

## 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.

The screenshot shows the National Do Not Call List website interface. At the top, there are logos for the Canadian Radio-television and Telecommunications Commission (CRTC) and the Canada wordmark. The main header features a red maple leaf and the text "National Do Not Call List" with the URL "www.lnnte-dncl.gc.ca". Below the header is a navigation bar with links for "Français", "Home", "Contact Us", "Help", "Search", and "canada.gc.ca". A breadcrumb trail reads "Home > Telemarketer > My Account > Account Home". On the left, a "My Account" menu lists several options: "Purchase Subscriptions", "Access Subscriptions", "Manage Account", "Account History", "Technical Assistance", "Frequently Asked Questions", and "Sign Out". The "Purchase Subscriptions" and "Access Subscriptions" items are circled in red. The main content area, titled "Account Home", contains a welcome message: "Thank you for registering with the National DNCL Operator. We invite you to familiarize yourself and your organization with the National DNCL website and its functions." Below this, it says "Welcome" and "Your date of last access was September 20, 2008". At the bottom of the page, there is a footer with "Date Modified: 2008-07-07", a "Top of Page" link, and an "Important Notices" link.

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.

The screenshot shows the website interface for the National Do Not Call List. At the top, there are logos for the Canadian Radio-television and Telecommunications Commission and the Conseil de la radiodiffusion et des télécommunications canadiennes, along with the Canada wordmark. The main header features a red maple leaf and the text "National Do Not Call List" with the URL "www.innate-dncl.gc.ca". Below the header is a navigation bar with links for "Français", "Home", "Contact Us", "Help", "Search", and "canada.gc.ca". The breadcrumb trail reads "Home > Telemarketer > My Account > Purchase Subscriptions". On the left, a "My Account" menu lists several options, with "Purchase Subscriptions" circled in red. The main content area is titled "Purchase Subscriptions" and contains the following text: "As a registered National Do Not Call List (DNCL) account holder you can purchase access to the contents of the National DNCL. Select the type of access you wish to purchase: [Download Subscription](#) allows you to pre-define a specific geographic territory or area code in Canada and subscription duration (1, 3, 6 12 months) and to be able to download the contents of the National DNCL for your subscription. [Query Subscription](#) allows you the option to query up to 100 numbers within a single session." The footer includes "Date Modified: 2008-07-07", a "Top of Page" link, and "Important Notices".

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.

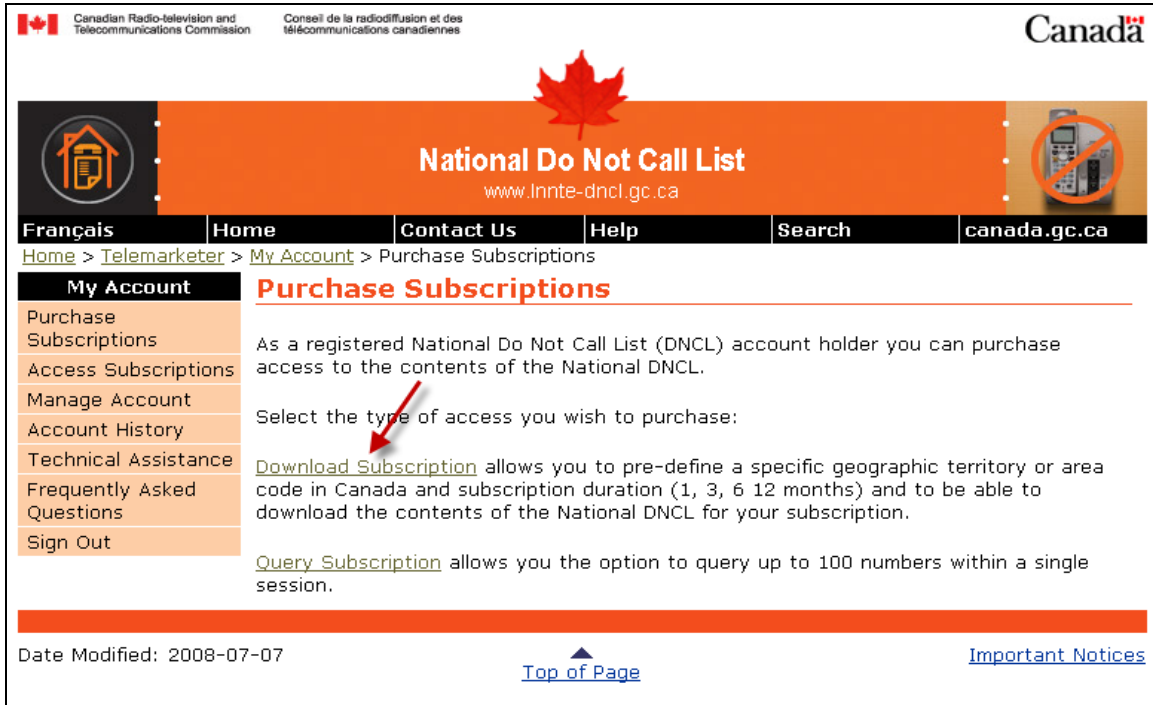


Figure 3

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

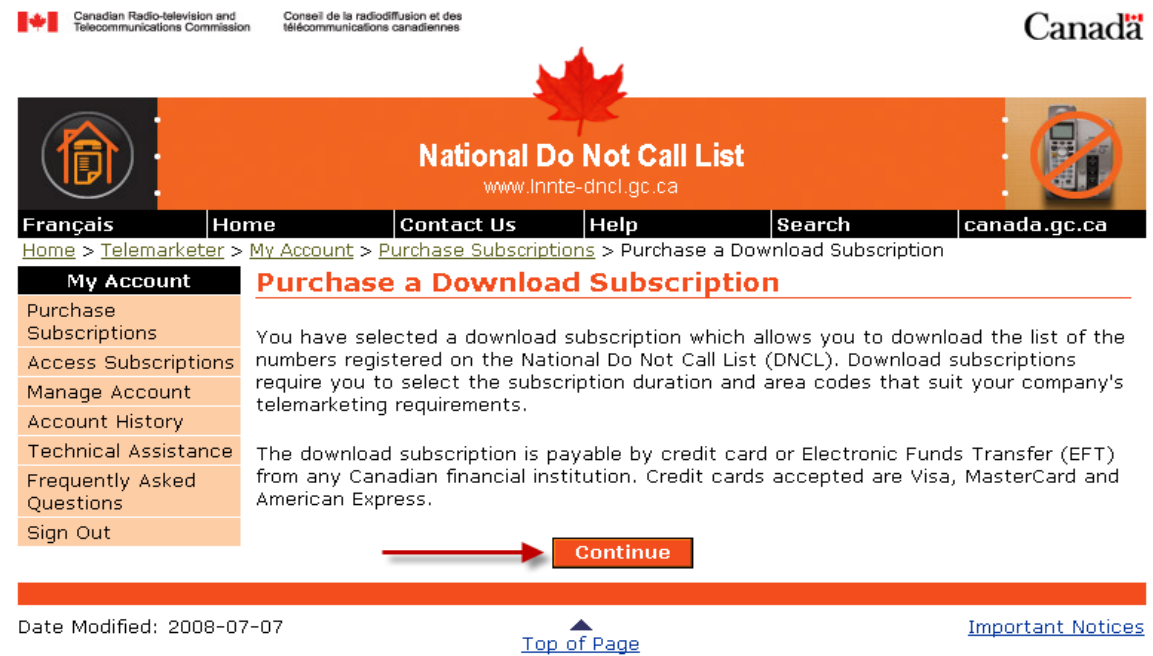


Figure 4

## How to use the National Do Not Call List

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.

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.lnnte-dncl.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - Terms and Conditions

#### Terms and Conditions

**Key Definitions:**

"Telemarketer" means a person or organization that conducts telemarketing either on its own behalf or on behalf of one or more other persons or organizations; and

"Client of a Telemarketer" means a person or organization that has engaged a telemarketer to conduct telemarketing on its behalf.

