



Conseil de la radiodiffusion et des
télécommunications canadiennes

Les Terrasses de la Chaudière
1, promenade du Portage
Gatineau (Quebec)
J8X 4B1

Bureau du président

Canadian Radio-television and
Telecommunications Commission

Adresse postale/Mailing Address
Ottawa, Ontario
K1A 0N2

Office of the Chairman

August 14, 2008

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

Ms. Osip,

As you may be aware, the National Do Not Call List (DNCL), an initiative of the Canadian Radio-television and Telecommunications Commission (CRTC), will launch on September 30, 2008. It is designed to reduce the number of unwanted telemarketing calls that Canadians receive.

All telemarketers will have new responsibilities as of September 30. Your members will need to register with the National DNCL operator and, prior to making any telemarketing calls, subscribe to and download the National DNCL.

While the National DNCL Rules do not apply to certain exempt organizations, they are required to establish and honour their own do-not-call list.

To assist your members in preparing for the launch of the National DNCL, an information package is attached for your use.

If the CRTC can be of any assistance, please contact us by e-mail at LNNTE-NationalDNCL@crtc.gc.ca.

Sincerely,

Konrad von Finckenstein, Q.C.

Attachment

Canada

National DNCL website and telephone numbers (effective September 30, 2008)

Register your home, mobile, VoIP, or fax telephone numbers online at www.LNANTE-DNCL.gc.ca

Register by phone at 1 866-580-DNCL (3625)

Register via TTY device at 1 888-362-5889

Fax your fax number to 1 888-362-5329

If you are registering by phone or by fax, you must call from the telephone number you wish to register.

Complaints about the National DNCL Rules or Telemarketing Rules may be submitted online at www.LNANTE-DNCL.gc.ca or by phone at 1 866-580-DNCL (3625).

Telemarketers may register on and obtain subscriptions to the National DNCL at www.LNANTE-DNCL.gc.ca.

Documents available on the CRTC website in html or PDF format:

National Do Not Call List brochure – Consumers, English

National Do Not Call List brochure – Consumers, French

National Do Not Call List brochure – Telemarketers, English

National Do Not Call List brochure – Telemarketers, French

National Do Not Call List brochure – Exempt callers, English

National Do Not Call List brochure – Exempt callers, French

National Do Not Call List poster – 11x17, 18x28, 24x37

E-button:

1. Copy the following image

2. From now until September 29, 2008, link it to <http://www.crtc.gc.ca/eng/dncl.htm>

3. From September 30, 2008, link the image to www.LNANTE-DNCL.gc.ca

