

STATE TELEMARKETING LAWS

Washington

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/washington/>

01. Telephone solicitation

RCW 80.36.390, 80.36.400

30-second identification, removal duties, 8 a.m. to 8 p.m. hours, the national registry, spoofing, and a ban on recorded-message sales calls.

02. Registration and texts

CH. 19.158 RCW, CH. 19.190 RCW

Department of Licensing registration and cancellation rights, and a ban on commercial texts without clear, affirmative consent.

AT A GLANCE

Washington at a glance

WHY WASHINGTON MATTERS

Calls end at 8 p.m., an hour before the federal cutoff. Recorded-message sales calls are banned, ringless voicemail included, and commercial texts need clear prior consent. Floors start at \$1,000.



Who and what is covered

"Telephone solicitation" is an unsolicited call by a commercial or nonprofit organization to encourage a purchase, wrongfully obtain anything of value, or seek donations (RCW 80.36.390(1)(a)).

Live, recorded or artificial

A "telephone call" is any communication through a telephone using a live person, artificial voice or recorded message.

Aa. Callers

Commercial and nonprofit callers; each separate real estate or insurance agent list counts.

Bb. Exclusions

Requested calls, member calls, polling and business-to-business contacts.

Cc. Registry

Commercial telephone solicitors register; 22 exemptions apply there.

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Commercial texts need consent

\$100

No one doing business in Washington may send a commercial electronic text message to a Washington resident's cell number unless the subscriber "clearly and affirmatively consented in advance" (RCW 19.190.060, .070).

Any dialing method

The ban does not depend on an autodialer; a manually sent promotional or recruiting text is covered too.

\$100 since June 2026

Damages are \$100 or actual damages, down from \$500, for suits filed on or after June 11, 2026, through the CPA.

01. Removal requests

RCW 80.36.390(6), (7)

Say the contact will be removed for at least one year, end the call within 10 seconds, and never sell or give away the contact information.

02. National registry

RCW 80.36.390(9)

No telephone solicitation to a number on the federal Do Not Call Registry, for all solicitations meant for Washington customers.

DO-NOT-CALL

Do-not-call and opt-outs

IN PRACTICE

Washington keeps no state list, fee or list purchase. Since July 23, 2023, the national registry applies by statute, with the section's exclusions and its \$1,000 private action.



Calling hours and identity

No calls received before 8:00 a.m. or after 8:00 p.m. at the call recipient's local time (RCW 80.36.390(8)). The same window appears in chapter 19.158 RCW.

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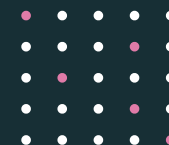
Last call, 8 p.m.

One hour earlier than the federal 9 p.m. cutoff. Charity callers must offer to end the call or remove the number.



30-second ID

Caller, organization and purpose within the first 30 seconds of the call.



No Sunday rule

No Sunday or holiday limit, but no harassing, intimidating or tormenting calls.

Robocalls and spoofing

No one may use an automatic dialing and announcing device, a system that automatically dials and plays a recorded or artificial voice, for commercial solicitation (RCW 80.36.400(2)).

No consent mechanism

The ban reaches unsolicited calls and has no express written consent route like 47 C.F.R. 64.1200(a)(2).

Aa. **Voicemail**

Ringless voicemail is covered by the statute's express text.

Bb. **Assisting**

Knowing substantial assistance is a violation; carriers have a defense.

2023

Cc. **Spoofing**

A call violating 47 U.S.C. 227(e)(1) violates state law too.



Registration and cancellation

Before doing business in Washington, from a Washington location or to Washington buyers, a commercial telephone solicitor registers with the Department of Licensing (RCW 19.158.050(1)).

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Business days

To cancel in writing after receiving the written confirmation (RCW 19.158.120(1)).



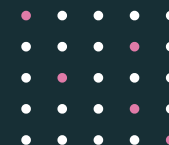
Annual fee, no bond

The Director sets a cost-based fee. No bond. A sale must be followed by a written confirmation.



