

**LAWRENCE G. WASDEN
ATTORNEY GENERAL**

**OFFICE OF THE ATTORNEY GENERAL
2003 ANNUAL REPORT ON
CONSUMER PROTECTION UNIT ACTIVITIES**



The Attorney General enforces various consumer laws, including Idaho's Consumer Protection, Competition, Telephone Solicitation, Pay-Per-Telephone Call, and Charitable Solicitation Acts. These Acts protect consumers, businesses, and the marketplace from unfair or deceptive acts and practices. The Attorney General seeks to fulfill this charge efficiently and economically through education, mediation, and enforcement.

The Attorney General also enforces and defends the State's Master Settlement Agreement with the tobacco industry and has been delegated the duty of enforcing Idaho's Tobacco Master Settlement Agreement and Tobacco Master Settlement Agreement Complementary Acts. The Settlement and these Acts seek to promote the public health and protect the fiscal soundness of the State.

The Attorney General reports to the public annually regarding consumer protection unit activities. This report covers the calendar year 2003.

HISTORY

The Legislature has assigned to the Attorney General enforcement duties related to consumer protection, telephone and charitable solicitations, 900-number telephone calls, the tobacco industry's Master Settlement Agreement with the State, Idaho's Tobacco Master Settlement Agreement Act, and competition issues. In 2000, the Legislature established the Idaho No Call Law and placed the duty of maintaining and enforcing its provisions upon the Attorney General.

In 2003, the Attorney General recovered \$1,532,597.65 in restitution. This equates to \$3.27 for each taxpayer dollar appropriated for consumer operations. For the past 13 years, the Attorney General has recovered more money for Idaho residents than the Legislature has appropriated from the general fund for consumer operations. Salaries and benefits of those who are primarily involved in consumer protection efforts are expected to cost taxpayers approximately \$536,924 for the 2004 fiscal year. Another \$150,900 is budgeted from the Attorney General's consumer protection account for consumer education efforts. The consumer protection account is comprised of moneys obtained through Attorney General enforcement actions.

2003 ACTIVITIES SUMMARY

Activity this year related to consumer protection, antitrust, telemarketing, Idaho's No Call List, and tobacco law enforcement. The Attorney General settled significant consumer protection cases with H&R Block Services, Inc; Exterior Design, Inc.; Wal-Mart Stores, Inc.; Peoples Benefit Services, Inc.; Bristol Myers Squibb, Inc.; and Kent Francis Edwards dba Hobby Horse Ranch & Tractor Equipment. In the antitrust arena, several cases involving the award of hundreds of thousands of dollars in restitution to Idaho consumers and businesses were also resolved. The year 2003 marked the Attorney General's third year of enforcement and administration of Idaho's No Call Law and was the first year of coordinating with the federal government's new no call registry. By year's end, there were 256,182 Idaho phone numbers registered on the Attorney Generals' No Call List. Many citizens report receiving fewer unwanted telephone solicitations. The Attorney General filed actions against tobacco product manufacturers for violating Idaho's Tobacco Master Settlement Agreement and Tobacco Master Settlement Agreement Complementary Acts.

The Attorney General obtained significant consumer recoveries in 2003, resulting from his enforcement actions. The Attorney General recovered \$1,532,597.65 for Idaho consumers (including restitution from enforcement actions) and \$566,486.03 in civil penalties, fees, and costs. These amounts do not include the \$26,735,589.51 the State received in 2003 pursuant to the Master Settlement Agreement negotiated by the Office of the Attorney General with tobacco manufacturers.

The Attorney General's Consumer Protection Unit logged 9,894 instances of consumer assistance in 2003. 2,259 contacts were consumer complaints. The remainder consisted of information received from consumers, processing requests for information and forms, and responding to inquiries about particular businesses. This number does not reflect the multitude of telephone calls and personal contacts that are not logged or tracked by the Attorney General's consumer database.

Office of the Attorney General staff educated thousands of people about consumer issues, attended fairs around the state, and worked on updating consumer information brochures. Staff attended the Eastern, Northern, and Western Idaho Fairs. The staff completed a project of translating various consumer brochures into Spanish. These translation efforts were made possible as a result of two grants obtained by the Attorney General, and are intended to better serve Idaho's changing population.

Money from civil penalties, fees, and reimbursed costs is deposited into the consumer protection account. Funds from this account pay for the Attorney General's educational activities, pursuant to legislative appropriation. At the end of fiscal year 2003, \$503,129.97 in surplus funds were transferred to the State's General Fund. Prior year transfers were \$1,128,516 in fiscal year 2002; \$510,948 in fiscal year 2001; and \$700,000 in fiscal year 2000.

APPLICABLE LAWS

In the field of consumer protection, competition, tobacco, and telephone and charitable solicitations, the Attorney General enforces, and operates pursuant to, the following Idaho statutes and rules:¹

- Consumer Protection Act
- Competition Act
- Charitable Solicitation Act
- Pay-Per-Telephone Call Act
- Telephone Solicitation Act, including the Idaho No Call Law
- Tobacco Master Settlement Agreement Act
- Tobacco Master Settlement Agreement Complementary Act
- Consumer Protection Rules
- Telephone Solicitation and Pay-Per-Telephone Call Services Rules
- Tobacco Master Settlement Agreement Complementary Act Rules

The Attorney General also enforces provisions of other consumer-related statutes, including those dealing with chain and pyramid distribution schemes. In addition, the Office of the Attorney General provides information regarding Idaho's Lemon Law and Landlord/Tenant and Mobile Home Park Acts.

LEGISLATION

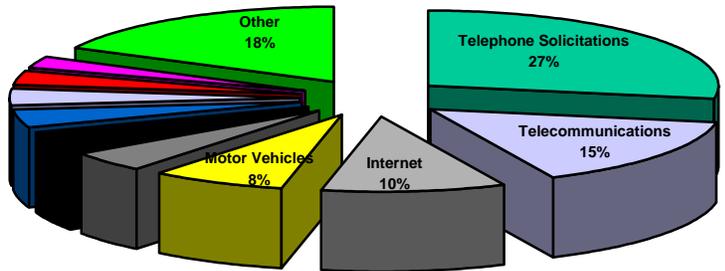
In 2003, Attorney General Wasden proposed two pieces of legislation related to tobacco manufacturers. The first granted new enforcement tools to the Office of the Attorney General in order to enforce Idaho's Tobacco Master Settlement Agreement Act. The second bill closed a loophole that certain tobacco manufacturers were utilizing to reduce the amount of money they should be depositing into escrow pursuant to the Act. The Legislature enacted both proposals and the Governor signed them into law.

¹ The listed Idaho statutes and rules are codified, respectively, as follows: Consumer Protection Act, title 48, chapter 6, Idaho Code; Competition Act, title 48, chapter 1, Idaho Code; Charitable Solicitation Act, title 48, chapter 12, Idaho Code; Pay-Per-Telephone Call Act, title 48, chapter 11, Idaho Code; Telephone Solicitation Act, title 48, chapter 10, Idaho Code; Tobacco Master Settlement Agreement Act, title 39, chapter 78, Idaho Code; Tobacco Master Settlement Agreement Complementary Act, title 39, chapter 84, Idaho Code (Supp.); Consumer Protection Rules, IDAPA 04.02.01000 et seq.; Telephone Solicitation and Pay-Per-Telephone Call Services Rules, IDAPA 04.02.02000 et seq.; and Tobacco Master Settlement Agreement Complementary Act Rules, IDAPA 04.20.01000 et seq.

