

## What if I still get calls?

Complaints against a telemarketer in violation of this law should be filed with the Office of the Attorney General's Bureau of Consumer Protection by calling the toll-free hotline at 1-800-441-2555, or by filing a complaint online at [www.attorneygeneral.gov](http://www.attorneygeneral.gov).

## Remember ...

**Do Not Call registration is valid only for five years -- participants must re-register in order to remain on the Do Not Call list.**



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**DO  
NOT  
CALL  
LIST**



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## How do I stop unwanted telemarketing calls?

If you find unsolicited telemarketing calls to your home or your cell phone to be a nuisance or an intrusion, and you want them to stop, you have the option to avoid those calls through Pennsylvania's Do Not Call list.

Pennsylvania residents first were given the option to enroll in the Do Not Call list in 2002, but because registration is valid only for five years, many residents who signed up early in the program need to act now in order for their registration to continue.

## How does it work?

Enforcement of Pennsylvania's Do Not Call law, which allows residents to avoid unwanted telemarketing calls to their homes, is the responsibility of the Pennsylvania attorney general's office. Names of persons who register for the list are not to be called by telemarketers.

There is no fee to participate in this program.

## How do I re-register if I am nearing the five-year time limit (or enroll for the first time)?

There are a several ways to re-register if the time limit is expiring on your original request (or to register for the first time). You may go to [www.attorneygeneral.gov](http://www.attorneygeneral.gov), fill out the required information on the enrollment form and submit the form electronically, or you may call the toll-free hotline at 1-888-777-3406 and follow the prompts. Or, you may mail your name, mailing address, telephone number(s) and signature to Office of Attorney General, Bureau of Consumer Protection, Do Not Call List, Strawberry Square, 15th Floor, Harrisburg, PA 17120.

Registration is valid only for five years, so persons who registered early in the program need to re-register or they will be removed. Telephone numbers of persons who do not re-register will be available to telemarketers after removal from the Do Not Call list.

## How long will it take?

Persons who re-register before the five-year deadline will continue to be on the Do Not Call list. For persons who are registering for the first time, the amount of time before being placed on the list will vary according to the date the registration is completed. The list is distributed quarterly to telemarketers, who then have 30 days to remove the listed numbers from their calling lists.

## Are there any exceptions?

Even if you are registered on the Do Not Call list, there are some telemarketers who still are able to call your home or cell phone. Those exceptions include representatives of:

- Businesses that have had an established relationship with you within the past 12 months.
  - Tax-exempt charitable organizations
  - Veterans organizations
  - Political candidates and political parties
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