

How to Avoid Unwanted Telemarketing Calls



California Public Utilities Commission **Consumer Facts**

The California Public Utilities Commission reminds consumers to register their cell phone numbers *and* their home phone numbers with the National Do Not Call Registry if they do not wish to receive telemarketing calls.

Recent improvements have been made and now telemarketers have been ordered by the FCC to update their lists every 31 days, bringing swift relief to consumers. The blocking does not apply to calls from political organizations, charities, telephone surveyors, calls from companies with which you have an existing business relationship, or those to whom you have given express agreement in writing to receive their calls.

To opt out from telemarketing calls: Call this number from your phone 888-382-1222, or use the online form: <https://www.donotcall.gov/register/reg.aspx>. Either way your phone will be placed on the Do Not Call Registry for five years.

The Federal Trade Commission manages the Do Not Call Registry and most calls from telemarketers should stop after your number has been on the registry for 31 days. If they do not you can file a complaint on the FTC website at:

<https://www.donotcall.gov/default.aspx>

or call: **202-326-2222**

or write to: Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: www.cpuc.ca.gov.

Want someone to speak at your community group meeting? Call the CPUC Outreach Program in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in Northern California, 415-703-2074. [January 2006]