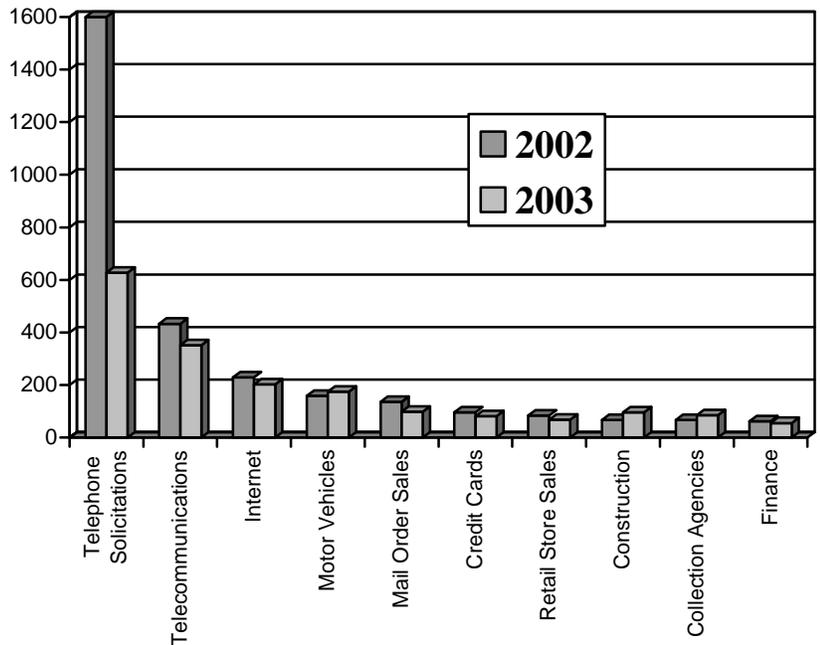
2003 TOP TEN CONSUMER COMPLAINTS

Telemarketing complaints plummeted in 2003 by more than 60%. Telemarketing has held the number one or two position on the Attorney General’s Top Ten Complaint List for more than ten years, and still does for 2003, totaling 627. In 2003, however, telemarketing complaints only accounted for 28% of all the complaints received by the Office of the Attorney General. The drop in telemarketing complaints can be attributed to enforcement of and compliance with Idaho’s No Call Law. The top ten list is as follows:

2003 Total	2,259
1. Telephone Solicitations	627
2. Telecommunications	351
3. Internet	229
4. Motor Vehicles	174
5. Mail Order Sales	98
6. Construction	96
7. Collection Agencies	85
8. Credit Cards	81
9. Retail Store Sales	68
10. Electronic Equipment/Service	57
Total of all other complaints	399



2002 Total	3,076
1. Telephone Solicitations	1,600
2. Telecommunications	433
3. Internet	202
4. Motor Vehicles	159
5. Mail Order Sales	136
6. Credit Cards	96
7. Retail Store Sales	83
8. Construction	67
9. Collection Agencies	67
10. Finance/Lending Institutions	62
Total of all other complaints	171



ENFORCEMENT

THE ATTORNEY GENERAL'S NO CALL LIST.

Idahoans continue to add thousands of phone numbers to the Attorney General's No Call List. In July 2003, the Attorney General eliminated the fee to register on the Attorney General's list. The Attorney General also automatically included on his No Call List every Idahoan who registered their telephone numbers on the federal government's no call registry. By the end of 2003, 256,182 Idaho telephone numbers were registered on the Attorney General's No Call List. Many Idahoans who have registered on the No Call List continue to report that unwanted telephone solicitations have gone down significantly or have been completely eliminated.

Compliance with Idaho's No Call Law improved markedly in 2003. In 2001, consumers filed 1,481 No Call complaints. In 2002, the number dropped to 968, a reduction of 34%. In 2003, the number dropped further to 404, an overall reduction from 2001 of 73%.

The Attorney General continued to take enforcement actions where needed. In 2003, the Attorney General reached settlements with two companies: Sprint Communications Company and National Marketing Group. In the Sprint Communications settlement, the Attorney General entered into an Assurance of Voluntary Compliance with Sprint, resolving more than 50 complaints filed by Idaho consumers. In both settlements, the businesses agreed to comply with Idaho's No Call Law in future telemarketing calls. They also paid the Attorney General costs and fees in resolving these matters.

