



Unsolicited Telecommunications Rules

1) Unwanted telephone or fax telemarketing calls

Telemarketing calls may be made only between 9:00 a.m. and 9:30 p.m. Monday to Friday, and between 10:00 a.m. and 6:00 p.m. Saturday and Sunday (the times are those of the person receiving the call and may vary where provincial restrictions apply).

Persons making telephone or fax telemarketing calls must:

- Identify the person making the call, the name of the telemarketer, and the name of the client when the call is being made by a telemarketer on behalf of a client.
- Display the originating phone number or an alternative number where the telemarketer can be reached, unless number display is not available for technical reasons. The telemarketer's fax number, name, address and phone number must also appear on the fax.
- Upon request, remove your name and phone number from their calling or fax lists within 31 days (your request must remain in effect for three years).
- Upon request, provide a representative's name, toll-free phone number and address for both the telemarketing organization and, if applicable, its client to whom you can call or write to ask questions, make comments, or to make or verify a do not call request.
- For faxes only, provide the originating date and time of the fax.

The above rules do not apply to telemarketing messages that are left in your voice mail, or to calls made for purposes other than telemarketing, such as calls for emergency purposes, account collection or service-related issues, opinion polls, surveys and market research.

2) Reducing unwanted telephone or fax telemarketing calls

If you want to limit the telephone or fax telemarketing calls you receive you, or a person you authorize to act on your behalf, can register your phone, cellular and fax numbers on the National Do Not Call List by:

- Registering online at www.lnnte-dcl.gc.ca;
- Registering by phone at 1-866-580-DNCL (3625), register via TTY device at 1-888-362-5889; or
- Faxing your fax number to 1-888-362-5328

There is no charge to register your number(s) on the National Do Not Call List. Your number(s) will remain on the National Do Not Call List for five years.

All telephone or fax telemarketing calls that are not subject to one of the exemptions listed below should cease 31 days after you register your number on the National Do Not Call List, except when you have provided an organization with express consent to call you.

The following types of calls are exempt from the National Do Not Call List Rules:

- Calls from organizations that you have done business with in the past 18 months, or to whom you have made an enquiry in the past 6 months (unless you have registered on their individual do not call lists);
- Calls on behalf of registered charities;
- Calls on behalf of political parties, nomination or leadership contestants, or candidates of a political party;
- Calls from opinion polling or market research firms conducting surveys, when the call does not involve the sale of a product or service;
- Calls from general circulation newspapers for the purpose of selling a subscription; and
- Calls to business consumers.

3) Complaints regarding telephone or fax telemarketing

You can register a complaint regarding a telephone or fax telemarketing call:

- online at www.innate-dncl.gc.ca; or
- by phoning 1-866-580-DNCL (3625).

In order to file a complaint, be sure to have the following information on hand:

- your phone number;
- name and/or phone number of the telemarketer;
- date and time of the telemarketing call;
- nature of the complaint; and
- if it was a fax message, a copy of the fax.

You must file your complaint within 14 days of receiving the call in question.

4) Automatic dialing-announcing devices

Automatic dialing-announcing devices (ADADs) can store or produce telephone numbers to be called and deliver either a pre-recorded or synthesized voice message.

The use of ADADs to make telemarketing calls is prohibited, except where you have provided express consent to receive a telemarketing call via an ADAD from a specific telemarketer.

ADADs used to make calls for purposes other than telemarketing must:

- begin with a clear message identifying the person on behalf of whom the call is being made (this identification statement should include both a mailing address and a toll-free number of a call-back line);
- repeat the identification statement at the end of the call if the call exceeds 60 seconds;
- display the originating number or an alternative number where the caller can be reached, unless number display is not available for technical reasons;
- in the case of a survey, identify either the survey company or its client;

- unless otherwise provided for by law, be made between 9:00 a.m. and 9:30 p.m. Monday to Friday, and between 10:00 a.m. and 6:00 p.m. on weekends (the times are those of the person receiving the call); and
- disconnect within 10 seconds of the person receiving the call hanging up.

These conditions do not apply to ADAD calls made for public service reasons, including calls for emergency and administrative purposes by police and fire departments, schools, hospitals, or similar organizations.