

Registration Information
for Do Not Call Registries



*Massachusetts
Do Not Call Registry*

Call Toll Free:
1-866-231-2255

Register on line:
www.mass.gov/donotcall



Call toll free:
1-888-382-1222

Register on line:
www.ftc.gov/donotcall

Do Not Call Registries



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**Public Safety
Awareness**

**“Do Not Call”
Registry**



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What is the Do Not Call Registry?

Chapter 265 of the Acts of 2002, An Act Regulating Telemarketing Solicitation, creates a "Do Not Call" registry within the Office of Consumer Affairs and Business Regulation. The law became effective on January 1, 2003 and is found at Chapter 159C of the Massachusetts General Laws. By signing on to the Do Not Call Registry consumers will be able to stop receiving certain prohibited telephone solicitations.

How and When Can I Sign Up?

Registration is free and is available to all Massachusetts residents.

Residential (home) phone numbers only need to be registered once. In the case of multiple residential phone numbers, each phone number must be registered separately.

Once you have registered your phone number, it will be included on future lists until you request it to be removed.

In the event that you change phone numbers or move your residence, you must print and mail a delete request form. The form can be obtained at: www.mass.gov/donotcall.

Make sure to register any new phone numbers that you receive.

Cell phones can now be registered with the state Do Not Call registry.

Be sure to also register your residential and mobile phones with the National Do not call registry.

Business phone numbers are not covered by this law.

You can sign up for the Massachusetts Do Not Call Registry in any of three ways:

- Register online at www.mass.gov/donotcall
The website may be accessed 24 hours a day, 7 days a week.
- Call toll-free **(866) 231-CALL (2255)**.
This automated system is available 24 hours a day, 7 days a week.
- You may print out a registration form located on the website and mail it to:

**Massachusetts Do Not Call Program
c/o GovConnect
50 Federal Street
Boston, MA 02110**

When writing, you must include your name, address, and phone number.

WATCH OUT for frauds! In some states, when the Do Not Call programs were being set up, Consumers received calls asking for fees or private information from scam artists.

No one from the state will call you to enroll you in the Do Not Call Registry. You must sign up yourself.

**Additional information can be found at
www.mass.gov/donotcall**

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(Information taken from
www.mass.gov/donotcall website)



What is the National Do Not Call Registry?

**NATIONAL
DO NOT CALL
REGISTRY**

The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

You can register your home and mobile phones for free.

The FTC does not allow private companies or third parties to register consumers for the National Do Not Call Registry.

Once you register, your phone number will show up on the registry by the next day. Telemarketers have up to 31 days to get your phone number and remove it from their call lists.

Registration will not expire. It will remain on the list permanently due to the Do-Not-Call Improvement act of 2007-which became law in February 2008.

REGISTRATION INSTRUCTIONS

Consumers may register directly, or through some state governments, but never through private companies.

You can register your phone number by calling toll-free **1-888-382-1222** from the telephone number you want to register, or you may register your phone online at: www.ftc.gov/donotcall.

(Information taken from FTC-do not call website
www.ftc.gov/dontocall)

You can verify your registration in both registries by visiting both websites.