**Who is required to subscribe to the National DNCL?**

- Clients of Telemarketers or Telemarketers who make unsolicited telemarketing calls on their own behalf, and whose calls are not [exempt](#) under National DNCL Rules;
- Clients of Telemarketers on whose behalf unsolicited telemarketing calls are made and whose calls are not [exempt](#) under National DNCL Rules;
- Organizations providing services to the telemarketing industry, such as scrubbing, requiring their own access to the National DNCL; and
- Any person or organization who wishes to subscribe to the National DNCL.

All Subscribers, further to the [National DNCL Rules](#), Part II Section 10, "shall not sell, rent, lease, publish or otherwise disclose, whether, for consideration or not, the National DNCL or any portion thereof to any person outside of its organization, including any affiliate."

.....

20. **Survival:** The following Sections shall survive termination: Sections 3, 7, 9, 11, 13, 14, 15, 19 and this Section 20.

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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".

# How to use the National Do Not Call List

  
**National Do Not Call List**  
www.lnnte-dncl.gc.ca

FrançaisHomeContact UsHelpSearchcanada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - Select Options

**My Account** | **Select Options**

Purchase Subscriptions | This page allows you to select your subscription options. Based on your selections, the following pricing table will determine what charges will apply.

Subscription option – download by area code				
Number of area codes	Annual	6-month	3-month	1-month
All area codes	\$11,280	\$5,640	\$2,970	\$1,125
By individual area code	\$615	\$310	\$155	\$55

- Select the duration for your subscription.  
\*Number of Months:  (arrow points to dropdown)
- Provide an optional description for your subscription.  
Description:  (arrow points to input field)
- Select the appropriate Canadian area codes for your subscription. You may choose all of Canada, or any combination of individual area codes.

All Canadian Area Codes

---

Select by Area Code...

**Alberta**  403  587  780

**British Columbia**  250  604  778

**Canada (Special Use)**  500  600

**Manitoba**  204

**New Brunswick**  506

**Newfoundland and Labrador**  709

**Nova Scotia, Prince Edward Island**  902 (arrow points to this section)

**Ontario**  226  289  416  519  613  
 647  705  807  905

**Quebec**  418  438  450  514  581  
 819

**Saskatchewan**  306

**Yukon, Northwest Territories, Nunavut**  867

**Important Notices:**

- Nova Scotia and Prince Edward Island share the same area code. Selecting either province will generate a file that contains numbers for both provinces. If you select both provinces you will only be charged for one area code.
- Special use numbers are not geographically based, and can exist anywhere in Canada.

Figure 6

## How to use the National Do Not Call List

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.

The screenshot shows the 'National Do Not Call List' website interface. At the top, there are logos for the Canadian Radio-television and Telecommunications Commission and the Canada wordmark. The main header features a red maple leaf and the text 'National Do Not Call List' with the URL 'www.lnnte-dncl.gc.ca'. Below the header is a navigation menu with links for 'Français', 'Home', 'Contact Us', 'Help', 'Search', and 'canada.gc.ca'. A breadcrumb trail indicates the current path: 'Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - > Download Contact'. On the left, a 'My Account' sidebar lists various options like 'Purchase Subscriptions', 'Access Subscriptions', 'Manage Account', etc. The main content area is titled 'Download Contact' and contains instructions and a form. The form is divided into four sections: 'Name and Title', 'Mailing Address', 'Telecom Address', and 'Preferences'. The 'Mailing Address' section is highlighted with a red border and a red arrow points to it. The form includes fields for salutation, given name, surname, title, address lines, city, province, postal code, country, and e-mail address. There are also 'Continue' and 'Cancel' buttons at the bottom of the form. The footer contains the date 'Date Modified: 2008-07-07', a 'Top of Page' link, and an 'Important Notices' link.

**Download Contact**

Use this page to identify your organization's download contact. This is a mandatory step for a download subscription.

The download contact is the individual responsible for downloads on behalf of the organization and as such will receive any information and alerts issued by the National Do Not Call List (DNCL) operator pertaining to downloads. As a default, the download contact is the primary account manager contact unless you begin filling out the information below. **Note:** (\*) indicates required information.

**Name and Title**

Salutation: Select

\* Given Name:

\* Surname:

Title:

**Mailing Address**

Please use the business address listed on file.

\* Address Line 1:

Address Line 2:

Address Line 3:

\* City / Municipality:

\* Province:  (Mandatory if in Canada)

Select

\* Postal Code:  (Mandatory if in Canada)

\* Country: Select

Additional Address Information:

(For use by account manager contacts with addresses outside of Canada. For example: New York, 14201)

**Telecom Address**

\* Business Phone:  Extension:

Business Fax:

\* E-mail Address:

**Preferences**

Language: Select

[Continue](#) [Cancel](#)

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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”.

# How to use the National Do Not Call List

**National Do Not Call List**  
www.lnnte-dncl.gc.ca

[Français](#) | [Home](#) | [Contact Us](#) | [Help](#) | [Search](#) | [canada.gc.ca](#)

[Home](#) > [Telemarketer](#) > [My Account](#) > [Purchase Subscriptions](#) > Purchase a Download Subscription - Confirm Purchase

**My Account**

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

**Confirm Purchase**

Please review and confirm the subscription details before proceeding to provide payment details. Your payment information will be shared with the payment provider. Once you click confirm you cannot make changes to this subscription.

**National Do Not Call List**  
www.lnnte-dncl.gc.ca

**Subscription Owner:** MNEHALL  
**Download Contact:** Mr. Test Test (test@test.com)

**Number of Months:** 1 [Change Subscription Options](#)  
**Description:**  
**Area Codes:** 902, 506, 647, 500, 613, 705, 403, 250, 709, 807, 819, 418, 780, 289, 600, 416, 778, 587, 514, 867, 519, 204, 450, 604, 581, 226, 438, 905, 306

<b>Subtotal:</b>	\$1,125.00
<b>GST:</b>	\$56.25
<b>TOTAL:</b>	\$1,181.25

**Select payment method**

\*Payment Method:

[Confirm](#) [Cancel](#)

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 8

- 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.

## How to use the National Do Not Call List

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innate-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > Purchase Access > Secure Credit Card Payment

#### My Account

- Purchase
- Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

### Secure Credit Card Payment

National DNCL  
www.innate-dncl.gc.ca

Total Amount(CDN): \$57.75

\*Credit Card Type:

\*Credit Card Number:

\*Expiry Date (MMYY):

Please verify your credit card information. Your credit card will be charged after clicking Complete Payment

This site utilizes 128-bit SSL Encryption

Date Modified: 2008-08-13 [Top of Page](#) [Important Notices](#)

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.



# How to use the National Do Not Call List

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

## National Do Not Call List

www.lnnte-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - Electronic Funds Transfer

### Electronic Funds Transfer

#### Pre-authorized Debit (PAD) Agreement

**YOU THE PAYOR ACKNOWLEDGE HAVING RECEIVED NOTIFICATION OF THE AMOUNT OF THE PRE-AUTHORIZED DEBIT AND AGREED THAT YOU DO NOT REQUIRE ANY FURTHER NOTIFICATION BEFORE THE DEBIT IS PROCESSED.**

These services are for business use.

You the Payor authorize the National DNCL Operator to debit the bank account you have identified as part of the order process by the amount approved by you as part of the same order process.

Please note that this PAD Agreement grants the National DNCL Operator the right to debit your account automatically only on a per transaction basis. Therefore, in order to complete the contemplated transaction your account will be debited within three (3) days following receipt of your authorization by the National DNCL Operator. As such, you as the Payor shall only be entitled to withdraw the authorization granted herein with respect to contemplated transaction within the three (3) day period during which the National DNCL Operator process your authorization in order to debit your account.

You may revoke this PAD Agreement at any time, upon ten (10) days notice to the National DNCL Operator. To obtain a sample cancellation form, or for more information on your right to cancel this PAD Agreement, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

You have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).

You may address all your questions and concerns to:

National Do Not Call List Operator  
E-mail: [support@req.lnnte-dncl.gc.ca](mailto:support@req.lnnte-dncl.gc.ca)

**Accept** **Do Not Accept**

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 10

## How to use the National Do Not Call List

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innre-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - Electronic Funds Transfer Instructions

#### My Account

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

#### Electronic Funds Transfer Instructions

To complete your purchase, please contact the National DNCL Centre of Excellence at 877-636-2530. You will need to provide your account information, along with the following information:

The subscription access number is not valid until your payment is processed.