Voidable

A violation, or no delivery within 42 days, makes the contract voidable.



Lawsuits and penalties



\$1,000

At least, per violation, for a person aggrieved by repeated violations of RCW 80.36.390, with mandatory fees.

\$1,000

Or actual damages, if greater, per ADAD violation under RCW 80.36.400, plus CPA remedies.

\$7,500

CPA civil penalty per violation in AG suits. Four-year limitations for CPA damages.





Washington vs. the TCPA

Washington is stricter on hours, 30-second identification, recorded-message sales calls, texts by any method, registration, cancellation and its \$1,000 floor. It is looser on business-to-business calls, polling and its repeated-violation trigger.

Washington

Calls 8 a.m. to 8 p.m., no recorded sales calls, consent for any commercial text, \$1,000 floor.

Federal TCPA

Calls 8 a.m. to 9 p.m., prerecorded calls with written consent, \$500 per call.

Key court rulings

The Washington Supreme Court set how text claims are brought, and the Court of Appeals held that recruiting texts are commercial.

Sue through the CPA

A recipient of an unconsented commercial text sues under the Consumer Protection Act; the statutory amount supplies injury.

Aa.
Wright

Wash. 2017: RCW 19.190.040 sets CPA injury and causation as a matter of law.

Bb.
Aaland

Wash. Ct. App. 2025: recruiting texts are "commercial"; class judgment.

Cc.
Classes

None of these statutes bars class actions.

2025



Legal history



2017

Wright v. Lyft

Text claims run through the CPA, with the statutory amount as injury.



2022

ESHB 1497

8 p.m. cutoff in ch. 19.158, 30-second ID, 10-second end, one-year removal.



2023

ESHB 1051

Registry, spoofing, ringless voicemail, assisting liability, \$1,000 floor.



2026

ESHB 2274

Text damages cut from \$500 to \$100, effective June 11, 2026.

01. Calls and lists

RCW 80.36.390

- Call Washington numbers only 8 a.m. to 8 p.m. local time.
- Give name, company and purpose within 30 seconds.
- End within 10 seconds on request; never share the list.
- Scrub the national registry; keep opt-outs 5 years.

02. Robocalls, texts, registration

RCW 80.36.400; CH. 19.158, 19.190 RCW

- No recorded or ringless voicemail sales messages.
- Get clear, documented consent before any marketing text.
- Register with DOL; confirm sales; honor 3-day cancels.

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

WASHINGTON LAW

[RCW 80.36.390](#) telephone solicitation

[RCW 80.36.400](#) automatic dialing and announcing devices

[RCW 80.36.540](#) fax advertising

[RCW 19.158.030](#) CPA application

[Chapter 19.158 RCW](#) Commercial Telephone Solicitation Act

[Chapter 19.190 RCW](#) Commercial Electronic Mail Act

[RCW 19.86.090](#) CPA private action

[RCW 19.86.120](#) CPA limitations

WASHINGTON LAW (CONTINUED)

[RCW 19.86.140](#) CPA civil penalties

[2022 c 195 \(ESHB 1497\)](#) session law

[ESHB 1497 House Final Bill Report](#) (2022)

[2023 c 103 \(ESHB 1051\)](#) session law

[ESHB 1051 House Final Bill Report](#) (2023)

[2026 c 135 \(ESHB 2274\)](#) session law

COURT DECISIONS

[Wright v. Lyft, Inc.](#), No. 94162-9 (Wash. 2017)

[Aaland v. CRST Home Solutions, LLC](#), No. 86708-3-I (Wash. Ct. App. 2025)

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 Washington guide: <https://tcpa.com/state-telemarketing-laws/washington/>

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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 Washington guide on TCPA.com

The guide covers calling hours, the robocall ban, commercial texts, the registry, registration and cancellation, damages and key rulings, with links to the official sources.



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Adam Young

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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