

National DNCL Registration Information

How does the National DNCL work?

Starting September 30, 2008, telemarketers and clients of telemarketers are required to register to, subscribe and access the National DNCL to remove the telephone numbers of consumers who have registered on the National DNCL from their call lists. Telemarketer and clients of telemarketers are required to access the list no more than 31 days prior to the date of making telemarketing calls. You will be required to pay a subscription fee to access the National DNCL. Different subscription options are available depending on your organization's business requirements.

Who is required to register their information with the National DNCL Operator?

Type of Organization	Required to Register?	Required to Subscribe?
Telemarketers making telemarketing calls on their own behalf that are not exempt under the National DNCL Rules.	Yes	Yes
Telemarketers making telemarketing calls on their own behalf that are exempt under the National DNCL Rules.	Yes	No
Clients engaging telemarketer(s) to make telemarketing calls that are not exempt under the National DNCL Rules.	Yes	Yes
Telemarketers solely making telemarketing calls on behalf of clients that are not exempt under the National DNCL Rules.	No. Required only if the clients requests them to access the clients' National DNCL subscription(s).	No
Clients engaging telemarketer(s) to make telemarketing calls that are exempt under the National DNCL Rules.	Yes	No
Telemarketers solely making telemarketing calls on behalf of clients that are exempt under the National DNCL Rules.	No	No
Organizations who do not make telemarketing calls but who provide services to the telemarketing industry and as such, require access to the National DNCL.	Yes	No - they can access using their client's subscriptions
Organizations who wish to have	Yes	Yes

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access to the National DNCL.		
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What is required to register?

The National DNCL Web site will guide you through the registration process and will take approximately 10 minutes to complete. For your protection if you are inactive for 30 minutes your session will time out, and any information provided will be not be saved if not completed.

What information will I need to provide to the National DNCL operator when I register?

When you access the National DNCL for the first time, you will create an account profile. You will be asked to provide the following information during the registration process. You may want to print this page and gather the required information prior to starting the registration process because if your session times out, all information will be lost and you will need to start again.

- Business information
 - Legal name
 - Business address
- Account manager contact information for up to three (3) contacts. The account manager(s) will receive account notifications and are the only contact(s) authorized to make changes to the account profile or to request technical assistance.
 - Name
 - Business mailing address
 - Business phone number
 - Business e-mail address
 - Language preference
- Telemarketer context
 - Description of telemarketing activities performed by your organization
 - Business names used/displayed while making telemarketing calls
 - Telephone numbers used/displayed while making telemarketing calls
- Account password

Collection, use and disclosure of information

The National DNCL operator collects, uses, and discloses telemarketers' information, and information related to clients of telemarketers in order to: (i) enable subscription to the National DNCL; (ii) facilitate and manage the registration of telemarketers, or clients of telemarketers, with the Complaints Investigator Delegate; (iii) give access to the contents of the National DNCL; and (iv) support other activities specifically identified at the time the information is collected. In addition, information of telemarketers or clients of

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telemarketers will be collected to allow telemarketers and their clients to receive technical support from the National DNCL operator.

For what period of time is my registration effective?

Your registration is effective for a period of 12 months. The National DNCL Operator will remind you when your registration is about to expire by sending an e-mail to all of the contact personnel listed on your account.

What is a Registration Access Number?

A registration access number is a unique identifier that is associated with your registration on the National DNCL. On the National DNCL, the registration access number serves as your userid. You will use the registration access number in combination with a password to access your National DNCL account.