How to use the National Do Not Call List

After registering with the National Do Not Call List (DNCL) operator, you may access the subscription functions of the Web site. In order to use the National DNCL, you must purchase or have been given access to a client's subscription. This document describes how you use the National DNCL website to purchase and access subscriptions.

Once you have logged on to your account, the Account Home page will be displayed. Under the My Account heading in the left hand navigation bar, there are two options related to subscriptions (Figure 1):

- **Purchase Subscriptions** - allows you to purchase access to the National DNCL.
- **Access Subscriptions** – allows you to view the subscriptions that you have purchased or to which you have been given access. If you are accessing the National DNCL on behalf of clients, you must select "Access Subscriptions" in order to add subscriptions purchased by clients to your list of subscriptions.

Figure 1

How to purchase subscriptions to National DNCL

After signing in, select "Purchase Subscriptions" from the left hand navigation bar. From this page (Figure 2), you can select one of the two types of subscriptions offered:
- Download subscription.
- Query subscription.

Figure 2

A Download Subscription allows you to download a file containing a list of numbers that are registered on the National DNCL to compare with your calling list. Download subscriptions are available for 1, 3, 6, or 12 month periods. You can subscribe to a single area code, multiple area codes, or all Canadian area codes. Download subscriptions are payable via credit card or via electronic funds transfer (EFT) directly from your bank account. Payments made via credit card provide you with immediate access to your subscription, while payments made via EFT require a waiting period of up to 3 business days before you can access the subscription.

A Query Subscription allows you to check up to 100 numbers at a time to determine if those numbers are on the National DNCL. Query subscriptions are payable only via credit card.

How to purchase a Download Subscription

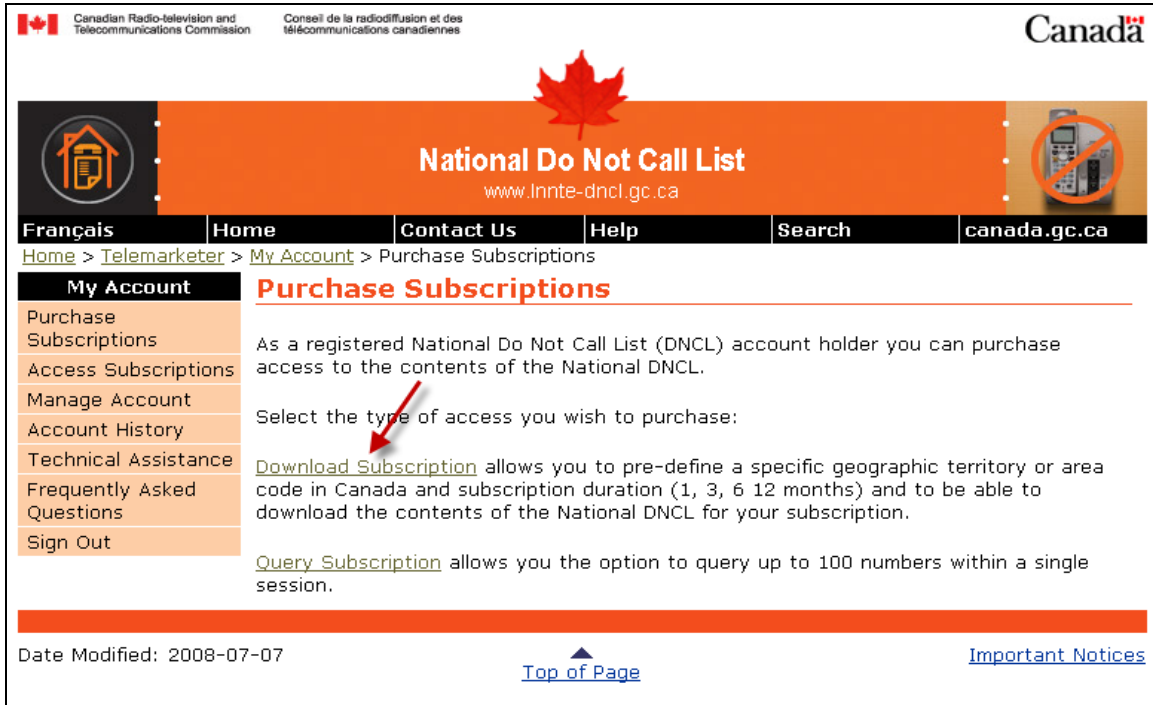1. Select Download Subscription (Figure 3) from the Purchase Subscriptions page, then click continue.

Figure 3

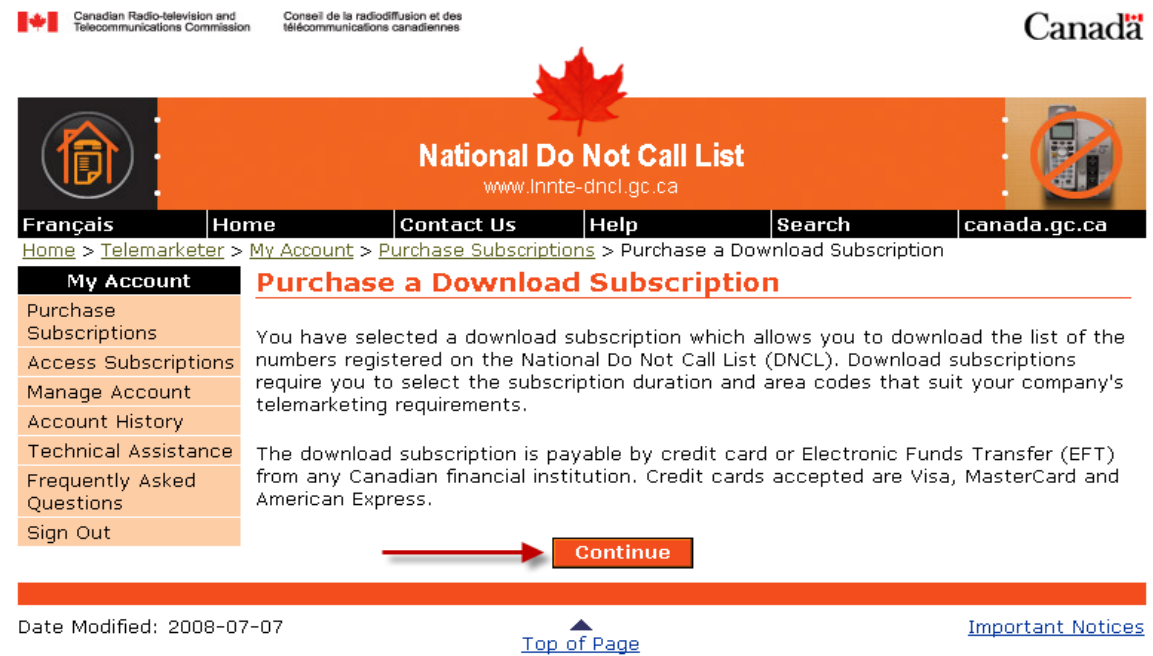2. Select "Continue" on the Purchase a Download Subscription page (Figure 4).

