

Real Time Resolutions TCPA Class Action Settlement

By Anne Bucher
May 24, 2017



A settlement has been reached in a class action lawsuit alleging Real Time Resolutions Inc. violated the Telephone Consumer Protection Act by using an automatic telephone dialing system and/or artificial or prerecorded voice to call consumers' cell phones without obtaining their prior express consent.

If you received a call on your cell phone from Real Time Resolutions between Aug. 30, 2009 and April 10, 2017, you may be entitled to payment from the TCPA class action settlement.

Plaintiff Michelle Lee Tannlund alleges she received telephone calls from Real Time Resolutions on her cell phone related to the servicing of a debt she owed. According to the TCPA class action lawsuit, these calls were made with an automatic telephone dialing system or prerecorded or artificial voice. Tannlund says she never provided her consent to receive such calls on her cell phone and asserts that these calls from Real Time Resolutions violated the TCPA.

The **Telephone Consumer Protection Act**, enacted by Congress in 1991, prohibits the use of automatic telephone dialing systems and prerecorded or artificial voices to contact consumers who have not provided their prior express consent to receive such communications. Violations of the TCPA are subject to statutory penalties of \$500 to \$1,500 per violation.

Real Time Resolutions denies it used an automatic telephone dialing system or prerecorded voice to contact the plaintiff or other consumers on their cell phones without prior consent. However, it has **agreed to pay \$1.3 million** to settle the TCPA class action lawsuit and avoid the burden and expense of ongoing litigation.

The Real Time Resolutions TCPA class action settlement was preliminarily approved on April 10, 2017.

