

FCC Consumer Advisory

FCC Establishes National Do-Not-Call Registry

Things Have Changed – Now YOU Make the Call

The Federal Communications Commission (FCC) has heard complaints from American consumers that they are being bombarded with unwanted telemarketing calls. In response, the FCC has adopted rules that give consumers an easy way to stop virtually all telemarketing calls, should they wish to do so.

On June 26, 2003, the FCC revised its rules implementing the Telephone Consumer Protection Act (TCPA) of 1991 and established, in coordination with the Federal Trade Commission (FTC), a national Do-Not-Call registry. The national Do-Not-Call registry will cover all commercial interstate and intrastate telemarketing calls.

Consumers can register their telephone number on the national Do-Not-Call registry. Online registration will be available on or around July 1, 2003. Telephone registration will open for consumers in states west of the Mississippi River – including Minnesota and Louisiana – on July 1. Telephone registration will be available beginning July 8, 2003 in the entire country.

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

Consumers registered on the national registry will be able to provide prior express permission in writing to companies from whom they wish to continue receiving telemarketing calls.

In addition to the national Do-Not-Call registry, the current company-specific do-not-call lists will still be available to consumers who wish to avoid telemarketing calls only from specific companies.

Telemarketers may continue to call individuals who have not placed their numbers on the national Do-Not-Call registry and those with whom they have an established business relationship (subject to certain limitations). Calls or messages from tax-exempt, non-profit organizations are exempt from the Commission's rules by statute.



How to Complain

Once the Registry becomes effective, if you receive an unwanted telemarketing call and you have requested your telephone number on the Registry, you can file a complaint by either e-mail (fccinfo@fcc.gov), the Internet, telephone 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY, or mail.

Your complaint letter should include:

- name, address, and telephone number where you can be reached during the business day;
- the telephone number involved with the complaint;
- as much specific information about the complaint as possible; including the identity of the telemarketer or company contacting you: if mailing a complaint, send it to:

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

To add your telephone number to the national registry, go to donotcall.gov.

For additional information about the Telephone Consumer Protection Act (TCPA) and the FCC's rules which govern all commercial interstate and intrastate telemarketing, go to www.fcc.gov/policy/telemarketing.html.

For additional information about the FTC's rules governing interstate telemarketing, go to www.ftc.gov.

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To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on www.fcc.gov/cgb/emailservice.html.

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