



PUBLIC INTEREST ADVOCACY CENTRE

LE CENTRE POUR LA DEFENSE DE L'INTERET PUBLIC

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National Do Not Call List—The Exemptions and What to Do About Them

Exactly which telemarketers are exempt from the DNCL?

Telemarketing calls made by or on behalf of the following entities are exempt from observing the **National Do Not Call List**:

- Registered Charities;
- Businesses with which you have an existing business relationship; that are currently providing or have provided you with a product or service within the past eighteen (18) months;
- Businesses to whom you have made an inquiry regarding their products or services within the past six (6) months
- Registered political parties; leadership contestants or candidates; nomination contestants or candidates; official campaigns of political parties, contestants, or candidates in a federal, provincial, or municipal election;
- Polling firm that is surveying the public, solely for the purpose of gathering information;
- General circulation newspapers seeking subscriptions.

Can I stop the exempt telemarketers from calling?

All telemarketers and the companies that they represent (with the exception of polling firms) are required by law to create and maintain an internal do not call list, even if they are exempt from observing the **National Do Not Call List**. If you receive an unwanted telemarketing call, you can request to be placed on the **internal do not call list** of the company or charity responsible for the call. The telemarketer and the company they represent are then required to place your telephone number on that specific company' or charity's **internal do not call list** within thirty-one (31) days, and to keep your telephone number on the **internal do not call list** for a period of three (3) years and thirty-one (31) days

Keep in mind, however, that the **internal do not call list** applies only to calls made on behalf of the company that you have requested no longer call you. In other words, the same telemarketer can continue to call you on behalf of another company or for another purpose (provided the company or purpose is DNCL-exempt) as long as you do not appear on that other company's own **internal do not call list**.

This process is by no means perfect, but if you are diligent, and continue to add your telephone number to **internal do not call lists**, most telemarketing calls will eventually stop.