

National Do-Not-Call-List



The Canadian Radio-television and Telecommunications Commission (CRTC) has a national Do-Not-Call List that limits the number of unwanted calls from telemarketers—with the exception of registered charities, newspapers looking for subscriptions, and political parties calling on behalf of their candidates.

You can register residential, wireless, fax or VoIP telephone numbers for free, and they will remain on the list for five years. After five years, the numbers must be registered again.

How to Register

People may register their residential telephone number, including wireless numbers, on the Do-Not-Call List at no cost. To register online, go to

<https://www.innate-dncl.gc.ca/insnum-regnum-eng>. To register by phone, call **1-866-580-3625**; for TTY, call **1-888-362-5889**. You must call from the phone number you wish to register.

How to File a Complaint

You can file a complaint Monday to Friday between 8:30 a.m. and 4:30 p.m. by calling toll-free:

1-866-580-DNCL (1-866-580-3625), toll-free TTY device: **1-888-DNCL-TTY (1-888-362-5889)**, via an electronic complaint form at <https://www.innate-dncl.gc.ca/pfac-fcca-eng>, or by mail. To process your complaint, you must either fill in the electronic form or otherwise indicate:

- Your phone number (where the call was received)
- The name or phone number of the telemarketer
- The date you received the call
- If mailing a complaint, send to: Telemarketing Regulation, c/o CRTC, Ottawa, Ontario, Canada K1A 0N2.
- If you think the call may be part of a fraud scheme, contact law enforcement authorities or The Canadian Anti Fraud Center (1-888-495-8501).

For more information about protecting your seniors from scammers, contact your [local Home Instead Senior Care® office](#), or visit ProtectSeniorsFromFraud.com.

