

For Immediate Release

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## Launch of Do Not Call Register

The Consumers' Telecommunications Network (CTN) has welcomed today's launch of the Do-Not-Call register, which will bring some relief from unwanted telemarketing calls.

"Australians are really fed up with unwanted telemarketers, and the new register is a step in the right direction", said Ms Sarah Wilson, Policy Advisor at CTN. "However, there are many exemptions which will allow charities, religious organisations, political parties and social researchers to call people even though they are on the Do Not Call register. People may be disappointed that in reality, the register won't stop all telemarketers. CTN would like to see the Register reviewed in 12 months to see if it is having the desired effect of stopping the bulk of unwanted telemarketing calls".

"In addition to the Do Not Call register, consumers will be benefited by a new Industry Standard on telemarketing and research calls", she continued. "This will limit the hours within which telemarketers can call people and minimum standards covering important information - such as clearly identifying the company who is calling, and requirements on the individual telemarketers".

"If consumers receive unwanted calls from callers who are exempt from the Do Not Call register, they should still ask to be removed from their marketing lists. Other steps to minimise unwanted calls include not giving out your phone number unnecessarily, and opting out of consent to share information when signing up for goods and services at the point of sale".

Consumers can join the Do Not Call register online at [www.donotcall.gov.au](http://www.donotcall.gov.au)  
Phone registrations will be available shortly.

The Consumers' Telecommunications Network (CTN) is a national coalition of consumer and community organisations as well as individuals that represent community interests in the national policy arena on telecommunications issues. CTN is an important voice promoting better access, quality of service and affordability of telecommunications services for residential consumers.

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