

September, 2003

CAP Member Newsletter

Important Information! - DO NOT CALL LIST

You have probably heard about the new FCC ruling that protects consumers from receiving unwanted telephone sales calls. Beginning October 1, 2003, telemarketers can no longer phone to solicit business from any consumer whose telephone number is listed on the National Do Not Call Registry (NDNCR). After the imposed deadline, telemarketing companies will be subject to fines up to \$11,000 per call to numbers that have been FCC registered. (Revenge is sweet isn't it?)

We wanted to ensure you had the necessary information if you would like to stop receiving telemarketing calls to your home, office, or even your cell phone, by easily registering with the Federal Communications Commission. Please feel free to pass the information along to your family and friends.

HOW TO REGISTER

If registering by phone (888-382-1222), you must call from the number you are registering. If you register online (www.donotcall.gov), you must provide an email address for confirmation, and link back to the FCC within 72 hours for your registration to become valid.

WILL THE NDNCR COVER ALL TELEMARKETING CALLS?

Most but not all. Like they do quite often, the politicians exempted themselves and a few of their friends (contributors/lobbyists) from the rules the rest of us have to live by. Political organizations, charities, telephone surveyors, and insurance companies are exempt.

The FCC will also allow telemarketers to contact you for up to 18 months from the date of any previous business transaction you had with them, and up to 3 months if you apply for, or request information about merchandise that appears in print, on radio, or TV. However, if you ask a telemarketing company not to call you anymore, they must honor your request.

FILING COMPLAINTS

Once you've registered and want to send the FCC a complaint about violations of the rules after October 1, 2003, you can process your complaint via:

E-mail: fccinfo@fcc.gov

Telephone: 888-382-1222

Mail: Federal Communications Commission

Consumer & Governmental Affairs Bureau

Complaints, 445 12th Street, SW, Washington, DC 20554