Figure 4

3. Read and accept the Terms and Conditions of the subscription (Figure 5). You should print the Terms and Conditions for your records. If you do not accept the Terms and Conditions, you will not be able to purchase the subscription.

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Figure 5

4. The Select Options (Figure 6) page will be displayed where you can enter subscription options as follows:
    a. Choose the duration, a 1,3,6, or 12 month period.
    b. Enter an optional description for your subscription. For example, this could be the name of the marketing campaign, or the name of the marketing territory.
    c. Select the individual area codes you want included in the subscription, or click "All Canadian Area Codes".
5. Click "Continue".

Figure 6

6. Enter a Download Contact (Figure 7), if desired. If you do not provide a Download Contact, the system will assume that the primary Account Manager (entered during the Organization registration process) is the Download Contact. Click "Continue" when you have finished entering the Download Contact information or if you have chosen not to enter one.

Figure 7

7. The Confirm Purchase screen (Figure 8) will be displayed where you can review the details of the subscription. If you want to change some of the details, you can click "Change Subscription Options" and you will return to the Selection Options page. If the subscription options are correct, select your desired payment option (Credit Card or EFT - Electronic Funds Transfer) and click "Confirm".

Figure 8

a. Credit Card (Figure 9) – if you elect to pay by credit card you will be asked to select your credit card type. Enter your credit card number and expiry date. Click "Complete Payment" to submit your payment for authorization. If the payment authorization is successful, you will be taken to the Purchase Confirmation page where you should print a copy of the transaction for your records. In addition, the Account Managers and the Download Contact will receive an e-mail with the subscription and payment information.

Figure 9

b. Electronic Funds Transfer (EFT) – if you elect to pay by EFT, you will be asked to accept a Pre-Authorized Debit (PAD) agreement (Figure 10) before you can proceed. Once the PAD agreement is accepted, you will be requested to contact the Centre of Excellence at the telephone number provided on the Electronic Funds Transfer Instructions page (Figure 11). To complete the transaction, you will have to provide the operator with the Subscription Access Number and Transaction ID information listed on this page along with banking information required to process the transaction. Note that EFT transactions are subject to a waiting period of up to 3 business days before you may download the subscription.

Figure 10

Figure 11

This completes the purchase process for a download subscription. You may now access your subscription immediately by selecting the "Access Subscriptions" link from the left hand navigation menu if you paid by credit card. If you paid via EFT, you will receive an e-mail as soon as you may access your subscription.

How to purchase a Query Subscription

1. Select Query Subscription from the Purchase Subscriptions page (Figure 12), click "Continue".
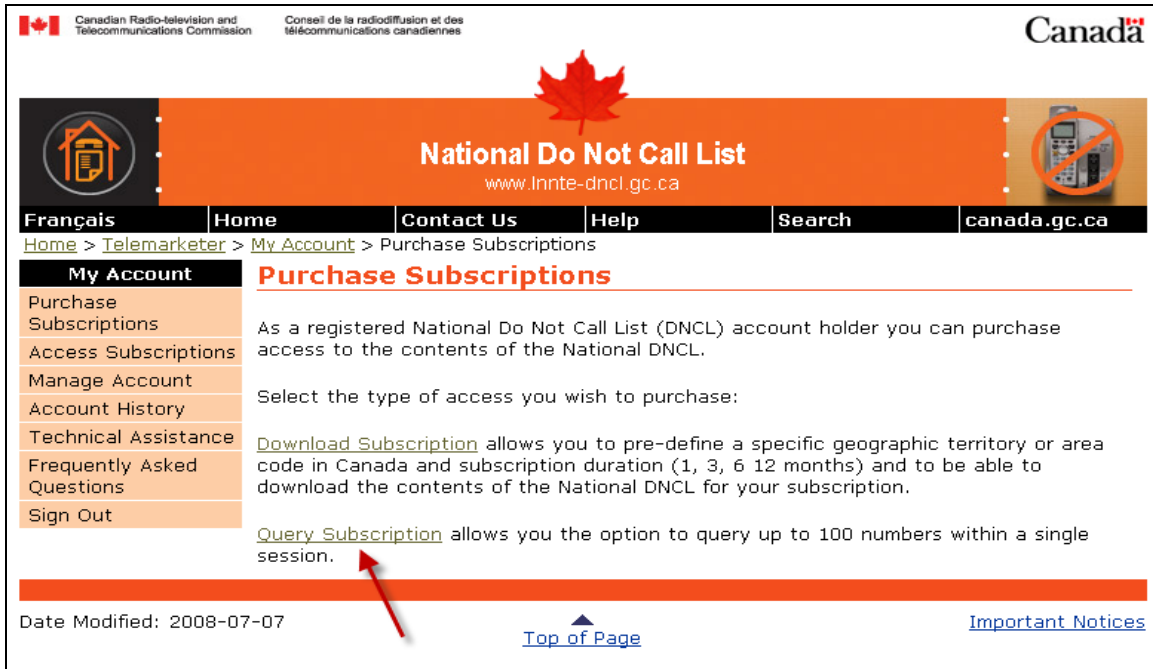
Figure 12