CONSUMER PROTECTION CASES

The Attorney General undertook a variety of consumer protection matters. Several were precedential in scope and impact. The cases include:

ALYON. The Attorney General negotiated an Assurance of Voluntary Compliance including a payment in the amount of \$15,000 against this company for violating Idaho's Pay-Per-Telephone Call Act. Additionally, the settlement includes complete debt forgiveness restitution for Idaho consumers, estimated at \$155,000. Accounting reports to be delivered in 2004 will confirm the precise amount. In resolution of the claims made by the Attorney General, the business also agreed to stop doing business in Idaho. This is the largest settlement ever negotiated under Idaho's Pay-Per-Telephone Call Act.

H & R BLOCK SERVICES, INC. H & R Block Services, Inc. entered into an Assurance of Voluntary Compliance with the Attorney General (as well as 41 other states), agreeing to reimburse consumers who paid for the tax-preparation company's "Peace of Mind" guarantee but who may not have wanted to purchase the optional service. Additionally, H&R Block agreed to establish a \$1 million fund to pay refunds to eligible consumers who had a tax return prepared at an H&R Block office in tax season 2001. Finally, H&R Block reimbursed the states for the cost of bringing the action. The Attorney General's Office received a payment of \$50,000.

HOBBY HORSE RANCH & TRACTOR EQUIPMENT (KENT E. EDWARDS).

The Attorney General's Consumer Protection Unit received numerous complaints alleging that Mr. Edwards made misrepresentations concerning tractors and implements he sells. The Attorney General filed a civil action against Mr. Edwards in 2002 and settled the case in July 2003. In the Consent Judgment, Mr. Edwards agreed to conform his business practices to Idaho law and pay restitution to his victims in the amount of \$45,000.

PEOPLES BENEFIT SERVICES (PBS). The Attorney General's Office initiated an investigation of PBS, a discount health-plan business, in July 2003. The investigation revealed concerns about the veracity of PBS's advertising and administration of its "Peoples Health Plan." PBS entered into an Assurance of Voluntary Compliance with the Attorney General in November 2003, agreeing to change its advertising and provide consumers with more detailed information about the Plan. PBS also paid the Attorney General's Office \$7,500 for attorney fees and expenses.

RIVERSIDE FUNERAL SERVICES (MITCHELL & KIMBERLY MCBRIDE). Working in conjunction with the Idaho Bureau of Occupational Licensing, in September 2003, the Attorney General filed a civil action against the McBrides, who sold pre-paid funeral plans to over 100 Treasure Valley consumers. The complaint alleges that the McBrides failed to place in excess of \$200,000 in trust accounts, thereby leaving the victims, mostly elderly people, without funeral arrangements. The lawsuit is pending.

CRAMMING. The Attorney General obtained a Stipulation and Consent Judgment against Talk Too Me, LLC dba "00" Operator Services, a Florida based business. The Attorney General alleged that the business billed Idaho consumers for unauthorized services and engaged in false collection actions against Idaho citizens. In resolution of the claims made by the Attorney General, the business agreed to discontinue its deceptive practices in the state of Idaho. Additionally, the judgment provided for \$9,825 in restitution for Idaho consumers.

UNSOLICITED FACSIMILE ENFORCEMENT. The Attorney General continues to take enforcement action against companies and individuals that send unsolicited facsimiles to Idaho consumers, which is illegal under Idaho law. The majority of those affected by this illegal practice are small businesses. Businesses report that the voluminous advertisements, often faxed on a daily basis, are financially draining on their resources. During the past year, the Attorney General took action against the largest violator of Idaho's unsolicited fax law, Fax.com, filing a complaint in state court. The Attorney General alleges that Fax.com illegally sent 278 unsolicited faxes to Idaho consumers and businesses over the past three years. The matter is pending.

TOBACCO ENFORCEMENT

The Attorney General has been assigned important enforcement duties under Idaho's Tobacco Master Settlement Agreement, Tobacco Master Settlement Agreement Complementary, and Prevention of Minors' Access to Tobacco Acts. The Attorney General successfully prosecuted and defended these laws against constitutional challenge in a variety of state and

federal court actions. The Attorney General also enforces and defends the State's Master Settlement Agreement.

