

SPOTLIGHT: DO NOT CALL REGISTRY

LITTLE KNOWN FACTS ABOUT THE DO NOT CALL REGISTRY



One of the most commonly asked questions SCDCA gets is, "I registered my number with the Do Not Call Registry, so why am I still getting calls?"

Many upset consumers think that the constant flood of phone calls will magically stop if they add their number to the list, but they are often unhappy with the outcome. While the Do Not Call Registry is a great tool to help cut down on calls, there are some exceptions that allow the calls to keep on coming.

Even if you've signed up for the registry, you may still receive calls from:

- 1 Political/charitable organizations and survey takers.** If the charity hired a telemarketer to ask for donations on their behalf, the telemarketer should keep a "no call" list and add you to it if you ask them to do so.
- 2 Debt collectors.** Debt collectors can still call you to collect a debt. However, there are rules about when they can contact you and ways you can get them to stop.
- 3 Businesses you already have a relationship with.** A business can make sales calls to you if you have bought or rented something from it in the past 18 months. They can also call you if you have contacted them about a good or service in the past 3 months. If you don't want to receive calls anymore, tell the business to put you on their "no call" list.
- 4 Subsidiaries or affiliates of #3, above.** Be careful when giving your information out, especially when you are signing up for free trials, sweepstakes or prizes. Make sure to read what you're agreeing to carefully. Information about who can access and use your data is often buried in the fine print.
- 5 Scammers!** Scam artists are already breaking the law, so they are not going to follow the rules of the Do Not Call Registry. Remember, if you get a call you're even a little suspicious about, hang up and follow up to make sure it is real.

Sales calls should only be made between 8 a.m. and 9 p.m. If you think someone is breaking the rules, report them to the Federal Trade Commission at 1 (888) 382-1222 or go to www.donotcall.gov and to the Federal Communications Commission at 1 (888) 225-5322 or at www.fcc.gov/complaints.

For more information on protecting yourself from identity theft, visit www.consumer.sc.gov and click Identity Theft Resources.



South Carolina Department of Consumer Affairs
293 Greystone Blvd., Ste. 400 • PO Box 5757 • Columbia, SC 29250
(800) 922-1594 • www.consumer.sc.gov

