

# State Calling Restrictions Guide



## Calling Time and Day Restrictions

Federal law allows businesses to make telemarketing calls between 8am and 9pm at the called party's location. This chart outlines state rules that are more restrictive than federal rules.

STATE	MON-FRI	SAT	SUN	HOLIDAYS
Alabama	8am - 8pm	8am - 8pm	No Calls	No Calls
Connecticut	9am - 8pm	9am - 8pm	9am - 8pm	
Florida	8am - 8pm	8am - 8pm	8am - 8pm	
Illinois	8am - 9pm 9am - 9pm (prerecorded calls)	8am - 9pm 9am - 9pm (prerecorded calls)	8am - 9pm 9am - 9pm (prerecorded calls)	
Kentucky	10am - 9pm	10am - 9pm	10am - 9pm	
Louisiana	8am - 8pm	8am - 8pm	No Calls	No Calls
Maryland	8am - 8pm	8am - 8pm	8am - 8pm	
Massachusetts	8am - 8pm	8am - 8pm	8am - 8pm	
Michigan	9am - 9pm	9am - 9pm	9am - 9pm	
Minnesota	9am - 9pm	9am - 9pm	9am - 9pm	
Mississippi	8am - 8pm	8am - 8pm	No Calls	No Calls
Nevada	9am - 8pm	9am - 8pm	9am - 8pm	
New Mexico	9am - 9pm	9am - 9pm	9am - 9pm	
Oklahoma	8am - 8pm (all telemarketing calls)	8am - 8pm (all telemarketing calls)	8am - 8pm (all telemarketing calls)	

## Calling time and day restrictions (cont'd)

STATE	MON-FRI	SAT	SUN	HOLIDAYS
Pennsylvania	8am - 9pm	8am - 12pm	No Calls	No Calls
Rhode Island	9am - 6pm	10am - 5pm	No Calls	No Calls
South Dakota	9am - 9pm	9am - 9pm	No Calls	
Texas	9am - 9pm	9am - 9pm	12pm - 9pm	
Utah	8am - 9pm	8am - 9pm	No Calls	No Calls
Washington	8am - 8pm	8am - 8pm	8am - 8pm	
Wyoming	8am - 8pm	8am - 8pm	8am - 8pm	

## Maximum Call Volume

This chart outline state call frequency restrictions. Convoso applies these rules unless Compliance or Legal verifies that an exemption applies.

STATE	Frequency Restrictions
Florida	No more than three (3) telemarketing calls to any consumer over a 24-hour period on the same subject matter or issue.
Maine	No more than one solicitation call using an automated telephone calling device to any telephone number during each 8-hour period.
Maryland	No more than three (3) telemarketing calls to any consumer over a 24-hour period on the same subject matter or issue.
Oklahoma	No more than three (3) telemarketing calls to any consumer over a 24-hour period on the same subject matter or issue.

## States of Emergency

Louisiana and New York prohibit calling to areas under a state of emergency. Information regarding current Louisiana states of emergency that restrict telemarketing calls may be found at: [https://www.lpsc.louisiana.gov/DNC\\_Emergency](https://www.lpsc.louisiana.gov/DNC_Emergency). New York does not currently maintain a centralized notice portal; however, this website contains a list of the Governor's executive orders, which may include declared states of emergency: <https://www.governor.ny.gov/executiveorders>

## Legal Holidays

HOLIDAY	DATE	AL	LA	MS	NE	PA	RI	UT
Sundays		x	x	x	x	x	x	x
Saturdays from 12pm - 12am						x		
New Year's Eve	Dec 31		x	x				
New Year's Day	Jan 1	x	x	x	x	x	x	x
Martin Luther King Day	3 <sup>rd</sup> Mon. in Jan	x	x	x	x	x	x	x
Inauguration Day			x					
Mardi Gras Day	Feb or Mar	x	x					
President's Day	3 <sup>rd</sup> Mon. in Feb	x		x	x	x	x	x
Good Friday	Apr		x			x		
Confederate Mem. Day	4 <sup>th</sup> Mon. in Apr	x						
Confederate Mem. Day	Last Mon. in Apr			x				
Arbor Day	Last Fri. in Apr				x			
RI Independence Day	May 4						x	
Memorial Day	Last Mon. in May	x	x	x	x	x	x	x
Jefferson Davis Day	1 <sup>st</sup> Mon. in Jun	x						
Flag Day	Jun 14					x		
Juneteenth Day	*							x*
Juneteenth Day	Jun 19		x		x	x	x	
Independence Day	Jul 4	x	x	x	x	x	x	x
Pioneer Day	Jul 24							x
Victory Day	2 <sup>nd</sup> Mon. of Aug						x	
Labor Day	1 <sup>st</sup> Mon. in Sep	x	x	x	x	x	x	x
Columbus Day	2 <sup>nd</sup> Mon. in Oct	x			x	x	x	x
All Saints' Day	Nov 1		x					
Election Day	2 <sup>nd</sup> Tues. in Nov		x				x	
Veteran's Day	Nov 11	x	x	x	x	x	x	x
Thanksgiving	4 <sup>th</sup> Thurs in Nov	x	x	x	x	x	x	x

## Legal Holidays (cont'd)

HOLIDAY	DATE	AL	LA	MS	NE	PA	RI	UT
Acadian Day	4 <sup>th</sup> Fri in Nov		×					
Christmas Eve	Dec 24		×					
Christmas	Dec 25	×	×	×	×	×	×	×

## Notes

- **Alabama.** If any holiday falls on Sunday, the following day (Monday) is the holiday. If any holiday falls on Saturday, the preceding day (Friday) is the holiday. Ala. Code § 1-3-8(a). Only Mobile and Baldwin counties recognize Mardi Gras Day.
- **Louisiana.** This chart only includes DNC holidays identified by the Louisiana Public Service Commission. According to the PSC, there are no calling restrictions on other legal holidays (identified in La. Stat. § 1:55). Election Day only in even years.
- **Mississippi.** In the event any holiday falls on a Sunday, then the next following day shall be a legal holiday. Miss. Stat. § 3-3-7.
- **Nebraska.** The state does not prohibit calls on Sundays or legal holidays; however, it restricts prerecorded messages to 1pm to 9pm on these days (subject to certain exceptions). Neb. Admin. Code Title 291 Ch. 11 § 3.
- **Pennsylvania.** List of holidays based on publication from the Attorney General. If Independence Day, Christmas Day, or New Year's Day falls on a Sunday, the next following day is a legal holiday 7 P.S. § 113.
- **Rhode Island.** If New Year's Day, Independence Day, Veterans Day or Christmas fall on a Saturday or Sunday, the Monday thereafter shall be a legal holiday. R.I. Stat. § 25-1-1. Election Day only in even years.
- **Utah.** If any holiday falls on Sunday, the following day (Monday) is the holiday. If any holiday falls on Saturday, the preceding day (Friday) is the holiday. Utah Code § 63G-1-301.
- **All states.** The governor of each state may declare other holidays.
- \*If June 19 is on a Tue., Wed., Thu. or Fri., Juneteenth Day is on the preceding Mon. if June 19 is on a Sat. or Sun., Juneteenth Day is on the following Mon.

Nothing in this document constitutes legal advice. You should consult an attorney for guidance on regulatory compliance.



Calling restrictions change regularly. Get downloadable monthly updates delivered to your inbox via our compliance newsletter.

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