



The National Do Not Call List for Telemarketers

**By: Lisa Romano, Staff Lawyer,
Advocacy Centre for the Elderly**

This article was originally published in ACE's Summer 2009 Newsletter which is available at www.ancelaw.ca

Do you receive unwanted telephone calls from telemarketers at home that interrupt your dinner or favourite television show? Do you want to maintain your personal privacy by not having telemarketers call you at home? If your answer was yes to either of these questions, you may want to register your home phone, mobile or fax number with the National Do Not Call List (List).

The Canadian Radio-television and Telecommunications Commission (CRTC) launched the List in September 2008 to reduce the number of unsolicited telemarketing calls received by Canadians. By registering your phone number on the List, it will reduce most unwanted telemarketing calls. Telemarketers are legally required to subscribe to the List and to ensure that numbers on the List are not called.

Signing up for the List is easy. You can either call 1-866-580-3625 or log onto www.lnnte-dncl.gc.ca/ and follow a few steps.

Once you sign up, your number will be added to the List within 24 hours. Telemarketers then have 31 days to update their own lists. As a result, you could still receive unsolicited calls from telemarketers within the first 31 days. After putting your name on the List, registration is good for five years.

If you still continue to get calls after being added to the List, you can file a complaint by calling 1-866-580-3625 or going to www.lnnte-dncl.gc.ca/. In order to file a complaint, you must provide the following information:

- either the name of the organization that called you OR the number where that organization can be reached;
- the date of the call; and
- your own phone number.

Telemarketers who call numbers on the List can be given penalties of up to \$1,500 per violation for individuals and \$15,000 for corporations.

Keep in mind that the following types of organizations and groups are exempted from the List and are still permitted to call you even if you are on the List:

- registered charities looking for donations;
- companies conducting polls or surveys;
- political parties;
- newspapers trying to get subscriptions; and
- companies with which you have conducted business in the last 18 months.

However, if you do not want to be contacted by a telemarketer making an exempted call, you can ask to be put on the telemarketer's own internal do not call list. Every Canadian telemarketer is required to keep such a list.

While the List should reduce the number of unwelcome telephone calls to your phone number, it does not prevent fraudulent telemarketer calls. If you receive a call and suspect it is part of a fraud scheme, call the police or PhoneBusters, a national anti-fraud call centre operated by the Ontario Provincial Police and the RCMP at 1-888-495-8501. And remember, you can always hang up when getting one of these unwanted calls!