2. Select "Continue" on the Purchase a Query Subscription page (Figure 13).
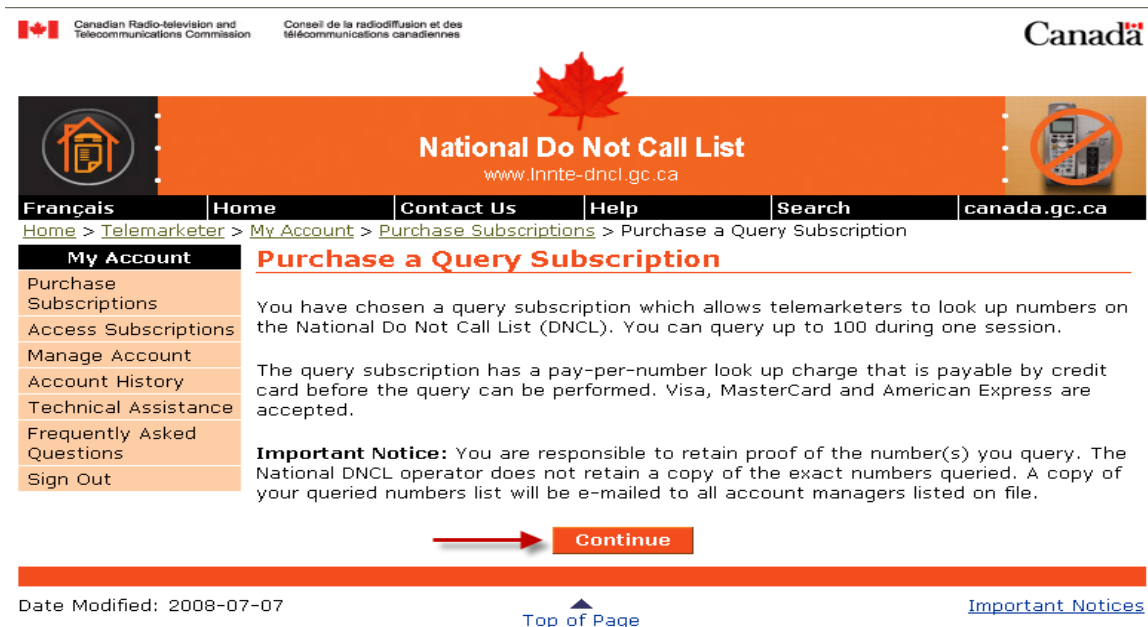
Figure 13

Read and accept the Terms and Conditions of the subscription (Figure 14). You should print the Terms and Conditions for your records. If you do not accept the Terms and Conditions, you will not be able to purchase the subscription.

Figure 14

3. Enter the telephone numbers for which you wish to determine the National DNCL registration status (i.e. registered on the list or not registered on the list) in the query box on the Enter Numbers page (Figure 15). You may:
    a) Type telephone numbers individually into the query box or…
    b) Copy and paste telephone numbers from a text file or other program into the query box.

4. Click "Continue".

Figure 15

5. The Confirm Purchase screen (Figure 16) will be displayed where you can review the numbers that you have entered. If you want to change any of the numbers, you can click "Change Numbers" and you will return to the Enter Numbers page. If you wish to proceed with the query subscription, click "Confirm".

Figure 16

6. Select your credit card type and enter your credit card number and expiry date (Figure 17). Click "Complete Payment" to submit your payment for authorization. If the payment authorization is successful, you will be taken to the Purchase Confirmation page where you should print a copy of the transaction for your records. In addition, the Account Managers will receive an e-mail with the payment information.

Figure 17

The Query Results page (Figure 18) and the Purchase Confirmation e-mail will identify which of the numbers queried are on the National DNCL and which numbers are not. They are categorized as follows:

REGISTERED (MUST NOT CALL):
XXX-XXX-XXXX

NOT REGISTERED (YOU MAY CALL):
YYY-YYY-YYYY

Figure 18

Accessing a client's subscription

If you will be accessing a subscription on behalf of a client, you will need to add it to your list of subscriptions.   You will need the following information:
- Your client's Registration Access Number,
- The Subscription Access Number for the subscription, and
- The Download Key for the subscription.

The steps are as follows:

1. Select the Access Subscriptions page from the left hand navigation bar (Figure 19).

2. Click "Add Subscription".

Figure 19

3. The Add Subscriptions page will be displayed (Figure 20).

4. Enter your client's Registration Access number, the Subscription Access Number, and the corresponding Download Key.

5. Click "Add Subscription".

Figure 20

6. The subscription will now be displayed in your list of subscriptions (Figure 21) and you may download it.

Figure 21

Downloading the National Do Not Call List

This section provides details on how to download the National DNCL to your computer after purchasing a download subscription. Note that query subscriptions are not downloaded; the results of a query subscription are displayed after the purchase is completed and e-mailed to the Account Manager contacts listed in the registration profile.

Before you download your subscription, you should be aware of the following:

- The National DNCL list is refreshed daily at 6:00 am EST. If you are downloading the list before 6:00 am EST, you will receive the previous day's list. There is 90 minute window between 12:01 am EST and 6:00 am EST where no lists will be available for downloading.

- If your subscription is for "All Canadian Area Codes", you will receive one ZIP file: either containing a single CSV or an XML file containing all area codes. If your subscription is for a single area code or multiple area codes, you will receive one ZIP file containing multiple CSV or XML files corresponding to the individual area codes selected as part of your subscription.

- A ZIP file is a popular file format used for compressing data. A compressed file is quicker to download and takes up less hard disk space. The National DNCL Operator forecasts that at the end of the first year of the operation, the approximate file sizes and download times for the lists will be:
  - 32.5 MB for the zipped "All Canadian Area Codes" CSV file ~ 5 minutes to download.
  - 62.5 MB for the zipped "All Canadian Area Codes" XML file ~ 10 minutes to download.

  The download times are based on 1 Mbps internet connection.

- Many operating systems come with software for decompressing (unzipping) ZIP files. If you do not have the appropriate program, you can download this software from a variety of web sites, such as:
  - www.pkware.com/index.php for PKZIP.
  - www.winzip.com for WinZip.

  In addition, performing a search on the internet for "zip file" may provide links to download other software which will enable you to decompress the ZIP file and obtain access to the CSV or XML area code files contained within. The Canadian Radio-television and Telecommunications Commission (CRTC) and the National DNCL Operator do not endorse any Web sites, vendors or software products. The websites listed above are provided for your convenience.

To download your subscription, click on "Access Subscriptions" from the left hand navigation menu of the Account Home page (Figure 22).

Figure 22

On the Subscriptions page (Figure 23), you will see a list of the subscriptions you have either purchased or can access on behalf of a client. Clicking on a Subscription Access Number will provide full details about the particular subscription (Figure 24) including:

- **Subscription Access Number** –a unique number assigned to each subscription.
- **Download Key** – a password which is used to allow third parties to download the corresponding subscription on behalf of the subscription owner.
- **Description** – an optional name for the subscription provided by the purchaser at the time of a purchase.
- **Purchase Date** – the date the subscription was purchased.
- **Expiry Date** – the expiry date of the subscription.
- **Number of Months** – the number of months for which the subscription was purchased.
- **Area Codes** – the area codes contained within the subscription.
- **Last Download** – the date that the subscription was last downloaded.
- **Download Contact** – a contact responsible for the subscription assigned by the subscription purchaser.

