

The Consumer Protection Unit is part of the State Department of Justice Fraud and Consumer Protection Division. The Division was created by Attorney General Brady, and is comprised of the Consumer Protection Unit, the Securities Unit, the Fraud in Government Programs Unit and the Special Investigations Unit.

The Consumer Protection Unit is responsible for the investigation of consumer complaints and the enforcement of consumer laws, including the Consumer Fraud Act and the Deceptive Trade Practices Act. It is responsible for initiating both civil and criminal prosecution against violators of consumer protection laws. Both businesses and consumers rely upon the Consumer Protection Unit for help with a variety of consumer issues. The Unit also provides informal mediation services in an effort to resolve disputes without litigation. Another important objective of the Consumer Protection Unit is to provide community outreach and educational services on issues of public concern including consumer tips and advice, press releases warning the public of consumer scams or frauds and presentations to consumer and civic groups.

Anyone with a consumer concern, or with a desire to obtain more information on consumer laws, is invited to call the Attorney General's Consumer Protection Unit at:

1-800-220-5424
Outside Delaware
302-577-8600



ATTORNEY GENERAL
Joseph R. "Beau" Biden III

Consumer Protection Unit:
800-220-5424

New Castle County:
820 N. French St.
5th floor
Wilmington, DE 19801
Phone: (302) 577-8600

Kent County:
102 W. Water Street, Suite 2
Dover, DE 19904
Phone: (302) 739-7641

Sussex County:
114 E. Market St.
Georgetown, DE 19947
Phone: (302) 856-5353

Or visit the Attorney General's website:

<http://www.state.de.us/attgen/>

THE NATIONAL DO NOT CALL REGISTRY



Information Provided by the
Federal Trade Commission

STATE OF DELAWARE
DEPARTMENT OF JUSTICE

Fraud and Consumer
Protection Division

Frequently Asked Questions About the National Do Not Call Registry

How can I put my number on the National Do Not Call Registry?

You can register online at www.donotcall.gov or by calling from the number you want to register, toll-free, 1-888-382-1222, TTY 1-866-290-4236. Registration is free.

How soon after I register will I notice a reduction in calls?

Telemarketers covered by the National Do Not Call Registry have up to three months from the date you register to stop calling you.

If I choose to register my phone number, how will my information be used and disclosed?

Your phone number is stored in the National Do Not Call Registry and shared with telemarketers and sellers covered by the FTC's rules so they can remove your phone number from their call lists. Telemarketers are required to search the registry every three months and delete phone numbers that are in the registry from their call list. Phone numbers in the registry may also be shared with law enforcement to assure compliance with federal and state law.

If you contact the Registry via the Internet, your email address will be collected to confirm your registration request. Your email address will be stored in a secure manner, separate from your telephone number. Your email address will not be shared with telemarketers.

For more information about the privacy of your information, please see the FTC privacy policy at www.ftc.gov/ftc/privacy.

I have more than three personal telephone numbers. How can I register all of those numbers?

You may register up to three telephone numbers at one time on the National Do Not Call Registry Web site. You will receive a separate confirmation email for each number you wish to register online. You must

open each email and click on the link in each one to complete the registration process. If you have more than three personal telephone numbers, you will have to go through the registration process more than once to register all of your numbers. You can register your cell phone number.

If you call to register, you can register only one phone number each time you call the National Do Not Call Registry, and you must call from the phone number you wish to register.

Can I register online if I do not have an active email address?

No. The online registration process requires an active email address. If you register online, you will be sent an email message with a link in it. Click on the link in the email within 72 hours to finalize your registration. If you do not have an email address, you can register by phone (1-888-382-1222).

What kinds of calls are not covered? How can I stop them?

Political solicitations are not covered by the Telemarketing Sales Rules at all, since they are not included in its definition of "telemarketing." Charities are not covered by the requirements of the national registry. However, if a third-party telemarketer is calling on behalf of a charity, a consumer may ask not to receive any more calls from, or on behalf of, that specific charity. If a third-party telemarketer calls again on behalf of that charity, the telemarketer may be subject to a fine of up to \$11,000.

My number is on the National Do Not Call Registry. After I bought something from a company, a telemarketer representing that organization called me. Is this a violation?

No. By purchasing something from the company, you established a business relationship with the company. As a result, even if you put your number on the National Do Not Call Registry, that company may call you for up

to 18 months after your last purchase or delivery, or your last payment to the business, unless you ask the company not to call again. (In that case, the company must honor your request not to call. If they subsequently call you again, they may be subject to a fine of up to \$11,000.)

An established business relationship with a company also will be created if you make an inquiry to the company, or submit an application to it. This kind of established business relationship exists for three months after the inquiry or application. During this time, the company can call you.

If you make a specific request to that company not to call you, however, then the company may not call you, even if you have an established business relationship with that company.

Are telemarketing calls from overseas covered?

Yes. Any telemarketers calling U.S. consumers are covered, regardless of where the call is placed.

Can I register my business phone number?

The National Do Not Call Registry is only for personal phone numbers. Business-to-business calls are not covered by the National Do Not Call Registry.



The Telemarketing Sales Rule

Both the federal and state Telemarketing Sales Rule (TSR) prohibits deceptive and abusive telemarketing practices and protects consumers from unwanted calls. Under the TSR:

- Calling times are restricted to between 8 a.m. and 9 p.m.
- Telemarketers must promptly identify themselves.
- Telemarketers must disclose all material information about the terms of the sale and get your express consent before billing charges.

