



Les Terrasses de la Chaudière  
Central Building  
1 Promenade du Portage  
Gatineau, QC J8X 4B1

Mailing Address  
Ottawa, ON K1A 0N2

## Letter

07 August 2008

## By E-mail

To: Distribution List

## Re: National Do Not Call List

September 30, 2008 is an important date. 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 that date. It is designed to reduce the number of telemarketing calls to Canadian consumers. With the National DNCL and new Telemarketing Rules, all telemarketers will have new responsibilities.

As a telecommunications service provider (TSP) many of your customers may turn to you for information on how to reduce unwanted telemarketing calls or, if they are telemarketers, how to comply with the new rules. It is important that consumers and telemarketers are made aware that the National DNCL is coming,

In *Unsolicited Telecommunications Rules framework and the National Do Not Call List*, Telecom Decision CRTC 2007-48, 3 July 2007, Section VII, subsection C - Public Awareness Campaign, the Commission asked all TSPs to prominently display, in plain language, on their websites:

- a) the Unsolicited Telecommunications Rules (including the National DNCL Rules and the Telemarketing Rules);
- b) how to register on the National DNCL;
- c) how to file a complaint about a telemarketing telecommunication; and
- d) a direct link to the National DNCL website.

The Commission asked that this information be displayed effective the date the National DNCL becomes operational

You can find the Unsolicited Telecommunications Rules in the appendix to Telecom Decision CRTC 2007-48 and the appendix to Telecom Decision CRTC 2008-6. The link to both of these Decisions and fact sheets containing plain-language versions of the Rules can be found on the CRTC website at <http://www.crtc.gc.ca/eng/dncl.htm> (English) or <http://www.crtc.gc.ca/frn/dncl.htm> (French).

The Commission is asking many industry, consumer, and charitable organizations to help spread the word to Canadians about the benefits of this new service and to telemarketers about their new responsibilities. I expect that you would want to participate in this initiative. Attached you will find the Web links and toll-free numbers for

Vancouver  
580 Hornby Street  
Suite 530  
Vancouver, BC V6C 3B6  
(604) 666-2111  
TDD: (604) 666-0778  
Fax: (604) 666-8322

Edmonton  
10405 Jasper Avenue  
Suite 520  
Edmonton, AB T5J 3N4  
(780) 495-3224

Regina  
Cornwall Professional Building  
2125, 11th Avenue  
Suite 103  
Regina, SK S4P 3X3  
(306) 780-3422

Winnipeg  
275 Portage Avenue  
Suite 1810  
Winnipeg, MB R3B 2B3  
(204) 983-6306  
TDD: (204) 983-8274  
Fax: (204) 983-6317

Toronto  
55 St. Clair Avenue East  
Suite 624  
Toronto, ON M4T 1M2  
(416) 952-9096

Montreal  
205 Viger Avenue West  
Suite 504  
Montréal, QC H2Z 1G2  
(514) 283-6607

Dartmouth  
Metropolitan Place  
Suite 1410  
99 Wyse Road  
Dartmouth, NS B3A 4S5  
(902) 426-7997  
Fax: (902) 426-2721

the National DNCL, a complete list of communications materials, and an e-button that you may display on your website to provide a link to the National DNCL website.

If you require any assistance or have any questions, you may contact Kevin Pickell, Senior Analyst, at [LNNTE-NationalDNCL@crtc.gc.ca](mailto:LNNTE-NationalDNCL@crtc.gc.ca).

Sincerely,

*Original signed by N. Anani*

Namir Anani  
Executive Director  
Policy Development and Research Sector

cc: Lynne Fancy, a/Director General Policy Consumer Affairs and Telemarketing  
Nancy Webster Cole, Senior Manager Telemarketing Regulations  
Kevin Pickell, Senior Analyst, Competition, Implementation & Technology

**Distribution list:**

As listed on the CRTC website: [Competitive Local Exchange Carriers \(CLEC\)](#), [Small Incumbent Local Exchange Carriers \(SILECs\)](#), and [Resellers](#)

Attachment

### **Commission Decisions**

[Delegation of the Commission's investigative powers with regard to the Unsolicited Telecommunications Rules complaints, Telecom Decision CRTC 2008-6, 28 January 2008](#)

[Unsolicited Telecommunications Rules framework and the National Do Not Call List, Telecom Decision CRTC 2007-48, 3 July 2008](#)

### **National DNCL URL and telephone numbers**

Register your home, mobile, VoIP, or fax telephone numbers online at [www.LNNTE-DNCL.gc.ca](http://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 1 888-362-5328

If you are registering by phone or by fax you must call from the telephone number you are registering.

Complaints about the National DNCL Rules or Telemarketing Rules may be submitted online at [www.LNNTE-DNCL.gc.ca](http://www.LNNTE-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.LNNTE-DNCL.gc.ca](http://www.LNNTE-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.LNTE-DNCL.gc.ca](http://www.LNTE-DNCL.gc.ca)