Figure 23

Figure 24

In order to download the subscription you must:

1. Select a file format for download (CSV or XML) (Figure 25).

2. Click "Download List".

3. Follow the instructions provided by your internet browser to save the file on your computer (Figures 26 and 27).

4. You may wish to provide a more meaningful name for the file, including the date, as at this time, the file name does not include this information. The National DNCL system will be enhanced in the future to include the list creation date in the file name.

Figure 25

Figure 26

Figure 27

The National DNCL in CSV format

CSV stands for Comma Separated Values. A CSV file is a plain text file which stores information in a very simple format: one record on each line with each field within that record separated by a comma. In the case of the National DNCL, the CSV file contains one area code and telephone number per line, separated by a comma. For example:

416,1234567
416,1234568
416,1234569

CSV format allows for the information in the file to be easily retrieved into a variety of applications, such as databases. However, if you don't have access to a database application, you can also open the file by using either a text-editing or a word-processing application. Examples of how to do this will be provided later in this document. Please note that while CSV files can be opened using a spreadsheet program such as Excel, many spreadsheet programs will truncate a file with more than 65,536 rows. Therefore, it is possible that by using spreadsheet software to view the CSV file, you will not see the entire list of phone numbers registered on the National DNCL contained in your downloaded subscription. Note that when software truncates a file, a warning message is generally displayed.

The National DNCL in XML format

An XML file is a formatted file containing both data and markers ("tags") with information in angle brackets that indicate the nature of the data.

When a subscription contains all area codes, an element indicates what level and value of data are contained in the file. For the complete national list, the level is "all" and the value is null (Example 1).
For a single area code list, the level is "ac" and the value is the area code, such as 416 (Example 2).

Example 1: National List

```
<list type='full' level='all' val='' >
<ac val='416'>
   <ph val='1234567' />
   <ph val='1234568' />
   <ph val='1234569' />
</ac>
</list>
```

Example 2: Single Area Code List

```
<list type='full' level='ac' val='416' >
<ac val='416'>
   <ph val='1234567' />
   <ph val='1234568' />
   <ph val='1234569' />
 </ac>
</list>
```

Note that XML files are not as easily readable as CSV files using text-editing or word-processing applications but can be opened using specialized software. An example will be provided later in this document.

Unzipping a downloaded file

Once you have downloaded the ZIP file and have appropriate decompression software on your computer, double click on the ZIP file to "open" it (Figure 28). The CSV file or XML file(s) will be visible (Figure 29). Clicking and dragging the CSV or XML file to your computer should result in the file being decompressed and available for use. Refer to the documentation for your selected decompression software for more details.
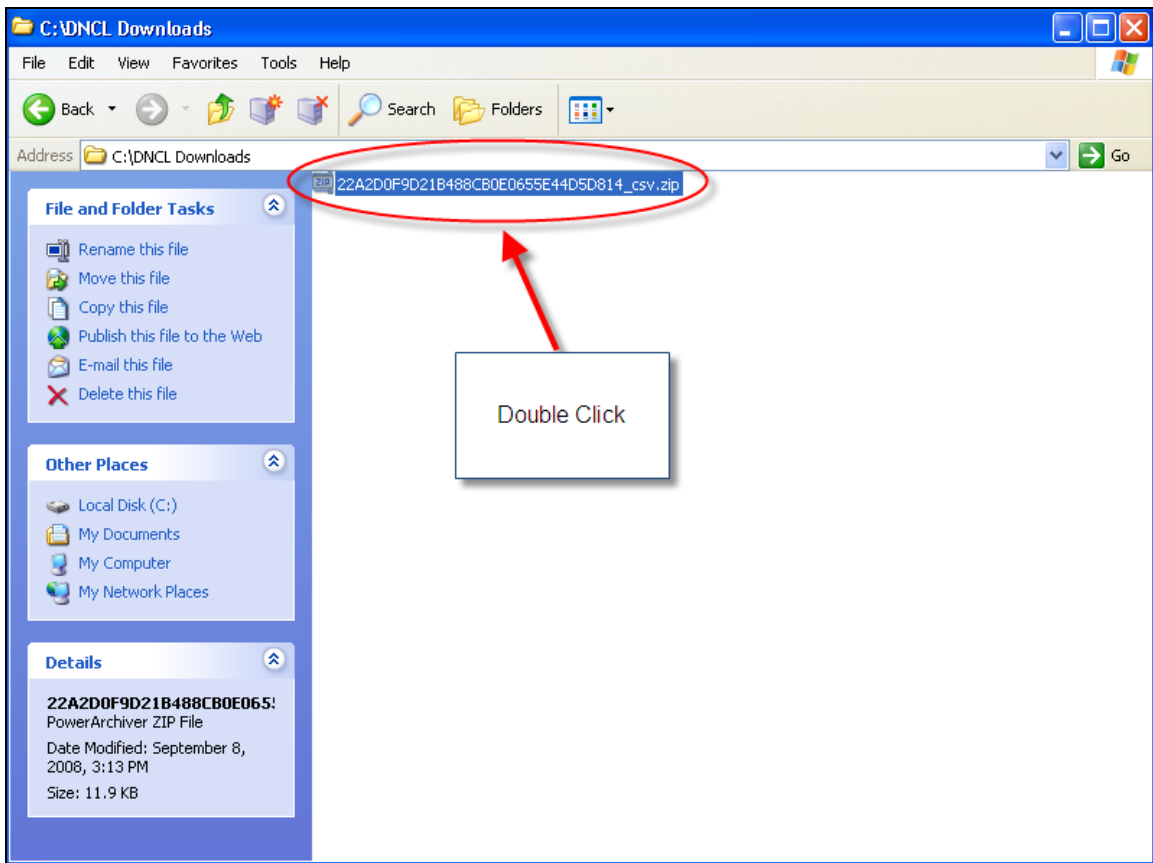

