

# ABOUT THIS PUBLICATION

The Kentucky General Assembly enacted legislation making it easier for Kentucky residential telephone customers to reduce unwanted calls from telemarketers.

This brochure answers some of the most common questions about Kentucky's telemarketing law, including:

- How do I get on the no-call list?
  - How does the list work?
  - Who can still call me?
- How do I file a complaint?



TO FILE A COMPLAINT, PLEASE CONTACT:  
OFFICE OF THE  
ATTORNEY GENERAL  
1024 CAPITAL CENTER DRIVE  
SUITE 200  
FRANKFORT, KENTUCKY 40601  
nocall.ky.gov  
1-866-877-7867

**PSC**  
PUBLIC SERVICE  
COMMISSION  
OF KENTUCKY

211 SOWER BOULEVARD  
POST OFFICE BOX 615  
FRANKFORT, KENTUCKY 40602-0615  
psc.ky.gov  
(502) 564-3940  
Fax (502) 564-3460  
1-800-772-4636

## KENTUCKY'S "NO CALL" LIST

*A Consumer's Guide to  
Reducing Unwanted  
Telemarketing Calls*



**Kentucky**  
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Kentucky Public Service Commission

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## What is the Kentucky No Call list?

It is a list of the residential and wireless telephone numbers of Kentuckians who want to reduce the number of unwanted telemarketing calls they receive.

## Is there a National Do-Not-Call Registry?

Yes, there is a National Do Not Call Registry. The national registry has always been maintained by the Federal Trade Commission. In 2007, Kentucky's General Assembly mandated that the numbers previously placed on Kentucky's no call list would be transferred to and maintained by the Federal Trade Commission.

Prior to June 2007, if your number was placed on the Kentucky no call list, it has now been automatically transferred and placed on the national do not call registry. After June 2007, any Kentuckian who needs to do a new registration of their telephone number can simply contact the Federal Trade Commission. Any telemarketer who calls a registrant whose telephone number is on the list can be prosecuted by the Kentucky Attorney General's Office and fined up to \$5,000.00 per violation, unless the telemarketer falls within one of the exceptions in the law.

## Will I get any telemarketing calls if I'm on the "No Call" list?

The law allows certain telemarketers to continue to call consumers on the "No Call" list. The exceptions include calls from:

- Telemarketers who have a prior or existing business relationship with you.
- Telemarketers who have received an express request from you to call.

- Telemarketers with whom you have an existing debt or contract.
- Telemarketers soliciting only donations for charities. (If you want to be removed from the charity's list simply state so when the telemarketer calls you.)

## How do I sign-up for the "No Call" list?

You may contact the Federal Trade Commission through its website, [www.donotcall.gov](http://www.donotcall.gov) or by calling 1-888-382-1222 (TTY 1-866-290-4236).

## Do I have to sign-up on the "No Call" list more than once?

No. Unless your telephone number changes you will remain on the list. Previously, the registration of any telephone number on the list expired after 5 years. But the Federal Trade Commission recently decided that it will not remove any numbers from the list pending final approval by the U.S. Congress to make registration on the Do Not Call registry permanent.

## What is done with the information I provide for the list?

The information provided is kept confidential and used only to compile the list. The only information on the list is your home or wireless telephone number. Only your telephone number will be provided to telemarketers to prevent them from calling you. It is a crime for anyone to use your information for any reason other than preventing unwanted telemarketing calls.

## How long after I sign up do telemarketers have to stop calling me?

Telemarketers have 31 days from the date that you register your number to stop calling you.

## Does a telemarketer have to stop calling me if I tell them I want no more calls?

Yes. Federal and state rules require companies to place you on their own do-not-call list at your request. The companies are required to leave you on their list for at least 10 years. If the calls do not stop, you may file a written complaint with the Federal Communications Commission, the Kentucky Attorney General's Office or file suit in federal court. For more information about federal laws governing telemarketing, visit the FCC Web site at [www.fcc.gov/cgb/consumerfacts/tcpa.html](http://www.fcc.gov/cgb/consumerfacts/tcpa.html).

## How and when can I file a complaint?

If you get a call from a telemarketer that is not within one of the exceptions, you can file an online complaint with the Federal Trade Commission at [www.donotcall.gov](http://www.donotcall.gov) or by calling the complaint hotline at 1-888-382-1222. You may also file online complaints through the Kentucky Attorney General's Office at [www.nocall.ky.gov](http://www.nocall.ky.gov), by calling the complaint hotline at 1-866-877-7867, or by mailing a written complaint form to the Office of the Attorney General at 1024 Capital Center Drive, Suite 200, Attn: No Call, Frankfort Kentucky 40601. You will need to provide at least one of the following:

- Name of the telemarketing company
- Telephone number of the telemarketing company

It also is helpful to provide the date and time of the call and any other identifying information (name, address) about the caller.

## Is there any cost to get on the list?

There is no charge for consumers to get on the list.