

Registration Information
for Do Not Call Registries



*Massachusetts
Do Not Call Registry*

Call Toll Free:
1-866-231-2255

Register on line:
www.mass.gov/donotcall



**NATIONAL
DO NOT CALL
REGISTRY**

Call toll free:
1-888-382-1222

Register on line:
www.ftc.gov/donotcall

Do Not Call Registries



Office of Plymouth County
District Attorney

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www.plymouthda.com

**Public Safety
Awareness**

**"Do Not Call"
Registry**



**NATIONAL
DO NOT CALL
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What is the Do Not Call Registry?

Chapter 265 of the Acts of 2002, An Act Regulating Telemarketing Solicitation, creates a "Do Not Call" registry within the Office of Consumer Affairs and Business Regulation. The law became effective on January 1, 2003 and is found at Chapter 159C of the Massachusetts General Laws. By signing on to the Do Not Call Registry consumers will be able to stop receiving certain prohibited telephone solicitations.

How and When Can I Sign Up?

Registration is free and is available to all Massachusetts residents.

Residential (home) phone numbers only need to be registered once. In the case of multiple residential phone numbers, each phone number must be registered separately.

Once you have registered your phone number, it will be included on future lists until you request it to be removed.

In the event that you change phone numbers or move your residence, you must print and mail a delete request form. The form can be obtained at: www.mass.gov/donotcall.

Make sure to register any new phone numbers that you receive.

Cell phones can now be registered with the state Do Not Call registry.

Be sure to also register your residential and mobile phones with the National Do not call registry.

Business phone numbers are not covered by this law.

What is / is not covered:

Placing your number on the Do Not Call Registry will stop most telemarketing calls, but not all. Because of limitations in the jurisdiction of the FTC and FCC, calls from or on behalf of political organizations, charities, and telephone surveyors would still be permitted, as would calls from companies with which you have an existing business relationship, or those to whom you've provided express agreement in writing to receive their calls.

- Only telemarketing calls are covered - that is, calls that solicit sales of goods or services.
- Any telemarketers calling U.S. consumers are covered, regardless of where they are calling from. If a company within the U.S. solicits sales through an overseas professional telemarketer, that U.S. company may be liable for any violations by the telemarketer. The FTC can initiate enforcement actions against such companies.
- Political solicitations are not covered, since they are not included in its definition of "telemarketing."
- Charities are not covered by the requirements of the national registry. However, if a third-party telemarketer is calling on behalf of a charity, a consumer may ask not to receive any more calls from, or on behalf of, that specific charity. If a third-party telemarketer calls again on behalf of that charity, the telemarketer may be subject to a fine of up to \$11,000.

Telephone surveys, if made really for the sole purpose of conducting a survey, are not covered. Callers purporting to take a survey, but also offering to sell goods or services, must comply with the National Do Not Call Registry.

Additional information can be found at www.mass.gov/donotcall

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(Information taken from www.mass.gov/donotcall website)



**NATIONAL
DO NOT CALL
REGISTRY**

What is the National Do Not Call Registry?

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

You can register your home and mobile phones for free.

The FTC does not allow private companies or third parties to register consumers for the National Do Not Call Registry.

Once you register, your phone number will show up on the registry by the next day. Telemarketers have up to 31 days to get your phone number and remove it from their call lists.

Registration will not expire. It will remain on the list permanently due to the Do-Not-Call Improvement act of 2007-which became law in February 2008.

REGISTRATION INSTRUCTIONS

Consumers may register directly, or through some state governments, but never through private companies.

You can register your phone number by calling toll-free **1-888-382-1222** from the telephone number you want to register, or you may register your phone online at: www.ftc.gov/donotcall.
(Information taken from FTC-do not call website www.ftc.gov/dontocall)

You can verify your registration in both registries by visiting both websites.