Figure 28
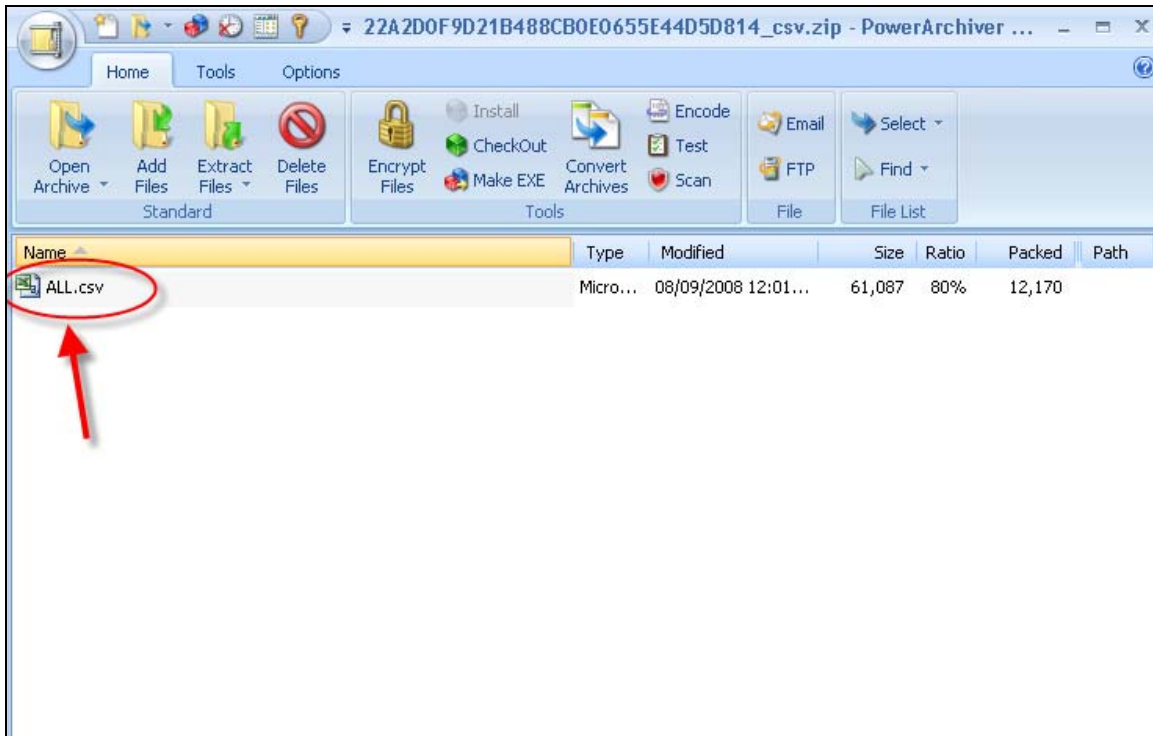
Figure 29

How to Open the National Do Not Call List file

Once you have decompressed the National DNCL from the ZIP file and saved it to your computer you will need to open the file to view its contents. The following instructions on how to open the National DNCL are provided for informational purposes only. Different versions of software or different operating systems may change or invalidate some of the instructions provided. The following instructions assume Microsoft XP as the operating system.

Note: The Canadian Radio-television and Telecommunications Commission (CRTC) and the National DNCL Operator do not endorse any Web sites, vendors or software products. These examples are provided simply for your convenience.

Opening a CSV subscription file with Microsoft Notepad

1.	Hold down the Shift key and right click with the mouse on the CSV file (Figure 30).

Figure 30

2.   Choose "Open With" (Figure 31).

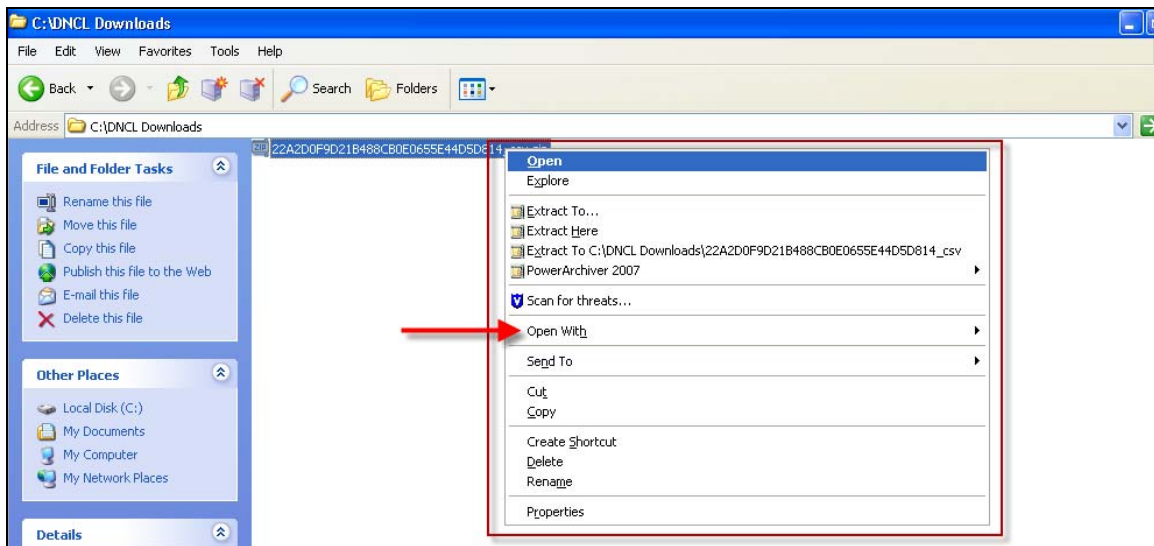3.   Select "Choose Program".
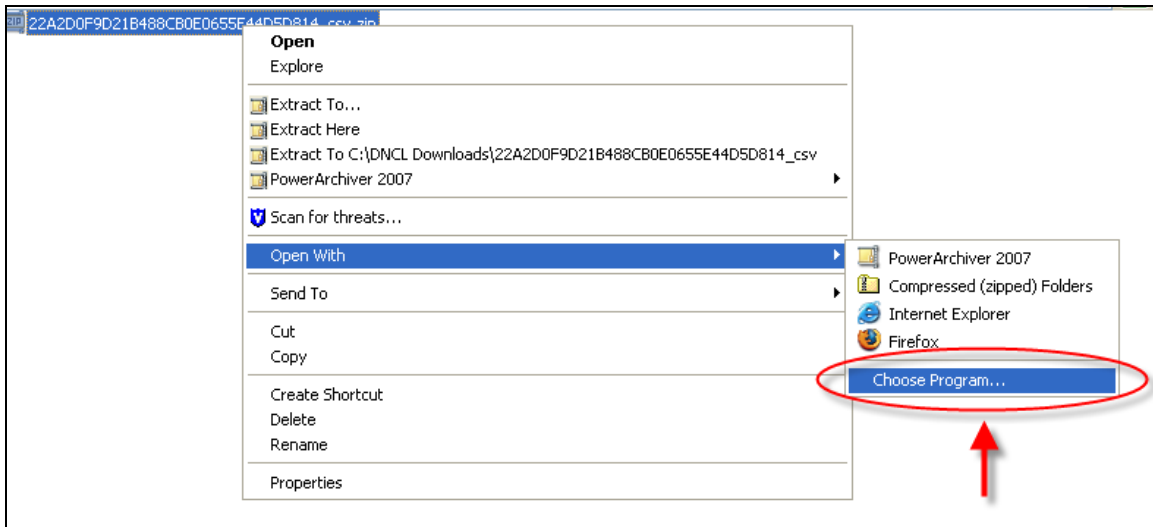

Figure 31

4.   Scroll down the list.

5.   Select "Notepad" (Figure 32).

6.   Uncheck the box that reads "Always use the selected program to open this kind of file" – unless you want to default the opening of CSV files to Notepad.