**Subscription Access Number:**

**Transaction ID:**

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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 use the National Do Not Call List

## How to purchase a Query Subscription

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

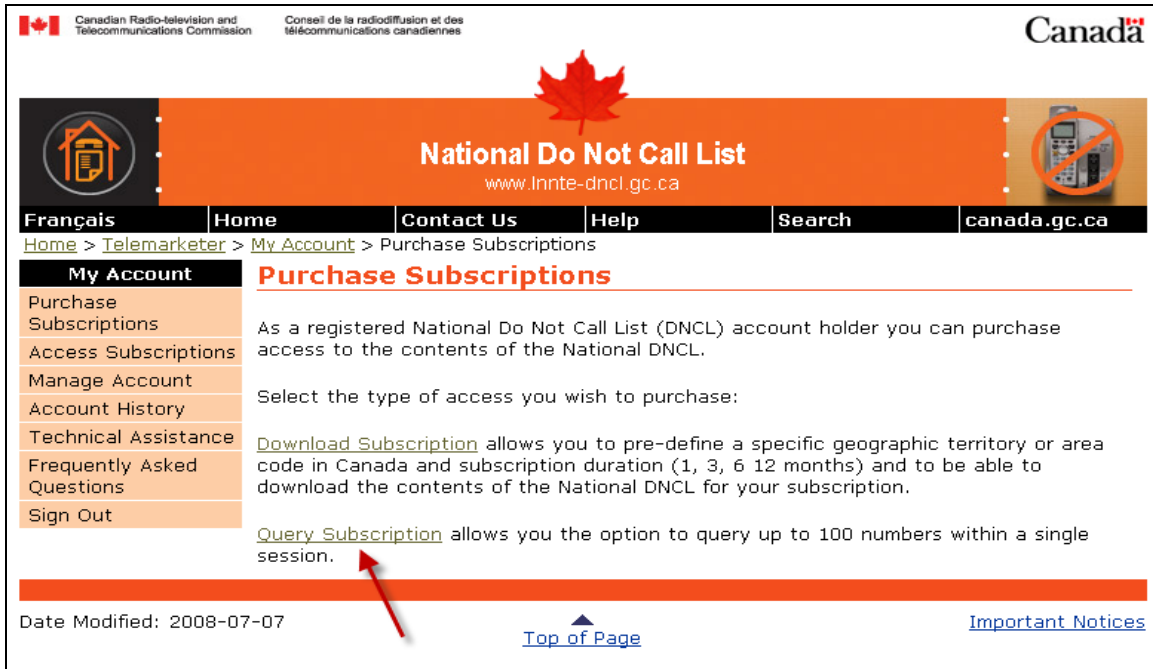


Figure 12

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

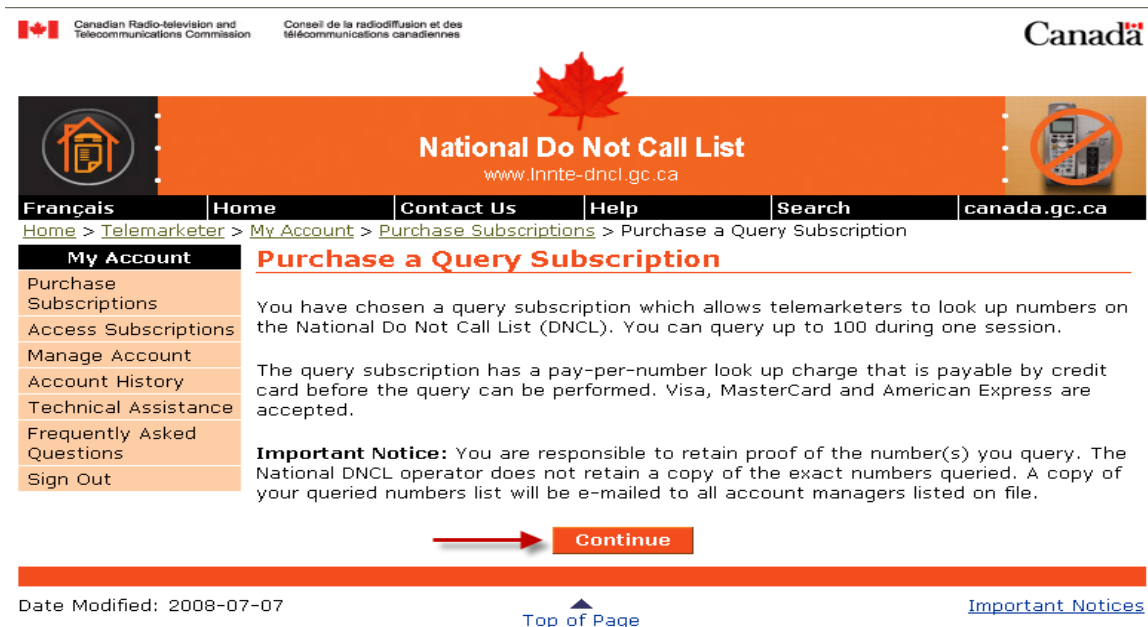


Figure 13

## How to use the National Do Not Call List

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.

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innntc-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Download Subscription - Terms and Conditions

#### My Account

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

#### Terms and Conditions

**Key Definitions:**

"Telemarketer" means a person or organization that conducts telemarketing either on its own behalf or on behalf of one or more other persons or organizations; and

"Client of a Telemarketer" means a person or organization that has engaged a telemarketer to conduct telemarketing on its behalf.

**Who is required to subscribe to the National DNCL?**

- Clients of Telemarketers or Telemarketers who make unsolicited telemarketing calls on their own behalf, and whose calls are not [exempt](#) under National DNCL Rules;
- Clients of Telemarketers on whose behalf unsolicited telemarketing calls are made and whose calls are not [exempt](#) under National DNCL Rules;
- Organizations providing services to the telemarketing industry, such as scrubbing, requiring their own access to the National DNCL; and
- Any person or organization who wishes to subscribe to the National DNCL.

All Subscribers, further to the [National DNCL Rules](#), Part II Section 10, "shall not sell, rent, lease, publish or otherwise disclose, whether, for consideration or not, the National DNCL or any portion thereof to any person outside of its organization, including any affiliate."

.....

20. **Survival:** The following Sections shall survive termination: Sections 3, 7, 9, 11, 13, 14, 15, 19 and this Section 20.

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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.

## How to use the National Do Not Call List

4. Click “Continue”.

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innre-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Query Subscription - Enter Numbers

#### My Account

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

#### Enter Numbers

This page allows you to query the National Do Not Call List (DNCL) on a per number basis. Based upon the quantity of numbers your query, the following pricing table will determine what charges will apply.

Subscription option – query by telephone number	
Telephone number query	Per query
Any area code (maximum 100 queries per query session)	\$0.50

Please list the number(s) you wish to check against the National DNCL. The query results will confirm whether or not the number(s) is registered on the National DNCL.

You may query up to 100 numbers.

**Step 1:** enter the full 10-digits of the number(s) you wish to query, one number per line. Alternatively you may use copy/paste to insert the numbers you wish to query.

**For Example:**  
XXX-XXX-XXXX  
YYY-YYY-YYYY  
ZZZ-ZZZ-ZZZZ

**Step 2:** click continue.

Continue Cancel

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 15

## How to use the National Do Not Call List

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”.

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innate-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Query Subscription - Confirm Purchase

#### My Account

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

## Confirm Purchase

Please review and confirm the number(s) you have entered are correct. Once you click Confirm you will be taken to the payment screen to enter your credit card information. Your payment information will be shared with the payment provider.

If the number(s) are incorrect, click Change Numbers to update the list of number(s) to be checked against the National Do Not Call List (DNCL).

**National Do Not Call List**  
www.innate-dncl.gc.ca

**Purchaser:** TEST ACCOUNT

**Numbers:** 4165551234 [Change Numbers](#)

**Subtotal:** \$0.50  
**GST:** \$0.03  
**TOTAL:** \$0.53

**Confirm** **Cancel**

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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.

