

## **END-USER CUSTOMER NOTIFICATION**

### **\*\*\*\*RESTRICT UNWANTED TELEPHONE SOLICITATIONS\*\*\*\***

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.

- 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 go to <http://www.fcc.gov/guides/unwanted-telephone-marketing-calls>



### **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 online for the national do-not-call registry by going to [www.donotcall.gov](http://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.