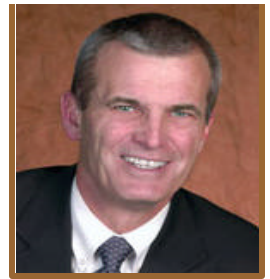


# **CONSUMER ALERT!**

From the Office of Jefferson/Gilpin Counties  
District Attorney Scott Storey



## **Revisiting The Telemarketing 'No Call' List**

Cell phones seemed to be a 'hot' item this holiday season. Half the people on the planet now have cell phones; only 3 billion more to go. I believe I saw more ads for new cell phones and upgraded cell phone services than any other item. I had no idea that '3G' meant 'Third Generation;' it's really tough to stay current.

Did any member of your household get a new cell phone? **Did you know that when a cell number is disconnected and then reconnected, you may need to re-register with the 'No Call' list? Further, even if your service has not been interrupted, changing calling plans or other services or changing the billing name on an account may mean that you need to re-register with the 'No Call' lists.** To verify that your number is in the Registry, go to [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222. Remember that each time you re-register, telemarketers have 31 days to remove your number from their call lists.

Some good news. Beginning December 1, 2008, the national 'No Call' provisions improved. Any telemarketing call delivering a prerecorded message must include a quick and interactive manner to OPT OUT of receiving future calls. The consumer must be able to OPT OUT at any time while the message is playing by pressing a particular number or speaking a particular word given within the first 30 seconds of the call; the call immediately must be disconnected so that the consumer's line is cleared. This provision includes calls from companies you already have an established connection with and 3<sup>RD</sup> party telemarketing calls to solicit charitable donations (such as often occurs with the Fraternal Order of Police).

To re-register with the national 'No Call' list, go to [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222 from the phone you desire to register. If you register online, you must confirm via an E-mail that will be sent within 72 hours. To register with the 'Colorado No Call,' go to [www.coloradonocall.com](http://www.coloradonocall.com).

Here's a review of pertinent reminders:

- ❖ Telemarketers may only call between 8 A.M and 9 P.M.;
- ❖ Telemarketers must tell you it's a sales call and who's doing the selling before they make their pitch. The total cost of any products or services

offered and any restrictions on getting or using them, or that a sale is final or nonrefundable, must be explained before you pay;

- ❖ In a prize promotion, the caller must tell you the odds of winning, that no purchase or payment is necessary to win, and any restrictions or condition of receiving the prize. If you're asked to pay any money for a prize, hang up! Free means free!;
- ❖ It's illegal for a telemarketer to withdraw money from your checking account without your express, verifiable authorization. Before money is withdrawn, you must be told the total number of payments, the amount of each payment, the date payments will be submitted to your bank, and which account they will charge;
- ❖ Don't buy something because you'll get a 'free gift';
- ❖ Make sure you know the per minute charge for any 900 number call you make. If a number is left on your Voice Mail for you to call, even if the caller states that it is 'Urgent,' check the area code before calling;
- ❖ Beware of offers to 'Help' with the recovery of money you may have previously lost; this may simply be crooks trying to trick you a 2<sup>ND</sup> time;
- ❖ Beware of calls with 'Red Flag' phrases:
  - "You must send money right away!"
  - "We'll just put the shipping and handling charges on your credit card"
  - "You've won one of five valuable prizes"
  - "You've been specially selected to hear this offer"
- ❖ A company may call you for 18 months after you make a purchase or 3 months after you submit an inquiry or application, such as a 'Sweepstakes Entry,' because you may have established a business relationship with them. Ask to be placed on their OPT OUT list.

Avoid telemarketing calls by making sure you're on the 'No Call' lists, especially if you've acquired a new phone or new services.

For more information, visit [www.ftc.gov](http://www.ftc.gov).

**Schedule a 'Power Against Fraud'  
crime prevention seminar: 303-271-6970**