7.   Click "OK".

8.   The CSV file will now open up and your selected subscription to the National DNCL will be available for use (Figure 33).
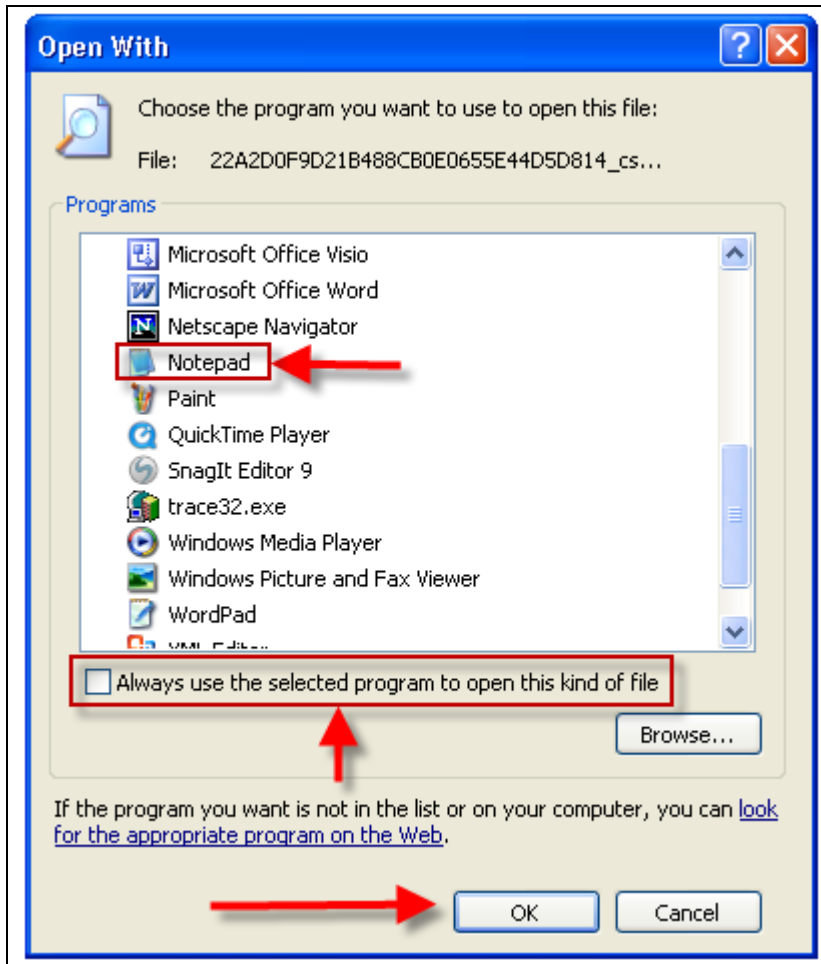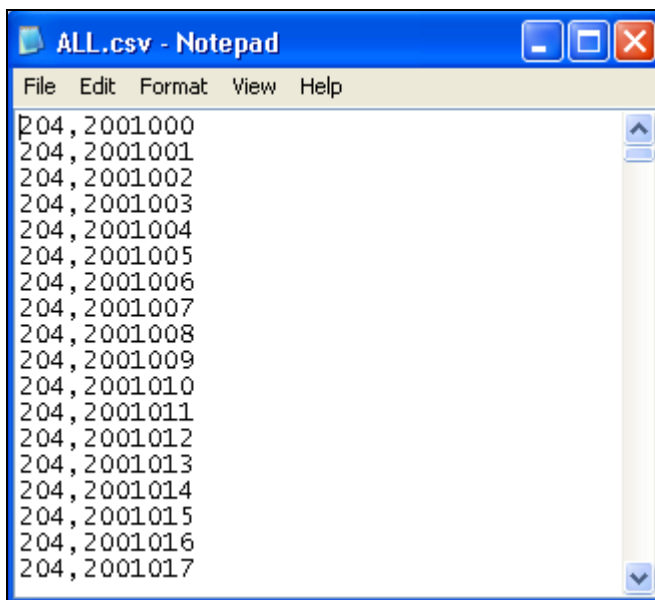
Figure 32

