



Conseil de la radiodiffusion et des  
télécommunications canadiennes

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Canadian Radio-television and  
Telecommunications Commission

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September 3, 2008

Ms. Linda Osip  
Executive Director  
Canadian Call Management Association (CAM – X)

Dear Ms. Osip:

On August 15, 2008, the Chairman of the CRTC, Konrad von Finckenstein, wrote to you to provide an information package on the upcoming launch of the National Do Not Call List (DNCL). As indicated in the letter, the National DNCL will launch on September 30, 2008, and will reduce the number of unwanted telemarketing calls that Canadians receive.

All telemarketers will have new responsibilities as of September 30. For example, your members will be required to register with the National DNCL operator and, prior to making any telemarketing calls, they will need to purchase a subscription for the area codes they intend to call and download the numbers from the list. Numbers downloaded from the National DNCL will also need to be deleted from your members' calling lists.

As I expect that your organization will receive many questions about the National DNCL, I would like to bring to your attention four new documents that have been prepared to explain the service and its key facts to telemarketers and other groups. The links to these new documents are as follows:

- [Telemarketing at a glance](#)
- [Key facts for consumers](#)
- [Key facts for telemarketers](#)
- [Key facts for exempt telemarketers](#)

In addition, a complete package of information, including the four documents noted above, is available on the CRTC website at <http://www.crtc.gc.ca/eng/dncl.htm>.

If the CRTC can be of any assistance, please contact Carolyn Duncan at [carolyn.duncan@crtc.gc.ca](mailto:carolyn.duncan@crtc.gc.ca).

Sincerely,

John Traversy  
Executive Director, Telecommunications

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