MASTER SETTLEMENT AGREEMENT MATTERS. During 2003, the tobacco industry paid \$26,735,589.51 to Idaho, pursuant to its settlement agreement with Idaho. The Attorney General continues to work on many implementation issues related to the settlement agreement, including enforcement of Idaho's Master Settlement Agreement and Master Settlement Agreement Complementary Acts. In 2003, the Attorney General filed seven lawsuits and obtained judgments and settlements with 22 tobacco manufacturers and Idaho tax-stamping agents. Two of the most significant cases include a Consent Decree with Monarch Trading International for placing Idaho's cigarette excise tax stamp on cigarettes that were not approved for sale in Idaho and a lawsuit against Carolina Tobacco Company for failure to deposit into escrow \$450,000, as required by Idaho's Tobacco Master Settlement Agreement Act. In the Monarch Trading case, the office obtained strong injunctive provisions to ensure future compliance with Idaho law. Monarch Trading also paid the office a total of \$57,000. In the Carolina Tobacco Company case, not only did the Attorney General's lawsuit result in Carolina Tobacco Company depositing \$450,000 into an escrow account as requested in the Attorney General's complaint, but the Attorney General also successfully defended Idaho's tobacco laws against Carolina Tobacco Company's assertions that these laws violated various state and federal constitutional provisions.

The Attorney General also continues to defend the Master Settlement Agreement and Idaho's tobacco laws in a number of federal lawsuits and in one bankruptcy matter involving Alliance Tobacco Corp. The Attorney General's defenses in these cases involve claims that the Master Settlement Agreement, as well as Idaho's Master Settlement Agreement and Master Settlement Agreement Complementary Acts, violate state and federal constitutional provisions or are preempted by federal law. To date, the Attorney General has successfully defeated these claims in actions arising in California, Washington, D.C., Oregon, Kentucky, and New York. Several matters are still pending.

Pursuant to Idaho's newly enacted Master Settlement Agreement Complementary Act, effective July 1, 2003, the Attorney General established a Directory of Compliant Tobacco Product Manufacturers and Brands and certified 63 different tobacco product manufacturers and 412 separate tobacco brand families. The Directory can be reviewed at: http://www2.state.id.us/ag/consumer/tobacco/directory_index.htm.

The Attorney General also promulgated Idaho's Tobacco Master Settlement Agreement Complementary Rule. The Rule is pending Legislative review.

PREVENTION OF MINORS' ACCESS TO TOBACCO. The Attorney General entered into an agreement with Wal-Mart Stores, Inc., to implement new policies and procedures to reduce tobacco sales to minors in the company's Wal-Mart and SAM'S CLUB stores in Idaho and throughout the country. The Wal-Mart settlement is the most recent agreement produced by an ongoing, multi-state enforcement effort of which the Attorney General has been a working member. The Attorney General's Office and other attorneys general previously reached similar agreements that apply to all Walgreens stores and to all gas stations and convenience stores

operating under the Exxon, Mobil, and BP brand names in Idaho and the other settling states. The goal of these settlements is to secure agreement to adopt policies and practices to prevent youth access to cigarettes and other tobacco products. Preliminary research indicates that the agreements are having a positive effect in preventing youth access to cigarettes and other tobacco products.

Under new amendments to Idaho's Minor Access to Tobacco Act, the Attorney General has opened investigations into the Internet sale of tobacco products to children. The investigations continue.

COMPETITION ACT CASES

In enacting Idaho's Competition Act, the Legislature stated that the Act's purposes are to maintain and promote economic competition in Idaho commerce, to provide the benefits of that competition to consumers and businesses in the State, and to establish efficient and economical procedures to accomplish these purposes and policies. The Attorney General undertook a variety of actions in 2003 under the Competition Act to realize these purposes.

VITAMIN PRICE FIXING CASE. The Attorney General obtained final district court approval and had dismissed an appeal to a two-part settlement that will result in Idaho businesses and consumers receiving more than \$2.3 million. The settlements are the largest ever under state laws which permit consumers and businesses to recover damages for price-fixing overcharges, even though the consumers and businesses did not buy directly from the price-fixers. Federal antitrust law does not permit these "indirect purchasers" to recover damages, but Idaho's Competition Act permits such recoveries.