## How to use the National Do Not Call List

The screenshot shows the National Do Not Call List website interface. At the top, there is a header with the Canadian Radio-television and Telecommunications Commission logo and the Canada wordmark. Below the header is a navigation bar with links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. The main content area is titled "National Do Not Call List" and "Secure Credit Card Payment". A sidebar on the left lists "My Account" options: Purchase, Subscriptions, Access Subscriptions, Manage Account, Account History, Technical Assistance, Frequently Asked Questions, and Sign Out. The main form displays "Total Amount(CDN): \$0.53" and includes fields for "Credit Card Type" (set to Visa), "Credit Card Number", and "Expiry Date (MMYY)". A red box highlights these fields, with a red arrow pointing to the "Credit Card Number" field. Below the form is a warning box: "Please verify your credit card information. Your credit card will be charged after clicking Complete Payment". At the bottom of the form are "Complete Payment" and "Cancel" buttons, with a red arrow pointing to the "Complete Payment" button. A security notice at the bottom states "This site utilizes 128-bit SSL Encryption". The footer contains "Date Modified: 2008-08-13", a "Top of Page" link, and "Important Notices" link.

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

# How to use the National Do Not Call List

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

## National Do Not Call List

www.lnnte-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Purchase Subscriptions > Purchase a Query Subscription - Results

**My Account** Results

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

**PLEASE PRINT AND RETAIN THIS PAGE FOR YOUR RECORDS**

In querying the National Do Not Call List (DNCL), you have agreed to ensure that your collections, uses and disclosures of this list are protected and safeguarded in accordance to the *Personal Information Protection and Electronic Documents Act* (Canada), as amended or supplemented from time to time, and any similar Canadian federal or provincial legislation now in force or that may in the future come into force governing the protection of personal information.

The results of your query are included below. You are responsible to retain proof of the number(s) you query. The National DNCL operator does not retain a copy of the exact numbers queried. A copy of your queried numbers list will be e-mailed to all account managers listed on file.

**National Do Not Call List**  
www.lnnte-dncl.gc.ca

**Purchase Date:** 08-Sep-2008 02:46:00 PM EST  
**Purchaser:** TEST ACCOUNT  
**Subscription Access Number:** 0757ACCC49

**Query Results**

**REGISTERED (MUST NOT CALL):**

**NOT REGISTERED (YOU MAY CALL):**  
416-555-1234

**Subtotal:** \$0.50  
**GST:** \$0.03  
**TOTAL:** \$0.53

**Transaction Date/Time:** 08-Sep-2008 02:46:00 PM EST  
**Merchant Name:** National DNCL Operator  
**Authorization Code:** 144640  
**Payment Method:** Mastercard (XXXX XXXX XXXX XX11)  
**Transaction ID:** 100745  
**GST Registration Number:** TBD: GST registration number goes here  
**Terminal ID:** EIGENMTS02  
**Receipt Reference Number:** 003001001914  
**ISO Response Code:** 00  
**Global Payments Response Code:** 001  
**Status:** A

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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".

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

**National Do Not Call List**  
www.lnnte-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Subscriptions

**My Account** Subscriptions

Purchase Subscriptions

**Access Subscriptions**

Manage Account

Account History

Technical Assistance

Frequently Asked Questions

Sign Out

This page lists all of the download subscription(s) assigned to your organization.

To download from the National Do Not Call List (DNCL), follow these steps:

1. Click on the subscription access number of the subscription you would like to access;  
You will be directed to the Subscriptions Details page.
2. From the subscription details page, select the file format.
3. Click Download List.

Subscription Access Number	Organization	Description	Expiry Date
<a href="#">14731F08D2</a>			19-Oct-2008

[Add subscription](#) [View expired subscriptions](#)

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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".

# How to use the National Do Not Call List

The screenshot shows the 'National Do Not Call List' website. The header includes the Canadian Radio-television and Telecommunications Commission logo and the Canada wordmark. The main navigation bar contains links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. The breadcrumb trail is Home > Telemarketer > My Account > Subscriptions > Add Existing Subscription. The left sidebar lists 'My Account' options: Purchase Subscriptions, Access Subscriptions, Manage Account, Account History, Technical Assistance, Frequently Asked Questions, and Sign Out. The main content area is titled 'Add Existing Subscription' and contains instructions: 'Use the add existing subscription if you have been granted access to a subscription by another organization and wish to add it to your list. Please provide the organization registration access number, subscription access number and download key.' It also states: 'The subscription will be added to your list of download subscriptions.' A note says: 'Note: when the subscription expires it will be automatically removed.' Below this is a form with three input fields: 'Registration Access Number:', 'Subscription Access Number:', and 'Download Key:'. A red box highlights these fields, with a red arrow pointing to the 'Add Subscription' button. The 'Cancel' button is also visible. At the bottom, it says 'Date Modified: 2008-07-07' and has links for 'Top of Page' and 'Important Notices'.

Figure 20

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

The screenshot shows the 'National Do Not Call List' website. The header includes the Canadian Radio-television and Telecommunications Commission logo and the Canada wordmark. The main navigation bar contains links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. The breadcrumb trail is Home > Telemarketer > My Account > Subscriptions. The left sidebar lists 'My Account' options: Purchase Subscriptions, Access Subscriptions, Manage Account, Account History, Technical Assistance, Frequently Asked Questions, and Sign Out. The main content area is titled 'Subscriptions' and contains instructions: 'This page lists all of the download subscription(s) assigned to your organization.' It also states: 'To download from the National Do Not Call List (DNCL), follow these steps: 1. Click on the subscription access number of the subscription you would like to access; You will be directed to the Subscriptions Details page. 2. From the subscription details page, select the file format. 3. Click Download List.' Below this is a table with the following data:

Subscription Access Number	Organization	Description	Expiry Date
<a href="#">14731F08D2</a>			19-Oct-2008
<a href="#">1877C0A069</a>			25-Oct-2008

At the bottom, it says 'Date Modified: 2008-07-07' and has links for 'Top of Page' and 'Important Notices'.

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](http://www.pkware.com/index.php) for PKZIP.
  - [www.winzip.com](http://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.

## How to use the National Do Not Call List

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

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

**National Do Not Call List**  
www.lnnte-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Account Home

**My Account** **Account Home**

- Purchase Subscriptions
- Access Subscriptions**
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

Thank you for registering with the National DNCL Operator. We invite you to familiarize yourself and your organization with the National DNCL website and its functions.

Welcome  
Your date of last access was September 20, 2008

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 22

## How to use the National Do Not Call List

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.

Canadian Radio-television and Telecommunications Commission / Conseil de la radiodiffusion et des télécommunications canadiennes

Canada

### National Do Not Call List

www.innre-dncl.gc.ca

Français Home Contact Us Help Search canada.gc.ca

Home > Telemarketer > My Account > Subscriptions

#### My Account

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

#### Subscriptions

This page lists all of the download subscription(s) assigned to your organization.

To download from the National Do Not Call List (DNCL), follow these steps:

1. Click on the subscription access number of the subscription you would like to access; You will be directed to the Subscriptions Details page.
2. From the subscription details page, select the file format.
3. Click Download List.

Subscription Access Number	Organization	Description	Expiry Date
0765A071F8	Test Test		08-Sep-2009

[Add subscription](#) [View expired subscriptions](#)

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 23

## How to use the National Do Not Call List

In downloading numbers from the National Do Not Call List (DNCL), you have agreed to ensure that your collections, uses and disclosures of this list are protected and safeguarded in accordance to the *Personal Information Protection and Electronic Documents Act* (Canada), as amended or supplemented from time to time, and any similar Canadian federal or provincial legislation now in force or that may in the future come into force governing the protection of personal information.

To download the National DNCL, please select the preferred file format and click Download List.

**\*Download File Format:**   
Select  
CSV - Comma-Separated Values  
XML - Extensible Markup Language

---

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

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.