Figure 33

Opening a CSV subscription file with Microsoft Word

1. Hold down the Shift key and right click with the mouse on the CSV file (Figure 34).
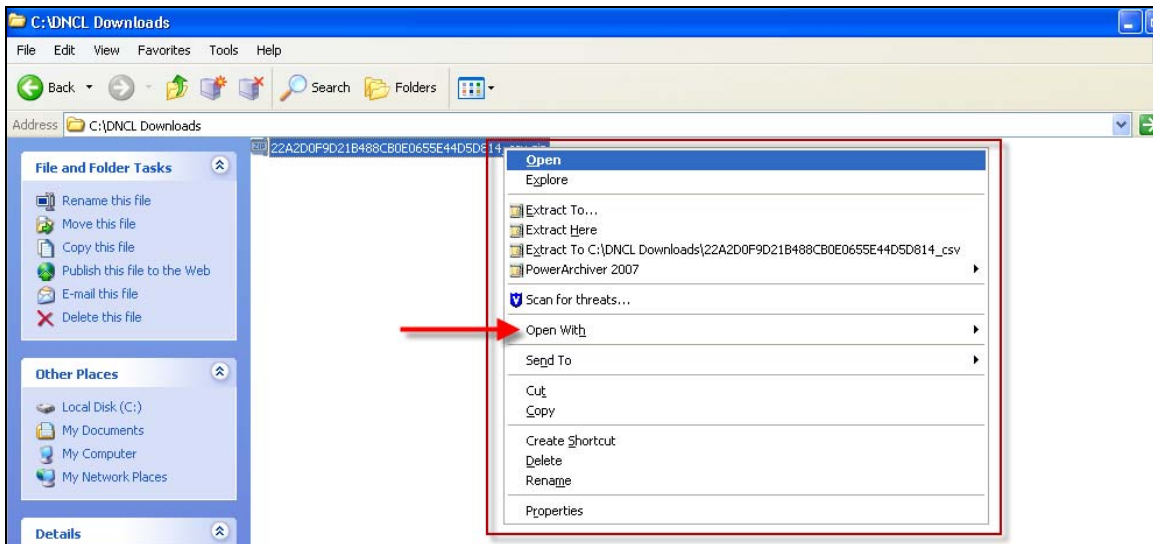
2. Choose "Open With".
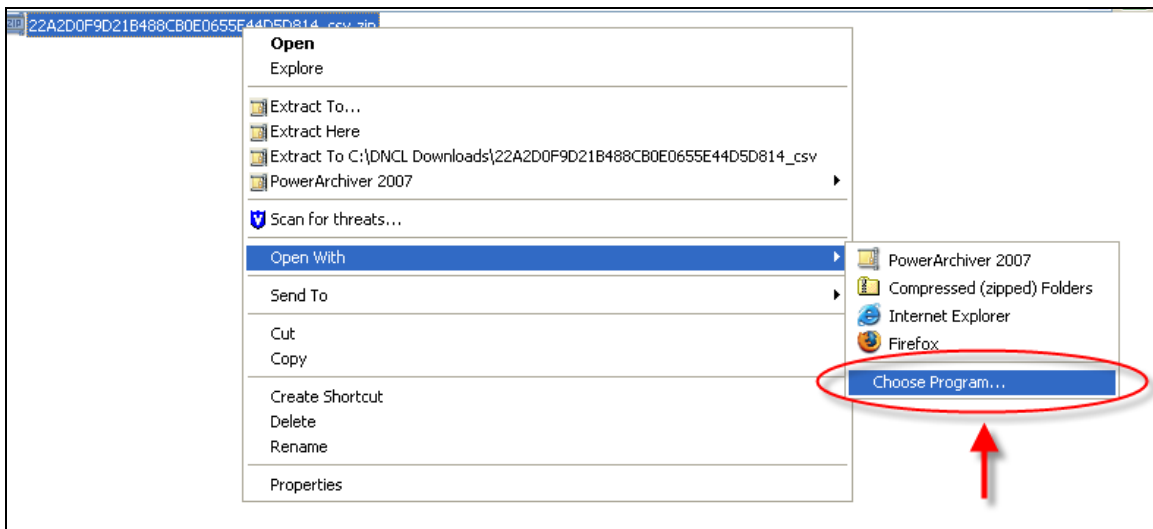

Figure 34

3. Select "Choose Program" (Figure 35).

Figure 35

4. Scroll down the list.

5. Select "Word" (Figure 36).

6. Uncheck the box that reads "Always use the selected program to open this kind of file" – unless you want to default the opening of CSV files to Word.
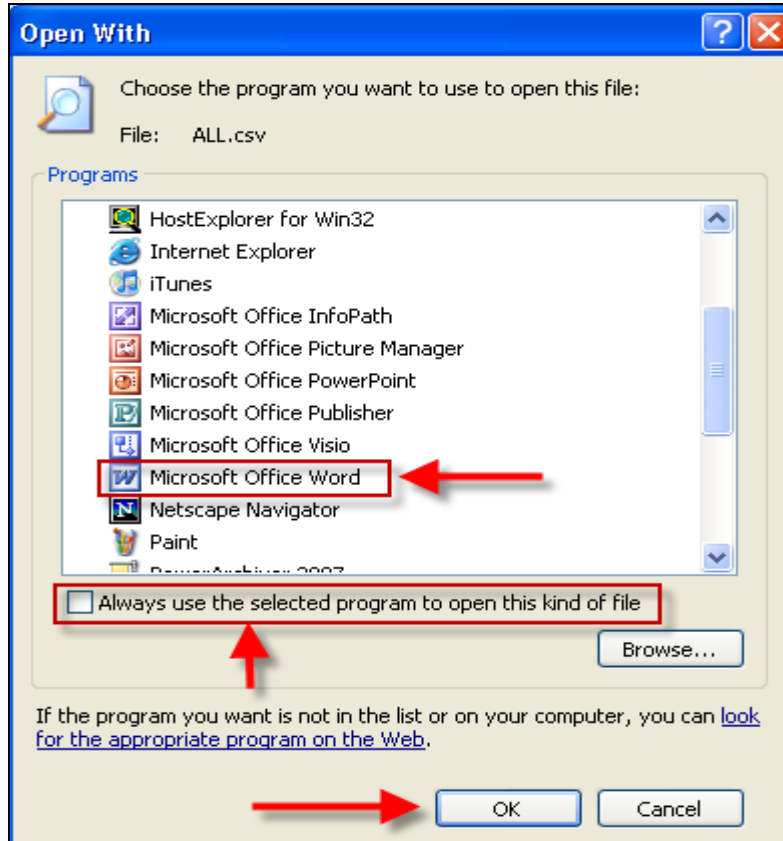
7. Click "OK".

Figure 36

8. The CSV file will now open up and your selected subscription to the National DNCL will be available for use (Figure 37).
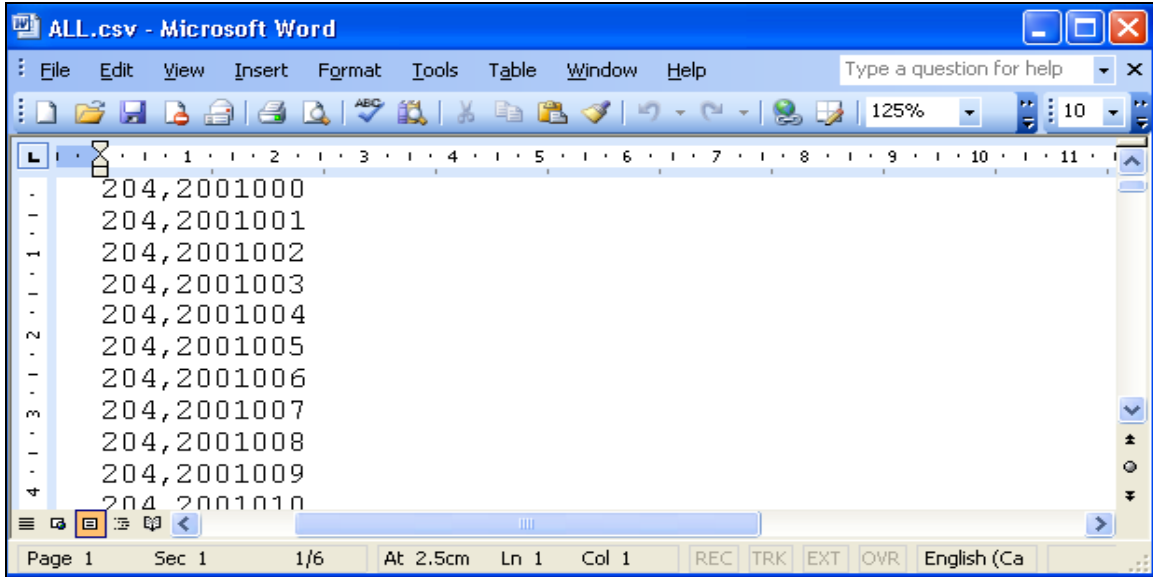
Figure 37