The settlement, with Hoffman-La Roche, BASF Corporation, and Aventis Animal Nutrition S.A. (formerly Rhone-Poulenc Animal Nutrition S.A.), and three Japanese companies, Takeda Chemical Industries Ltd., Eisai Co. Ltd., and Daiichi Pharmaceutical Co. Ltd., vitamin manufacturers, was reached in conjunction with similar settlements entered into by the defendants and 20 other states, Puerto Rico, and the District of Columbia. In Idaho, the Attorney General alleged that the six companies conspired for more than a decade to fix prices and restrict supplies of vitamins.

Under the settlement, the companies paid more than \$177 million to compensate consumers and businesses in the 23 participating jurisdictions. More than \$107 million of the \$177 million is being used to benefit consumers. Because it would be nearly impossible to determine how much each consumer paid in higher prices, the court approved distribution of the consumer portion of the settlement to non-profit charitable groups for programs that advance the health or nutrition of consumers. Idaho's share of the consumer portion of the settlement is \$1,260,000 and \$1,217,500 was distributed in 2003, pursuant to court approval, as follows:

- \$525,000 to the Idaho Foodbank for improved storage facilities;
- \$257,500.48 to senior centers throughout Idaho. The senior centers applied for grants of up to \$2,500 to provide nutritious meals for senior citizens. 80 grants were awarded;

- \$150,000 to the Idaho Association of Nutrition and Aging Services Programs for the Meals on Wheels program;
- \$180,000 for early childhood immunizations against diphtheria, tetanus and pertussis; and
- \$100,000 to the March of Dimes for promotion of use of folic acid by expectant or nursing mothers. It is estimated that folic acid use would reduce 70% of all brain and spinal cord birth defects.

An additional \$56,116 is to be awarded in 2004.

BRAND NAME DRUG CASES. The Attorney General settled three lawsuits with drug manufacturers for a variety of anti-competitive acts these manufacturers undertook to keep generic versions of the manufacturers' brand drugs off the market. Two of the settlements are with Bristol-Myers Squibb Company and involved the company's anti-anxiety drug BuSpar and its anti-cancer drug Taxol. A third settlement, with Aventis Pharmaceuticals, Inc. and Andrx Corporation, involved Cardizem CD, a drug widely used for treatment of chronic chest pains, high blood pressure, and prevention of heart attacks. The three federal court settlements, two of which have already received final approval, will result in hundreds of thousands of dollars being returned to the State and additional millions of dollars against which consumers, including Idahoans, can file claims for restitution.

PRICE FIXING CASES--SORBATES. The Attorney General filed a lawsuit against six manufacturers of Sorbates, a food preservative, as a result of their long-term, confessed-to-fixing of prices related to Sorbates. The defendants are Daicel Chemical Industries, Ltd.; Hoechst Aktiengesellschaft; Nippon Gohsei a/k/a Nippon Synthetic Chemical Industry Co., Ltd.; Eastman Chemical Company; Nutrinova Nutrition Specialties & Food Ingredients, GmbH; and Ueno Fine Chemicals Industry, Ltd. The lawsuit seeks restitution for Idaho businesses and consumers harmed by defendants' price fixing. The District Court dismissed the complaint, and the Attorney General has filed an appeal.

MUSIC CDs. The Attorney General's Office and 40 other state attorneys general negotiated a \$143 million price fixing settlement with five of the largest U.S. distributors of prerecorded music compact discs (CDs) and three large retailers. Under the settlement, 15,427 Idaho residents have filed claims against the \$67,375,000 cash pool and will receive in 2004 refund checks totaling \$212,275. In addition, the Attorney General's Office will receive 25,102 compact discs with an estimated value of \$342,000. The compact discs will be distributed, also in 2004, to public libraries throughout Idaho pursuant to a distribution plan approved by a federal district court.