**\*Download File Format**   
Download List

---

Date Modified: 2008-07-07 [Top of Page](#) [Important Notices](#)

Figure 25

## How to use the National Do Not Call List

The screenshot shows a web application interface with a navigation menu at the top containing links for Français, Home, Contact Us, Help, Search, and canada.gc.ca. Below the navigation is a breadcrumb trail: Home > Telemarketer > My Account > Subscriptions > Subscription Details. A sidebar on the left is titled "My Account" and lists options: Purchase, Subscriptions, Access Subscriptions, Manage Account, Account History, Technical Assistance, Frequently Asked Questions, and Sign Out. The main content area is titled "Subscription Details" and displays the following information: "Subscription Access Number:", "Download Key:" with a "(Regenerate)" link, "Description:", and "Subscription Owner: TEST ACCOUNT". A "File Download" dialog box is overlaid on the page, asking "Do you want to open or save this file?". The dialog shows a file named "22A2D0F9D21B488CB0E0655E44D5D814\_csv.zip" with a type of "PowerArchiver ZIP File, 11.9 KB". It has "Open", "Save", and "Cancel" buttons. A red arrow points to the "Save" button. Below the dialog, there is a checkbox for "Always ask before opening this type of file" which is checked. A warning icon and text are also present in the dialog. Below the dialog, there is a paragraph of text regarding the National Do Not Call List (DNCL) and a "Download List" button. At the bottom, there is a "Date Modified: 2008-07-07" and links for "Top of Page" and "Important Notices".

Subscription Details

Subscription Access Number:

Download Key: (Regenerate)

Description:

Subscription Owner: TEST ACCOUNT

File Download

Do you want to open or save this file?

Name: 22A2D0F9D21B488CB0E0655E44D5D814\_csv.zip  
Type: PowerArchiver ZIP File, 11.9 KB  
From:

Open Save Cancel

Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

In downloading numbers from the National Do Not Call List (DNCL), you have agreed to ensure that your collections, uses and disclosures of this list are protected and safeguarded in accordance to the *Personal Information Protection and Electronic Documents Act* (Canada), as amended or supplemented from time to time, and any similar Canadian federal or provincial legislation now in force or that may in the future come into force governing the protection of personal information.

To download the National DNCL, please select the preferred file format and click Download List.

\*Download File Format: CSV - Comma-Separated Values

Download List

Date Modified: 2008-07-07

[Top of Page](#) [Important Notices](#)

Figure 26

## How to use the National Do Not Call List

The screenshot displays a web interface with a navigation menu on the left and a main content area. The navigation menu includes: My Account (highlighted), Purchase Subscriptions, Access Subscriptions, Manage Account, Account History, Technical Assistance, Frequently Asked Questions, and Sign Out. The main content area is titled "Subscription Details" and contains the following information: Subscription Access Number, Download Key (with a "Regenerate" link), Description, Subscription Owner: TEST ACCOUNT, and Purchase Date: 08-Sep-2008 (with a "Proof of Purchase" link). A "File Download" dialog box is open, showing a "Save As" window. The "Save in" field is set to "DNCL Downloads". The "File name" field contains "D0F9D21B488CB0E0655E44D5D814\_csv.zip" and the "Save as type" is "PowerArchiver ZIP File". The "Save" button is highlighted with a red arrow. Below the dialog box, the "Download File Format" is set to "CSV - Comma-Separated Values". A red arrow also points to the "DNCL Downloads" folder in the "Save in" field. At the bottom of the page, there is a "Download List" button.

**My Account**

- Purchase Subscriptions
- Access Subscriptions
- Manage Account
- Account History
- Technical Assistance
- Frequently Asked Questions
- Sign Out

### Subscription Details

**Subscription Access Number:**

**Download Key:** [\(Regenerate\)](#)

**Description:**

**Subscription Owner:** TEST ACCOUNT

**Purchase Date:** 08-Sep-2008 [\(Proof of Purchase\)](#)

File Download

Save As

Save in: DNCL Downloads

My Recent Documents

Desktop

My Documents

My Computer

My Network

File name: D0F9D21B488CB0E0655E44D5D814\_csv.zip

Save as type: PowerArchiver ZIP File

Save

Cancel

\*Download File Format: CSV - Comma-Separated Values

[Download List](#)

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.

