

Do Not Call List

Has your evening or weekend been disrupted by a call from a telemarketer? If so, you're not alone. The Federal Communications Commission (FCC) has been receiving complaints in increasing numbers from consumers throughout the nation about unwanted and uninvited calls to their homes from telemarketers.

Pursuant to its authority under the Telephone Consumer Protection Act (TCPA), the FCC established, together with the Federal Trade Commission (FTC), a national Do-Not-Call Registry. The registry is nationwide in scope, applies to all telemarketers (with the exception of certain non-profit organizations), and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is on the registry, subject to certain exceptions. As a result, consumers can, if they choose, reduce the number of unwanted phone calls to their homes.

Do-Not-Call Registry

You can register your phone numbers for free, and they will remain on the list until you remove them or discontinue service – there is no need to re-register numbers.

The Do-Not-Call registry does not prevent all unwanted calls. It does not cover the following:

- calls from organizations with which you have established a business relationship;
- calls for which you have given prior written permission;
- calls which are not commercial or do not include unsolicited advertisements;
- calls by or on behalf of tax-exempt non-profit organizations.

How to Register

For Consumers:

Subscribers may register their residential telephone number, *including wireless numbers*, on the national Do-Not-Call registry by telephone or by Internet at no cost.

Consumers can register on-line for the national do-not-call registry by going to www.donotcall.gov. To register by telephone, consumers may call 1-888-382-1222: for TTY call 1-866-290-4236. You must call from the phone number you wish to register.



For Industry:

Telemarketers and sellers are required to search the registry at least once every 31 days and drop from their call lists the phone numbers of consumers who have registered. For more information, see: [Industry](#).

Related Rules

In addition to the establishment of a national Do-Not-Call Registry, there are other amendments to the Commission's rules implementing the TCPA that may reduce the number of telemarketing calls to your home:

- If you subscribe to CALLER ID, you should know when a telemarketer is calling you: telemarketers are required to transmit Caller ID information and may not block their numbers.
- Telemarketers must ensure that predictive dialers abandon no more than three percent of all calls placed and answered by a person. A call will be considered "abandoned" if it is not transferred to a live sales agent within two seconds of the

recipient's greeting. As a result, you are less likely to run to answer the phone only to find silence or the "click" of the calling party disconnecting the line.

In addition to these changes the rules provide:

- Telephone solicitation calls to your home before 8 am or after 9 pm are prohibited.
- Anyone making a telephone solicitation call to your home must provide his/her name, the name of the entity on whose behalf the call is being made, and a telephone number or address at which you may contact that entity.
- Company-specific do-not-call lists are available to consumers who wish to avoid telemarketing calls only from specific companies. For more information see our [Unwanted Telephone Marketing Calls Guide](#).

How to Complain

Filing a Do-Not-Call Complaint

In addition to complaints alleging violations of the national do-not-call list, you may also file a complaint against a telemarketer who is calling for a commercial purpose (e.g., not charitable organizations) **IF**:

- The telemarketer calls before 8 AM or after 9 PM; **OR**
- The telemarketer leaves a message, but fails to leave a phone number that you can call to sign up for their company specific do-not-call list; **OR**
- You receive a telemarketing call from a company that you have previously requested not call you; **OR**
- The telemarketing firm fails to identify itself; **OR**
- You receive a pre-recorded commercial message from someone with whom you do not have an established business relationship and to whom you have not given permission to call you.

How to File a Complaint

You can file a complaint by telephone to 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY, by fax to 1-866-418-0232, via our [electronic complaint form](#), or mail. For the FCC to process your complaint you must either fill in the electronic form completely or otherwise indicate:

- your name and address;
- the home phone number where you received the solicitation;
- identification of the individual or company whose products or services were being advertised or sold, and any phone numbers included in the call;
- a description of the call;
- any phone number provided to allow you to “opt-out” of future calls;
- whether you or anyone else in your household gave the caller express prior permission to call;
- whether you have an EBR with the caller (specifically, whether you or anyone else in your household made any purchases of property, goods, or services from the company that called, or made any inquiry or filed an application with the company prior to receiving the call).

If mailing a complaint, send it to:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

Consumer Private Right of Action

In addition to filing a complaint with the FCC, consumers may explore the possibility of filing an action in a state court.

For general information, you may contact the FCC's Consumer and Governmental Affairs Bureau in the following ways:

Via [Internet](#)

Consumer Center, Voice: 1-888-CALL-FCC (1-888-225-5322) and
TTY: 1-888-TELL-FCC (1-888-835-5322)

For this or any other consumer publication in an alternative format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number above, or send an email to FCC504@fcc.gov.

Looking For More Information?

- You can contact the FCC at:

Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th Street, SW
Washington, DC 20554
1-888-CALL-FCC (1-888-225-5322) VOICE
1-888-TELL-FCC (1-888-835-5322) TTY

www.fcc.gov

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