

Media Contact:

Will Wiquist, (202) 418-0509
will.wiquist@fcc.gov

For Immediate Release

STATEMENT ON PAYPAL USER AGREEMENT CHANGES

WASHINGTON, June 29, 2015 – Federal Communications Commission Enforcement Bureau Chief Travis LeBlanc issued the following statement in relation to PayPal’s [commitments](#) to improve their user agreement:

“I commend PayPal for taking steps to honor consumer choices to be free from unwanted calls and texts. The changes to PayPal’s user agreement recognize that its customers are not required to consent to unwanted robocalls or robotexts. It clarifies, rightly, that its customers must provide prior express written consent before the company can call or text them with marketing, and that these customers have a right to revoke their consent to receive robocalls or robotexts at any time. These changes, along with PayPal’s commitments to improve its disclosures and make it easier for consumers to express their calling preferences, are significant and welcome improvements.”

The FCC sent PayPal a letter on June 11, 2015, to clarify the company’s responsibilities under the Telephone Consumer Protection Act: <http://go.usa.gov/3vzdK>

###

Office of Media Relations: (202) 418-0500
TTY: (888) 835-5322
Twitter: @FCC
www.fcc.gov/office-media-relations

This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).