Opening an XML subscription file with Microsoft XML Editor

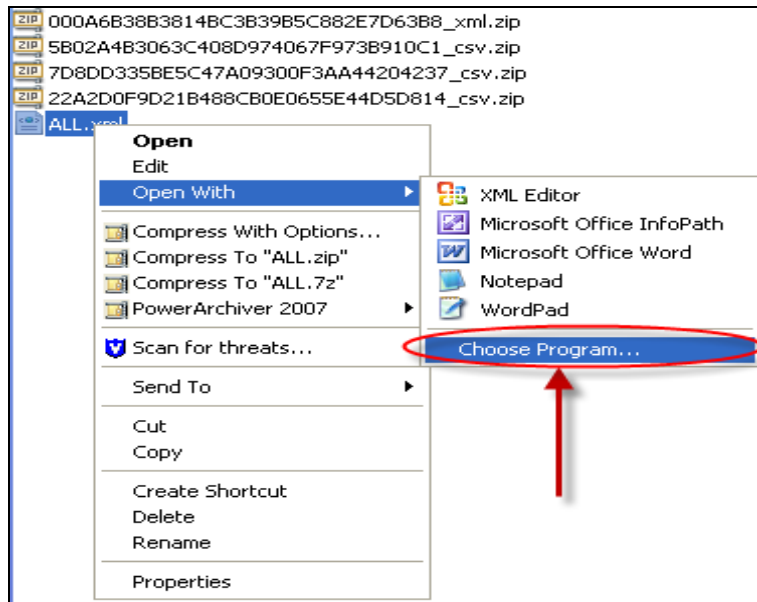1. Hold down the Shift key and right click with the mouse on the XML file (Figure 38).

Figure 38

2. Choose "Open With" (Figure 39).

3. Select "Choose Program".

4. Scroll down the list.

5. Select "XML Editor".

6. Uncheck the box that reads "Always use the selected program to open this kind of file" – unless you want to default the opening of XML files to XML Editor.

7. Click "OK".

8. The XML file will now open up in XML Editor and your selected subscription to the National DNCL will be available for use (Figure 40).
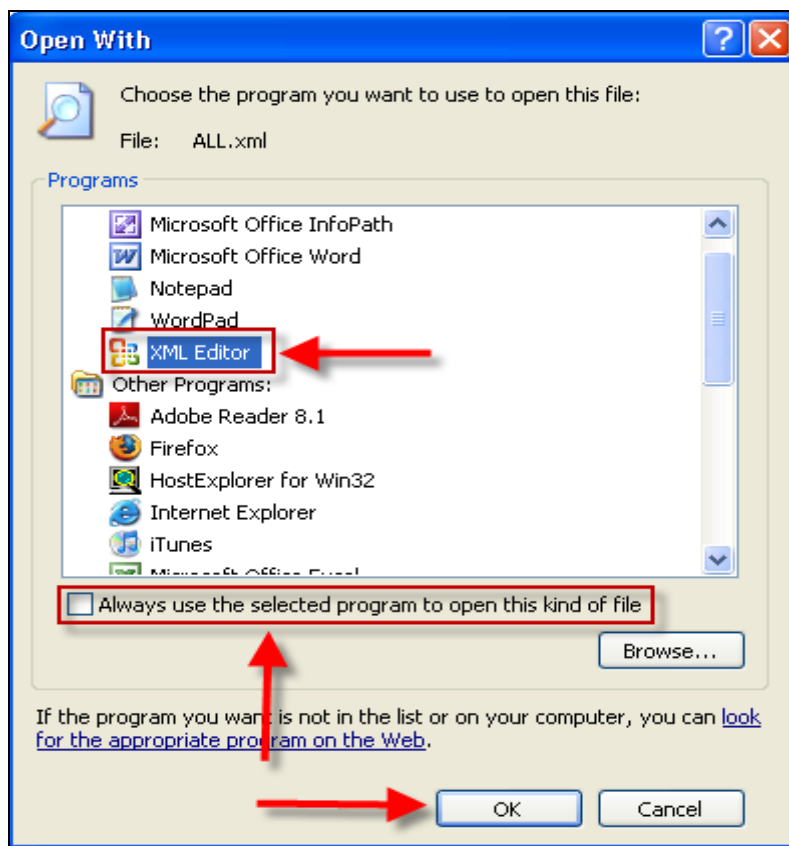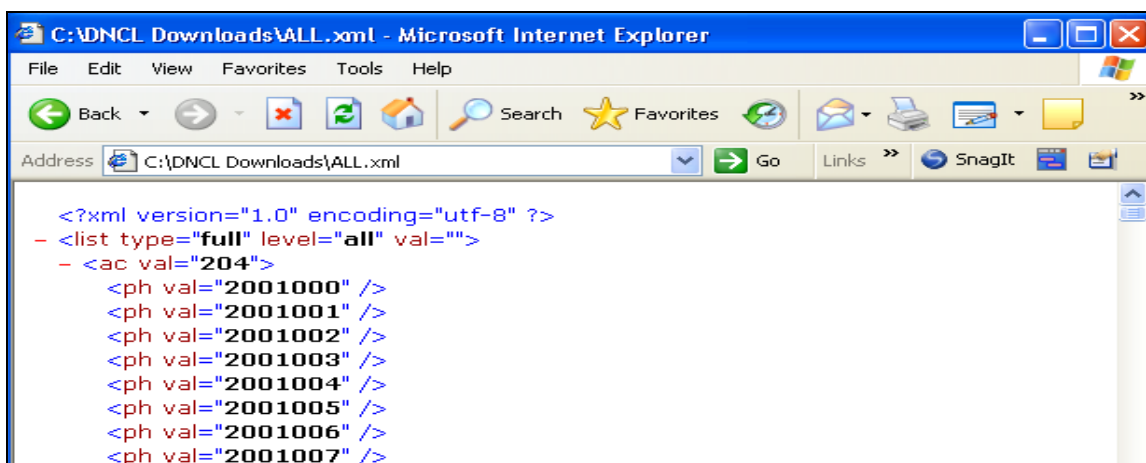

Figure 39

Figure 40