



Do Not Call Register

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Do Not Call Register



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The Do Not Call Register is a secure database where you can list your Australian numbers to opt out of receiving most unsolicited telemarketing calls and marketing faxes.

Registration is free. You can register or remove your fixed line, mobile or fax numbers at any time.

The *Do Not Call Register Act 2006* (the Act) generally prohibits unsolicited telemarketing calls or marketing faxes to numbers on the register.

A number is eligible to be registered if it is used or maintained:

- > primarily for private or domestic purposes; or
- > exclusively for use by a government organisation; or
- > exclusively for transmitting and/or receiving faxes; or
- > as an emergency service number.

Telemarketers and fax marketers have 30 days from the date you register to check their lists and stop contacting you.

It is important to remember registration may not stop all telemarketing calls or marketing faxes because there are some exemptions (see next page).

How can I register my numbers?

Registration is fast, easy and free.

- > Call **1300 792 958**
- > Visit **www.donotcall.gov.au**

Who can still call or fax me after I register my number?

The Act allows limited exemptions for certain public interest organisations (such as **charities, educational institutions, social researchers, opinion pollsters and government bodies**) to make specific telemarketing calls or send marketing faxes.

Telemarketing calls or marketing faxes can also be made if you consent to receiving such calls, or where consent can be reasonably inferred from business or other relationships. For example, a bank may contact its customers about banking products and services.

You can withdraw your consent at any time by asking the organisation or individual not to call or fax.

Are there industry standards?

Yes, the standards apply to any person or business intending to make telemarketing or research calls or send marketing faxes, including those that may be exempt from the Act (such as charitable organisations).

There are two industry standards that set the rules about when and how telemarketers, researchers, and fax marketers can contact you: the **Telemarketing and Research Calls Industry Standard 2007** and the **Fax Marketing Industry Standard 2011**.

For example, telemarketers and fax marketers **are not permitted to contact you before 9 am or after 8 pm on weekdays, or before 9 am or after 5 pm on Saturdays. No telemarketing calls or marketing faxes can be made on a Sunday or national public holidays.** There is also certain information, such as where a telemarketer or researcher obtained your number, that must be provided on request.

Anyone can make a complaint (even if their number is not on the register) if they receive calls or faxes that they think may breach the industry standards.

For further information on the industry standards, visit **www.donotcall.gov.au** > FAQs and information sheets > information sheets.

How do I complain?

If you receive an unsolicited telemarketing call or marketing fax more than 30 days after registering your number(s), or you receive unsolicited marketing calls or faxes that you consider breach the industry standards, you can complain by:

- > calling **1300 792 958**
- > visiting **www.donotcall.gov.au** and following the links to the online complaint form.

It is important to provide as much information as possible about your complaint. This can include:

- > the time and date of the call or fax
- > the phone number on which the call or fax was received
- > your phone service provider
- > the details of the call or a copy of the fax.

The more information you can provide to us about the call or fax you received, the more effectively we will be able to handle the matter.

More information

Further information about the Do Not Call Register and industry standards is available at **www.donotcall.gov.au** or by calling **1300 792 958**.

Privacy information

The *Privacy Act 1988* (Cth) imposes obligations on the ACMA and the register operator in relation to the collection, security, quality, access, use and disclosure of personal information. These obligations are detailed in the **Australian Privacy Principles** at **www.oaic.gov.au**. For more information about the collection of data in this form, please see the Do Not Call Register data collection notice at **www.donotcall.gov.au**.

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