

Consumer alert: Do Not Call Register scam

Unscrupulous telemarketers are offering to list consumers' phone numbers on the Do Not Call Register for a fee, the ACMA warned in September.

The ACMA's Chairman Chris Chapman has warned consumers not to provide any personal identification or financial details to telemarketers making these calls.

'The Do Not Call Register is a free service provided by the Australian Government,' he said. 'There is no need to pay for this service.'

Registrations on the Do Not Call Register last for five years, and registering your number is fast, free and easy—simply call 1300 792 958 or go to www.donotcall.gov.au.

Mr Chapman said the ACMA has received more than 30 complaints about these types of calls, but this figure is likely to be only a small proportion of consumers receiving calls. The ACMA was alerted to the issue when telemarketers called people whose numbers were already listed on the register.

Consumers should report any telemarketers offering to list their number on the Do Not Call Register.

The ACMA has also seen a rise in other scams during the past month—in particular computer scams, where telemarketers claim that consumers' computers are infected with viruses and offer online technical support. Again, consumers are warned not to provide any personal information, banking details or access to their computers to anyone cold calling them.

In order to ensure the ACMA has the information it needs to act on complaints, consumers who have placed their numbers on the register are encouraged to record:

- > the date and time of the call
- > the name and contact details of the telemarketer calling
- > the company the telemarketer is calling on behalf of
- > details of the product being promoted. 📞

Complaints can be lodged with the ACMA by calling 1300 792 958 or by logging on to www.donotcall.gov.au.



Do Not Call Register

It's your call