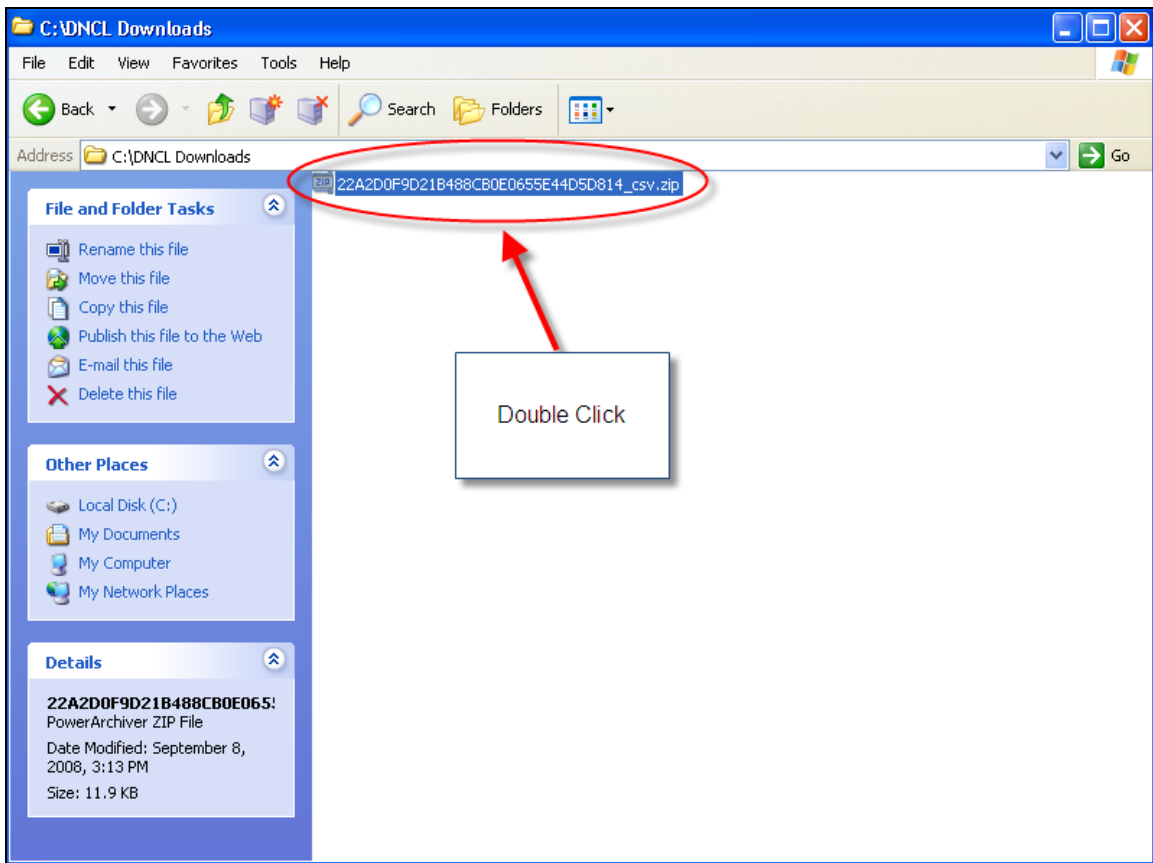


Figure 28

## How to use the National Do Not Call List

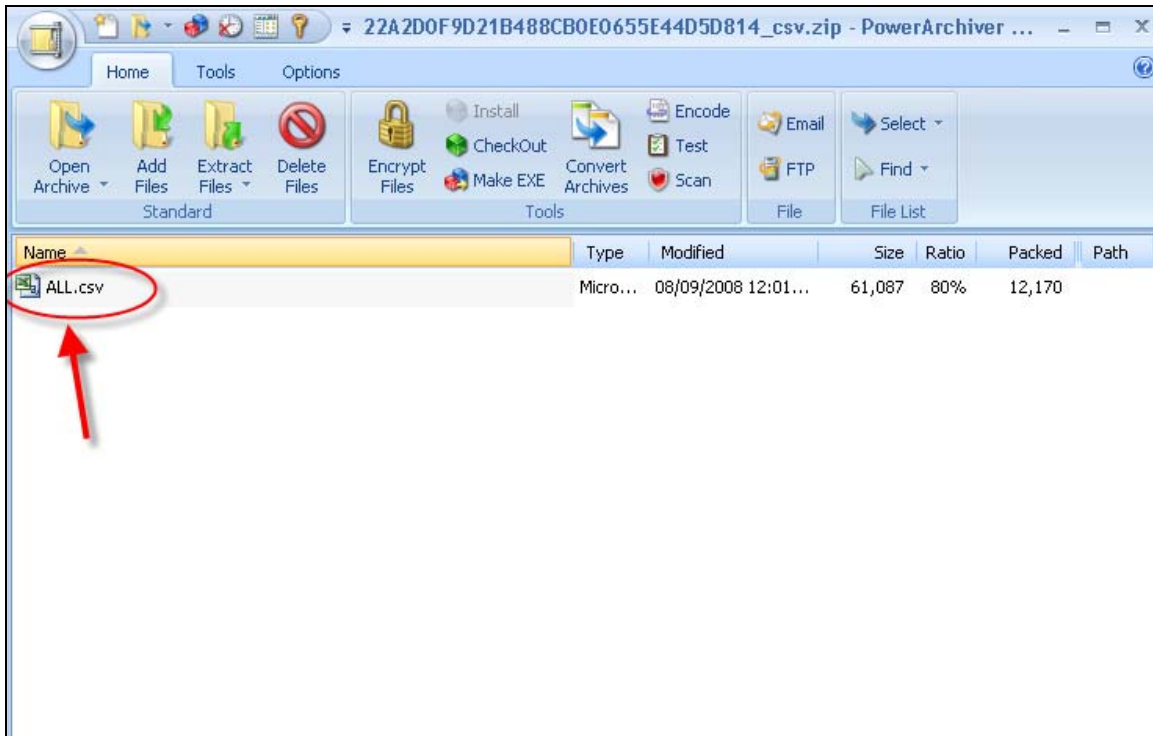


Figure 29

## 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).

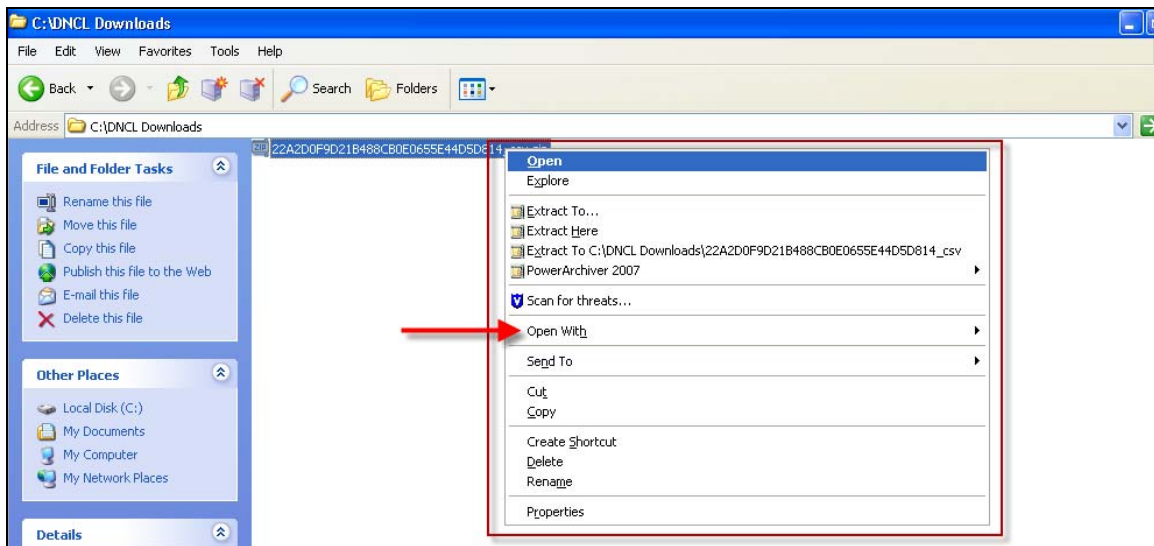


Figure 30

## How to use the National Do Not Call List

2. Choose “Open With” (Figure 31).
3. Select “Choose Program”.

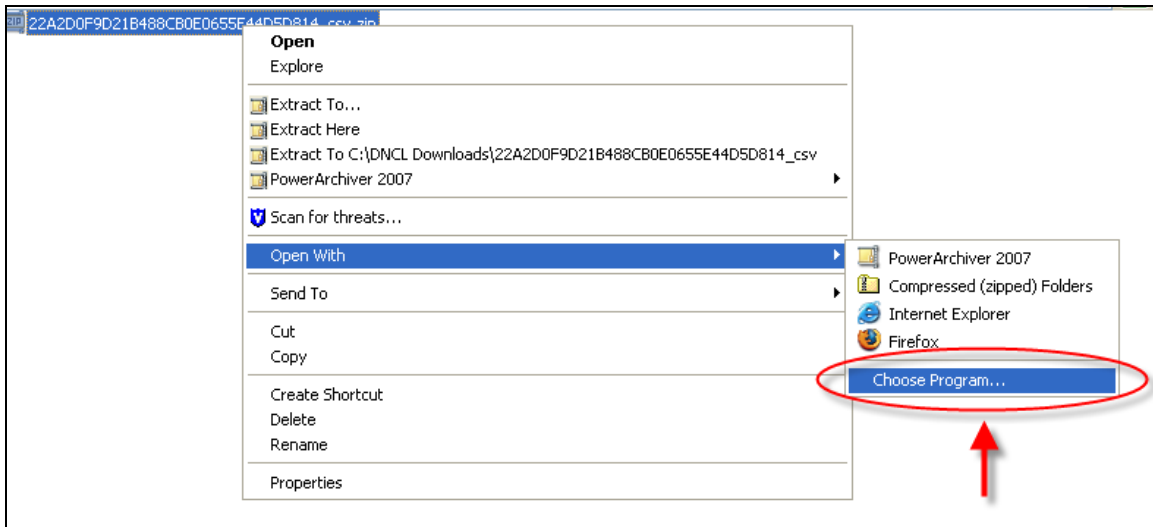


Figure 31

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).

