



CUSTOMER FACTS



Texas “Do Not Call” Lists

Texans may now register a business, residential, or wireless telephone number for the Public Utility Commission (PUC)-sponsored “Do Not Call” lists. By placing your name, address, and telephone number on a list, you identify yourself as someone who does not want to receive telemarketing calls, thus limiting telephone solicitations, including text, graphic, and image messages, from all telemarketers operating in Texas.

Statewide “Do Not Call” List

The Statewide “Do Not Call” list is for registering any residential or wireless phone number and applies to any Texas telephone marketer, including Retail Electric Providers (REP) and telemarketers calling about electric services. Business telephone numbers are NOT eligible for this list.

“Electric No Call” List

The “Electric No Call” list is for registering any business phone number and applies to Retail Electric Providers (REP) and telemarketers calling about electric services. Residential or wireless telephone numbers are NOT eligible for this list but receive protection from REP or electric calls under the Statewide “Do Not Call” List.

When will these calls stop?

Lists are updated and published for telemarketers on a quarterly basis to include new numbers. Within 60 days of the date your number appears on the published list, you should stop receiving telemarketing calls. If you continue to receive telemarketing calls after the 60th day, make note of who called, their number, and date of call(s) then contact the PUC toll-free at 1-888-782-8477 or the Office of the Attorney General, Consumer Protection Division at 1-800-621-0508.

Date Registered:	Calls Stop By:
Jan 1 - Mar 31	June 1
Apr 1 - June 30	Sept 1
Jul 1 - Sept 30	Dec 1
Oct 1 - Dec 31	Mar 1

Exemptions to the “Do Not Call” Lists:

Telemarketers may contact customers:

- With whom they have an established business relationship
- If the customer requested to be contacted
- To collect a debt
- On behalf of a non-profit organization or charity, if the call does not meet the definition of a “telephone solicitation” by attempting to make a sale or gather information that will lead to a sale
- If the telemarketer is a state licensee (for example insurance or real estate agent, etc.) and the call is not made by an automated device, the solicited transaction is complete with face-to-face presentation to finalize a sales transaction and make payment, or the consumer has not previously told the licensee that the consumer does not wish to be called

How long is my number registration good for?

Your phone number registration is good for three years from the date you registered.

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How do I sign up?

Online registration at www.texasnocall.com is free. If you register via the Automated Registration at 1-866-896-6225 or mail in your application, there is a registration charge of \$2.25 for each residential and wireless number and \$2.55 for each business number.

Telephone registrations must be paid by MasterCard or Visa. Mailed applications may be paid by personal check, money order, or credit card. Request an application in writing:

TEXAS NO CALL
PO Box 313
E. Walpole, MA 02032

Let Us Assist You

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136)

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136)

Write: PUC - Customer Protection, P.O. Box 13326,
Austin, TX 78711-3326

Fax: 1-512-936-7003 **Online:** www.puc.state.tx.us/ocp 9/09