



People Serving the Community...

Public Service Commission of the District of Columbia

Office of Consumer Services

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www.dcpsc.org

Business Hours: 9:00 a.m. – 5:30 p.m., Monday – Friday

NATIONAL DO NOT CALL REGISTRY

National Do Not Call Registry

The National Do Not Call Registry is a national database administered by the Federal Trade Commission (FTC) to prevent telemarketers from calling personal telephone numbers. Protected telephone numbers stay in the registry for five years or until they are removed or disconnected.

How Do You Sign Up?

You can register online at www.donotcall.gov. You can also call, toll-free, 1-888-382-1222. The hearing-impaired should call 866-290-4236. If you register by telephone, you must call from the number you want to register. You can register cell phone numbers but not business numbers. If you register online, you must provide an e-mail address so a confirmation notice can be sent. You will then be asked to click on a link in the notice to confirm your registration.

What Happens After You Sign Up?

Telemarketers must stop calling you within 31 days of your registration.

Are Cellular Telephones Covered by the Do Not Call Registry?

Yes, the registry has accepted cell phone numbers since it was opened in June 2003. There is no deadline to register cell phones numbers or any other numbers.

What If You Continue to Get Telemarketing Calls After You Have Signed Up?

You can file a complaint at the registry's website, www.donotcall.gov, or by calling the FTC's Consumer Response Center at 877-382-4357. You must provide the date of the call, and either the name or telephone number of the telemarketer. You must wait 31 days after your registration date to file a complaint. If telemarketers continue calling, they can be fined up to \$11,000 for each call.

Who Isn't Covered by the Registry?

Political organizations, charities, telephone surveyors and tax-exempt nonprofit organizations are free to continue calling. Companies that you have done business with are exempt from the registry for 18 months after your last purchase or transaction with them. If you have submitted an inquiry or application to a business, that business may call you for up to three months. If you register and still want a specific telemarketing company to be able to call you, you need to give that company written permission.

Source: Federal Trade Commission
Updated 3/17/2006

**MORE QUESTIONS?
NEED MORE INFO?
CALL 202-626-5120 or
VISIT US ON THE WEB at
www.dcpsc.org**