## How to use the National Do Not Call List

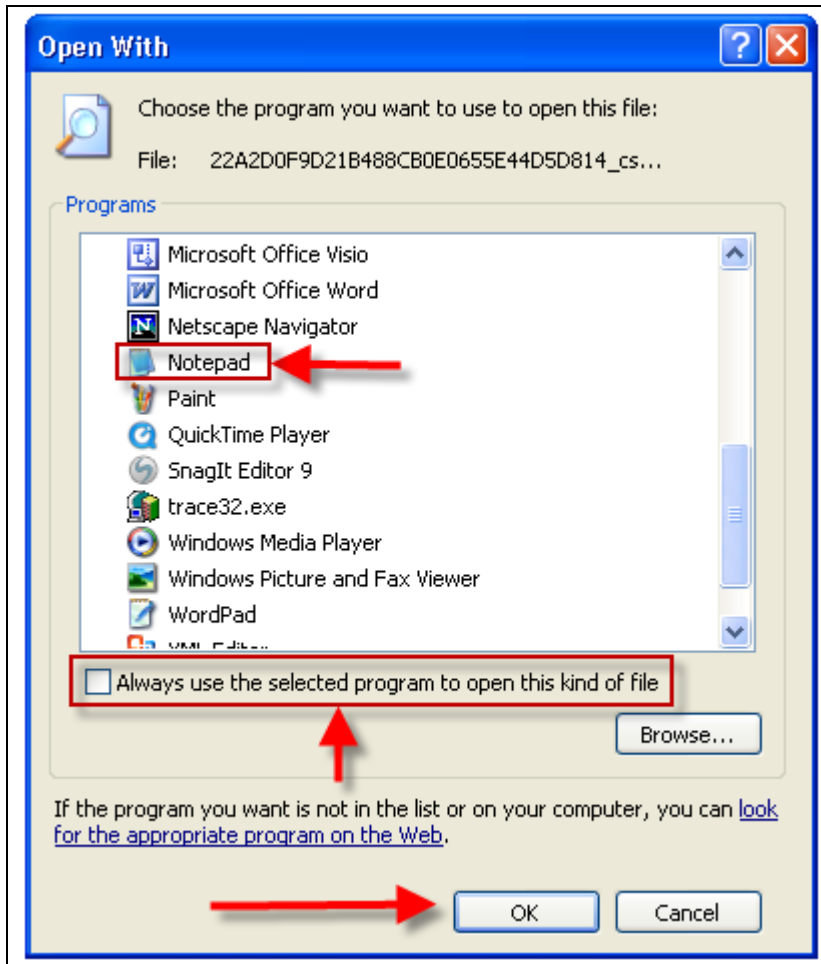


Figure 32

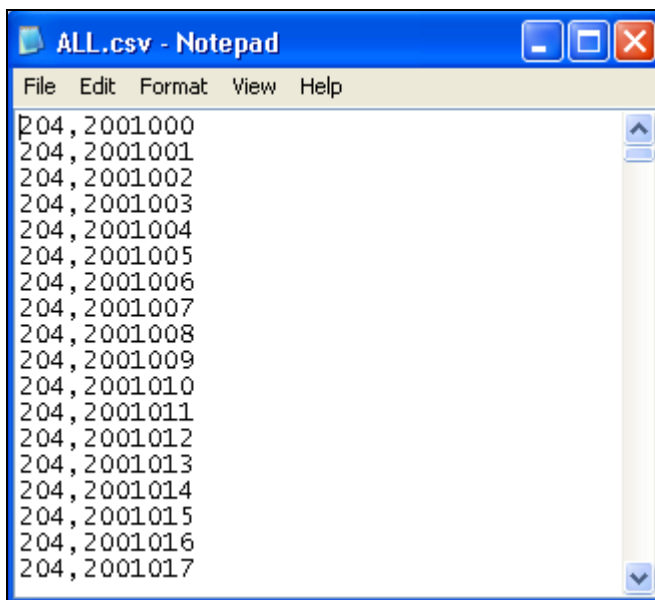


Figure 33

**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”.

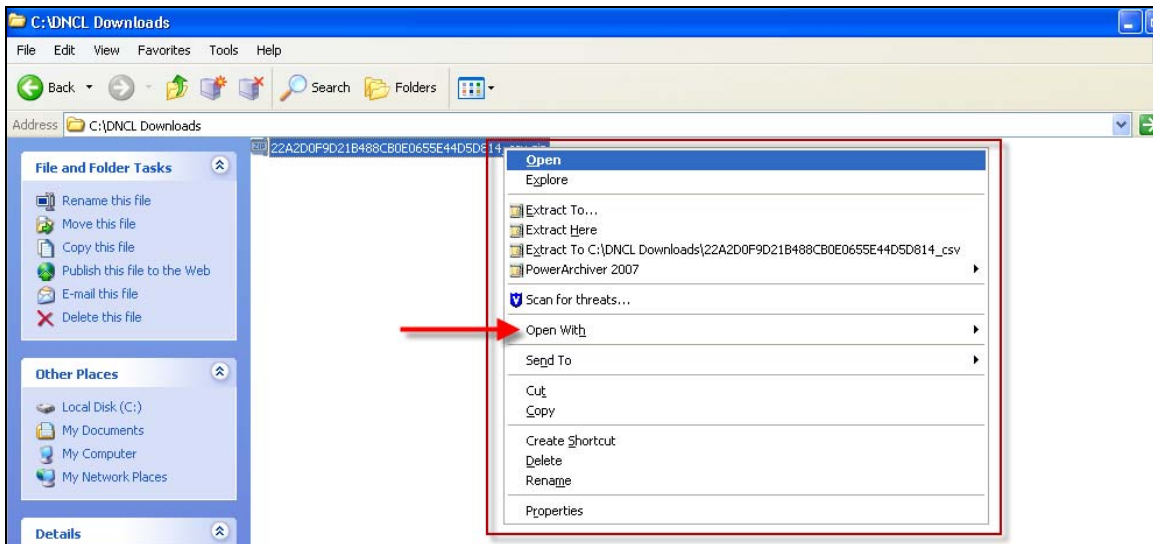


Figure 34

3. Select “Choose Program” (Figure 35).

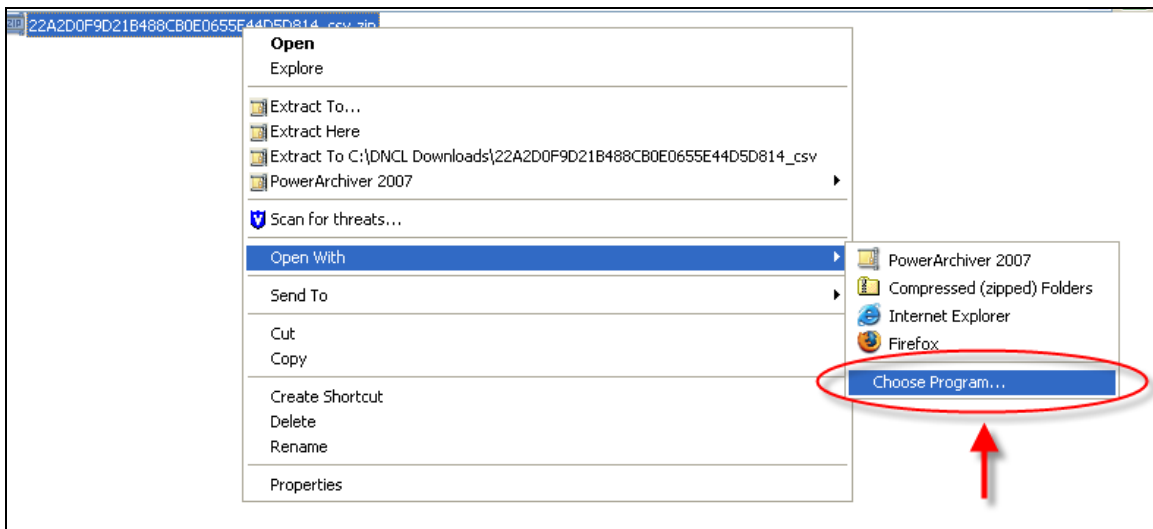


Figure 35

4. Scroll down the list.
5. Select “Word” (Figure 36).



## How to use the National Do Not Call List

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”.

