

NATIONAL DO NOT CALL LIST (DNCL)

Effective as of 30 September 2008, the National Do Not Call List (DNCL) is a service that allows Canadians to reduce the number of telemarketing calls they receive. The National DNCL Rules are included in the new Unsolicited Telecommunications Rules adopted by the CRTC which also encompasses the Telemarketing and Automatic Dialing-Announcing Device (ADAD) Rules.



EXEMPTION – Being on the National DNCL keeps you from receiving most telemarketing calls, but there are exceptions. For example, **calls made by or on behalf of a company, such as Nexicom, to consumers who have an existing business relationship with the company, including those who purchased services within the 18-month period preceding the date of the telemarketing call, are exempted.** Calls to business consumers are also exempted. Other exceptions apply.

The Telemarketing and ADAD Rules apply to all telemarketers including those making calls exempt from the National DNCL Rules, **except for survey or market research purposes** which are not considered as telemarketing.

For more information about the [National DNCL](#), see the [CRTC website](#).

Registration

You can register your home, wireless, satellite, VoIP, or fax telephone numbers by one of the following manners:

- > Register online at www.LNNTE-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 are registering. Your registration will expire three years after the effective registration date. After three years, you will automatically be de-registered from the National DNCL. If your telephone number changes during your registration time, you will have to register the new telephone number with the National DNCL. When you register your new telephone number, the three-year expiry period will re-start.

NOTE: Telemarketers have 31 days to update their telemarketing lists and make sure they don't call you in their next round of solicitation. Don't expect all calls to stop immediately, though. You could still receive calls within those first 31 days.

Complaints

Complaints about the National DNCL Rules or Telemarketing Rules may be submitted online at www.LNNTE-DNCL.gc.ca, by phone at 1 866-580-DNCL (3625) or by TTY at 1 888-362-5889.