

The National Do Not Call Registry: Frequently Asked Questions

1. What is the National Do Not Call Registry?

The National Do Not Call Registry (DNC) gives you an opportunity to limit the telemarketing calls you receive.

2. How do I register?

Register online at <https://www.donotcall.gov> or by phone using the phone line you want to register (home or cell) at 1-888-382-1222. Telephone

numbers placed on the DNC will remain on the registry, without expiration, unless the phone number is permanently disconnected and reassigned to a new consumer or you choose to remove it.

3. What happens after I register?

Once you register your phone number, telemarketers not exempt from DNC have up to 31 days from the date you register to stop calling you. DNC will not stop all telemarketers. Exemptions include calls from or on behalf of political organizations, charities, and telephone surveyors. Companies with which you have an existing business relationship may still call you (unless you ask them to place your number on their own do-not-call list). **(Over)**



Department of State
Consumer Protection

Advocating For and Empowering NY Consumers

dos.ny.gov/consumerprotection
Hotline: 1-800-697-1220

The National Do Not Call Registry: Frequently Asked Questions

4. What should I do if I still receive unwanted telemarketing calls after I register?

If your number has been on DNC for at least 31 days and you receive a call from a telemarketer (live or recording) that you believe is not exempt from DNC, you can file a complaint at the registry's website at www.donotcall.gov or by calling the registry's toll-free number at 1-888-382-1222 (TTY: 1-866-290-4236).

5. What are robocalls?

Robocalls are unsolicited prerecorded calls from telemarketers. Telemarketers are not permitted to make robocalls without your express consent. This rule applies regardless of whether your phone number is registered on DNC.

6. Are all prerecorded "robocalls" illegal?

No. Prerecorded calls providing information only, such as transportation delays and appointment reminders, are permitted as long as the caller is not selling goods or services. Political calls and calls from healthcare providers (for example, your pharmacy), telephone carriers, and charities are also permitted.

7. What should I do if I receive an illegal robocall?

Report the call to the FTC online at www.donotcall.gov or by calling 1-888-382-1222 and provide as much information about the call as possible.

For more information on robocalls, you can visit: www.fcc.gov/guides/robocalls



Department of State
Consumer Protection

Advocating For and Empowering NY Consumers

dos.ny.gov/consumerprotection
Hotline: 1-800-697-1220

Governor, Kathy Hochul
Acting Secretary of State, Brendan C. Hughes