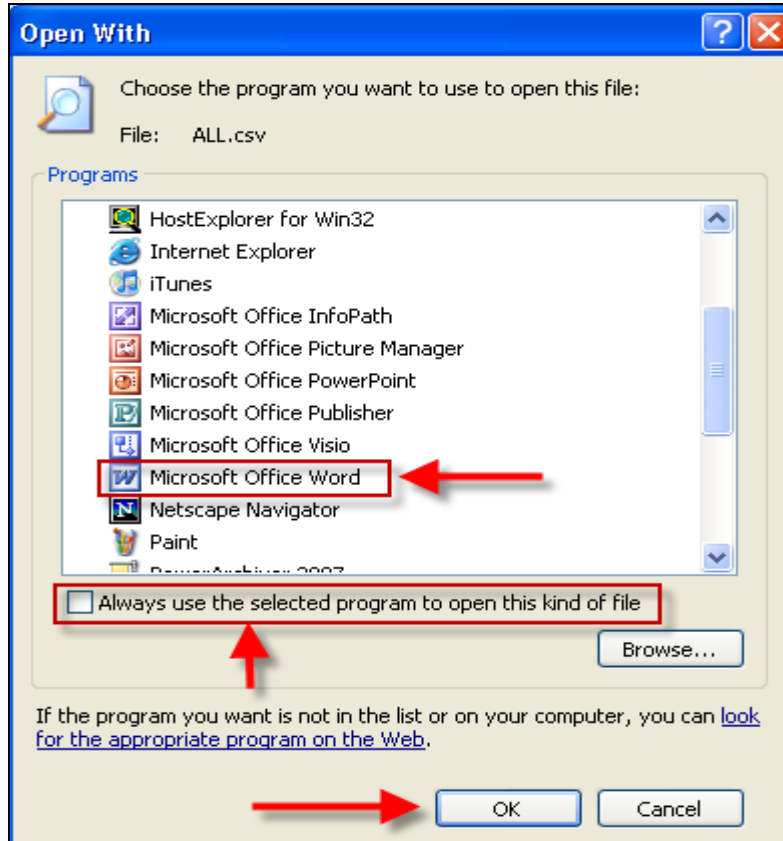


Figure 36

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

## How to use the National Do Not Call List

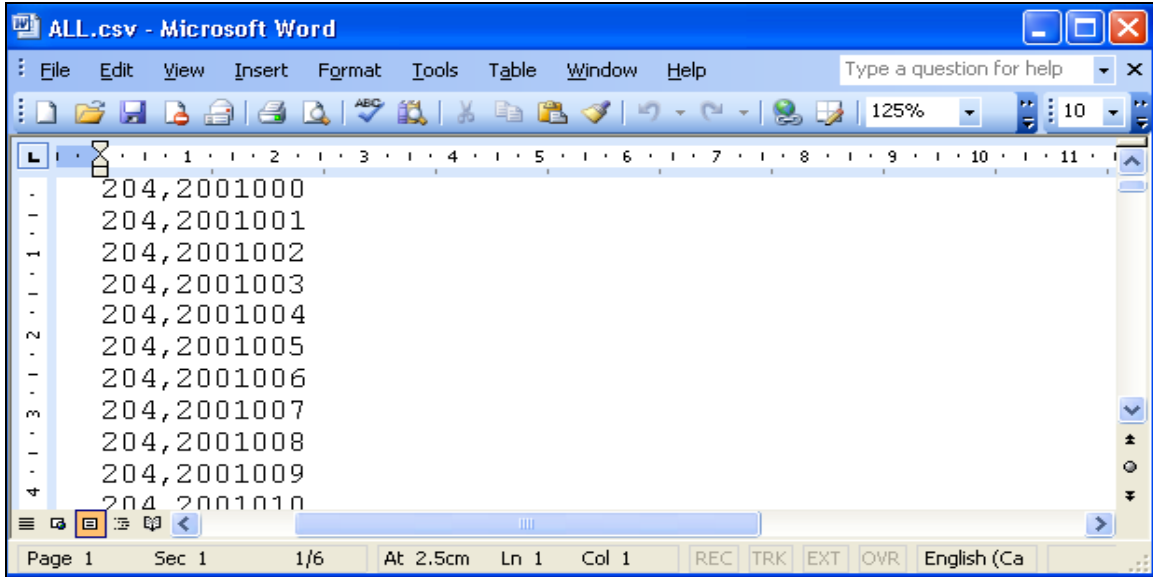


Figure 37

### 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).

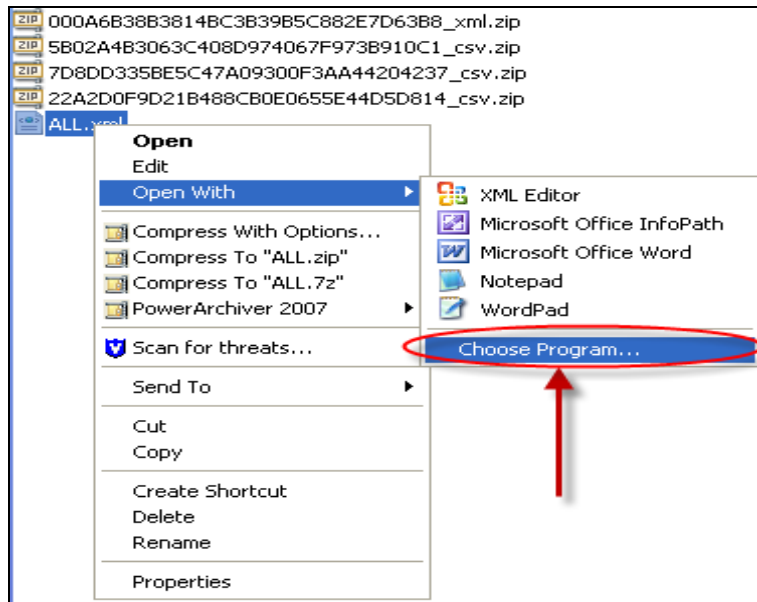


Figure 38

2. Choose "Open With" (Figure 39).
3. Select "Choose Program".

## How to use the National Do Not Call List

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).

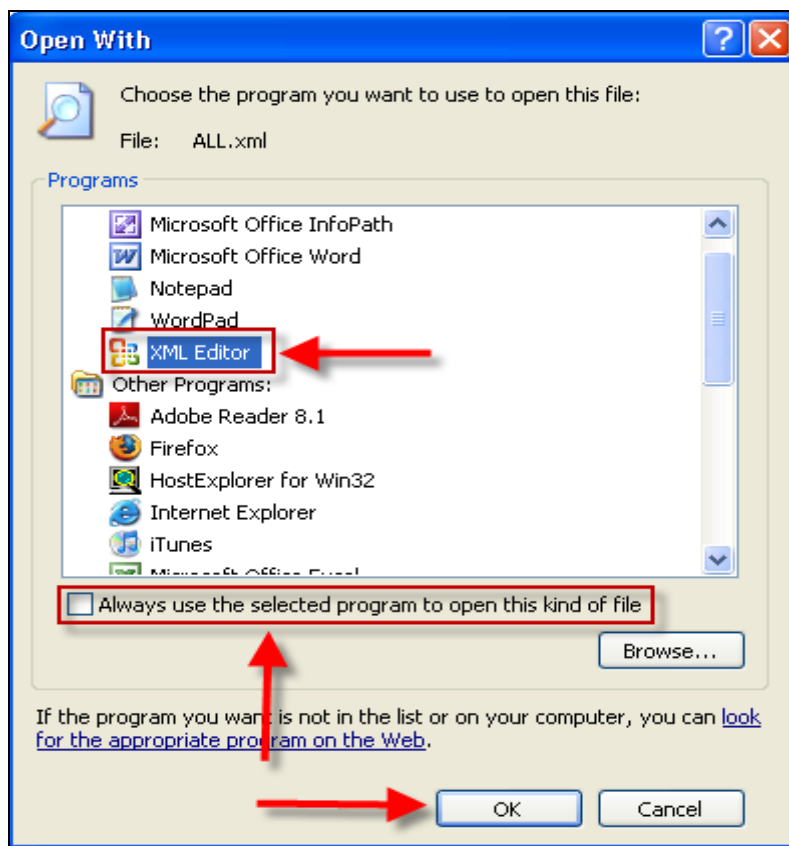
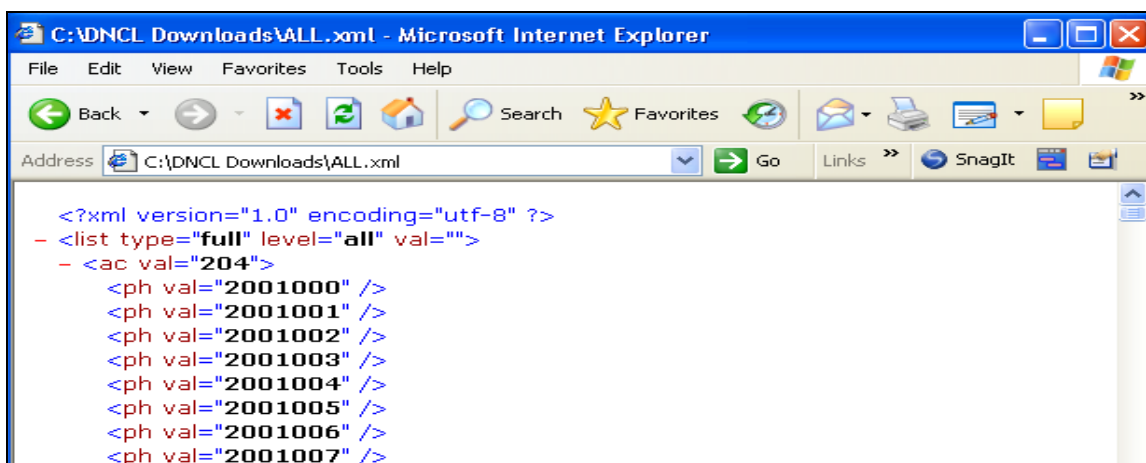


Figure 39

## How to use the National Do Not Call List



```
<?xml version="1.0" encoding="utf-8" ?>
- <list type="full" level="all" val="">
- <ac val="204">
  <ph val="2001000" />
  <ph val="2001001" />
  <ph val="2001002" />
  <ph val="2001003" />
  <ph val="2001004" />
  <ph val="2001005" />
  <ph val="2001006" />
  <ph val="2001007" />
```

Figure 40