

April/May 2007

Rockland County TRIAD Program

Reducing Crimes Against Seniors

845-638-5582

www.co.rockland.ny.us

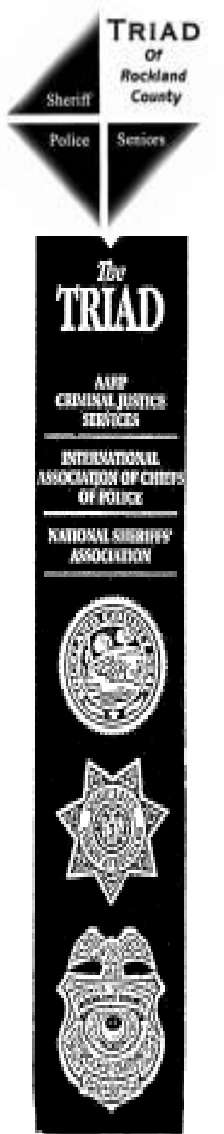
AVOIDING ANNOYING PHONE CALLS & JUNK MAIL

TELEMARKETING PHONE CALLS

You just sit down to dinner at home.....your phone rings.....you answer and find it's someone trying to sell you something you really don't want or need. Can it be annoying?... You bet!!! You might not be able to eliminate the problem entirely, but you can reduce it somewhat. Try signing up with the "**Do Not Call**" registry. This is a free service. Just call 1- (888) 382-1222. If you have a personal computer, with access to the Internet and an email address, you can also register online at www.donotcall.gov. If you register online, the *Do Not Call* system will send a response to your email address with a link that must be clicked on within 72 hours in order to complete your registration.

Even though you've signed up, there are certain factors you should be aware of:

- **Your registration doesn't last forever.** It expires in five years. No expiration notice will be sent to you, so keep your own records.
- **Some callers aren't covered.** Nonprofit groups, charities, political organizations, and survey companies don't have to use the national "do not call" list. But when charities use professional fundraisers to call, they must honor your request not to call again.
- **Some companies can still call you.** Even if your number is on the registry, companies can call if: you purchased something from them or made a payment within the previous 18 months; you asked about a product or service or submitted an application in the past 3 months; or you have a "personal relationship" as a friend, relative or acquaintance. But you always have the right to tell them not to call again.
- **Be careful what you sign.** Companies can also call with your written permission, so look at contracts, order forms, contest entry forms, and other things you sign carefully to make sure you're not agreeing to be called without realizing it. You can withdraw consent anytime by saying, "don't call me again."
- **It may take a while to notice fewer calls.** Telemarketers usually check the national "do not call" registry every 31 days, so it may take that long before your number is removed from their calling lists.
- **If you don't sign up for the national "do not call" registry, you still have rights.** You can tell companies not to call you again on a case-by-case basis. Keep a record of their names and the dates of your requests.



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Filing a Do-Not-Call Complaint

To file a complaint, your phone number must have been on the registry for 31 days. In addition to complaints alleging violations of the national do-not-call list, you may also file a complaint against a telemarketer who is calling for a commercial purpose (e.g., not charitable organizations) **IF**:



“Try signing up with the “Do Not Call” registry. This is a free service. Just call 1-(888) 382-1222.”

- The telemarketer calls before 8 AM or after 9 PM; **OR**
- The telemarketer leaves a message, but fails to leave a phone number that you can call to sign up for their company specific do-not-call list; **OR**
- You receive a telemarketing call from a company that you have previously requested not call you; **OR**
- The telemarketing firm fails to identify itself; **OR**
- You receive a pre-recorded commercial message from someone with whom you do not have an established business relationship and to whom you have not given permission to call you.

How to File a Complaint with the Federal Communications Commission

You can file a complaint by e-mail (donotcall@fcc.gov), telephone 1-888-CALL-FCC (1-888-225-5322), or mail. Your complaint should include:

- Your name, address, and telephone number where you can be reached during the business day;
- The telephone number involved with the complaint; and
- As much specific information as possible, including the identity of the telemarketer or company contacting you, the date on which you placed your number on the national Do-Not-Call registry or made a company-specific do-not-call request, and the date(s) of any subsequent telemarketing call(s) from that telemarketer or company.

If you're mailing a complaint, send it to:

***Federal Communications Commission - Consumer & Governmental Affairs
Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554***

JUNK MAIL & PHONE SOLICITATIONS

Is your mailbox at home jammed everyday with unsolicited sales flyers and offerings? One way of reducing the paper flow to your home is by filing a free written request to the Direct Marketing Association, asking to be added to a list of people that **do not** want to receive junk mail or phone solicitations. This won't completely stop junk mail from coming into your home, but you should see a decrease. Write to the D.M.A. at these addresses:

Direct Marketing Association
Telephone Preference Service
P.O. Box 9014
Farmingdale, NY 11735-9014



Direct Marketing Association
Mail Preference Service
P.O. Box 9008
Farmingdale, NY 11735-9008

You need to send one letter to each of the above addresses. A sample format is as follows:

Dear Sirs:

I understand that the Mail Preference Service (or Telephone Preference Service) is designed to assist consumers who would like to receive less advertising mail at home (or less telephone sales solicitations at home). Please register the following name(s), address and phone number/s with the name removal file so they will be removed from unsolicited mailing lists (or unsolicited phone solicitation lists). Thank you very much.

Name:

Address:

Phone:

