc.](#), No. 3:15-cv-00824 (D. Conn. Sept. 27, 2017)

FEDERAL LAW

[47 U.S.C. § 227](#) Telephone Consumer Protection Act

[47 C.F.R. § 64.1200](#) FCC telemarketing and robocall rules

[16 C.F.R. Part 310](#) FTC Telemarketing Sales Rule

Read the full Connecticut guide: <https://tcpa.com/state-telemarketing-laws/connecticut/>

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Full text: <https://tcpa.com/disclaimer/> and <https://tcpa.com/terms/>

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The law changes

Current as of October 15, 2026. Statutes, FCC and FTC rules and court decisions change, and some changes are adopted before they take effect. This deck may not reflect later developments.

Courts disagree. Courts in different places can read the same rule differently. Case summaries are not predictions: any other matter turns on its own facts, court and law.

Check the official source. Verify each point against the statute, rule or opinion on the Sources slide. If an official source and this deck differ, the official source controls.

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Read the full Connecticut guide on TCPA.com

The guide covers written consent, do-not-call, calling hours, the 10-second rules, caller ID, contracts, substantial assistance, remedies and a checklist, with official links.



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Adam Young is a Miami entrepreneur, the CEO of Ringba and the author of The Pay Per Call Revolution, with more than a decade in telecom, call routing and performance marketing. At TCPA.com he writes about the TCPA, robocall enforcement, tech support fraud cases and what DOJ, FTC and FCC actions mean for companies that make calls. His goal is simple: keep good companies compliant and keep scammers off the phone network.

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Harrison Gevirtz is the Chief Strategy Officer of Ringba, a call tracking and pay per call platform based in Las Vegas. He has worked for years in call tracking, call routing and telemarketing operations, with a focus on how federal regulations affect daily operations. At TCPA.com he covers TCPA litigation, TSR enforcement, tech support fraud prosecutions and FCC rulemaking for executives and compliance managers who are not lawyers.

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