

# Consumer Affairs & Business Regulation



## Telemarketing Call Tracking Form

**Effective Date of my sign up:**

**Keep track of telemarketing calls you receive after you sign up on the Do Not Call Registry:**

Date Sales Call Received	Time of call	Name, Address, Telephone # of Caller	Was Call Exempt?	Was fax or recorded message used?	Caller Id Blocked?	Required disclosures made?

**EXEMPT CALLS:** Noncommercial polls or surveys, e.g. political polls; calls made by tax-exempt non-profit organizations, e.g. universities or charities; calls made to consumers with that consumer’s express permission; calls made to consumers in response to a visit to that company’s fixed commercial location; sales calls made primarily in connection with an existing contract or debt; sales calls to an existing customer; sales calls in the context of ongoing sales when face-to-face presentations or meetings are needed for payment.

**MUST DISCLOSE IN 60 SECONDS:** identifying information, including the sales purpose of the call, the name of the telemarketer and the name of the ultimate seller, and an accurate and complete description of the goods or services being offered.

**MUST DISCLOSE BEFORE SALE:** The total cost of the goods/services offered; Any limits on the purchase; The refund and return policy; and The material terms of any investment opportunity being offered, including the price, location and the non-guaranteed nature of the investment.