The Office of the Attorney General and the other participating attorneys general filed an antitrust lawsuit in federal court in August 2000 alleging that the five music distributors (including their affiliated labels) and three large music retailers entered into illegal conspiracies to raise the price of prerecorded music to consumers. The plaintiffs also alleged that price competition among music CD retailers was reduced as a direct result of the conspiracy. The

defendants in the settlement are music distributors Bertelsmann Music Group, Inc.; EMI Music Distribution; Warner-Elektra-Atlantic Corporation; Sony Music Entertainment, Inc.; Universal Music Group; and national retail chains Transworld Entertainment Corporation, Tower Records, and Musicland Stores Corporation.

EDUCATION

Members of the Attorney General's Consumer Protection Unit made consumer education presentations throughout the state of Idaho. Attorney General staff spoke to over 600 people in 14 different speaking engagements. In addition, the staff talked with thousands of Idaho residents during the Western Idaho, Northern Idaho, and Eastern Idaho Fairs.

The Attorney General's Office completed its project of translating consumer protection information brochures into Spanish. The Office obtained two separate grants from a fund created as a result of a 1997 multi-state settlement that Idaho and other states negotiated with the Sears Corporation to pay for the translations. The Attorney General's goal is to provide a consumer information library to Spanish-speaking citizens comparable to that available in English. All of the translated materials are available free of charge and are also available electronically at the Attorney General's homepage at: <http://www.idaho.gov/ag> Since June 2001, the Attorney General's Consumer Protection Unit has utilized the telephone services of the Language Line Service to enable Spanish speaking consumers to call in for consumer information and referral.

All of the Attorney General's written consumer education materials are available through the Attorney General's Internet homepage. The homepage includes tip sheets covering telephone solicitors, automobile repairs, mail fraud, Idaho's Lemon Law, construction fraud, charitable donations, and other subjects. Consumers can also read Idaho's consumer protection laws and learn how to file a consumer complaint. The Attorney General's Internet address is: <http://www.idaho.gov/ag>. Citizens can also obtain information on consumer issues by calling 334-2424 (Boise) or toll-free (in-state) 800-432-3545.

The Attorney General's educational efforts do not use tax dollars. Money from civil penalties, fees, and reimbursed costs is deposited into the consumer protection account. Funds from this account pay for the Attorney General's educational activities, pursuant to legislative appropriation.



CONSUMER PROTECTION -- BY THE NUMBERS

ACTIVITY	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998
Complaints*	1,243	1,614	2,525	3,367	3,130	3,228	3,627	4,497	5,451	5,678
Dollars Claimed Lost	\$735,731	\$680,172	\$489,467	\$831,437	\$1,042,885	\$1,268,283	\$960,191	\$528,945	\$920,285	\$882,486
Consumer Restitution Recovered	\$22,201	\$130,469	\$263,435	\$394,376	\$986,571	\$1,757,469	\$532,657	\$1,363,375	\$1,918,676	\$638,360
Civil Penalties and Costs Recovered	\$0	\$500	\$56,500	\$127,845	\$243,571	\$163,621	\$134,000	\$164,300	\$537,768	\$413,121
Enforcement Actions**	6	9	62	66	100	78	96	63	50	56
Telemarketers Registered	N/A	N/A	N/A	18	41	66	57	61	46	51

ACTIVITY	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Complaints*	1,874	2,193	3,664	3,076	2,259					
Other Consumer Contacts*	8,005	8,125	21,925	11,998	7,635					
Dollars Claimed Lost	\$793,493	\$765,555	\$1,190,849	\$860,542	\$967,673					
Consumer Restitution Recovered	\$376,972	\$905,055	\$1,429,325	\$1,147,339	\$1,532,597					
Civil Penalties and Costs Recovered	\$962,019	\$546,136	\$209,560	\$1,569,232	\$566,486					
Enforcement Actions**	29	23	32	45	30					
Telemarketers Registered	48	46	30	69	76					
Idaho Numbers on No Call List	N/A	N/A	33,731	45,968	256,182					

* From 1989 to 1998, this category included all written complaints lodged, inquiries made, information provided and consumers' requests for written information. Implementation of a new database enables the Unit to now track complaints and other consumer contacts separately.

** Includes Assurances of Voluntary Compliance, Judgments, and Orders Compelling Response and Granting Injunctive Relief obtained. Lawsuits filed, but not yet concluded, are not counted.