



Do Not Call Complaint Form

Attorney General Josh Shapiro

Bureau of Consumer Protection
4801 Atlantic Avenue
Erie, PA 16506

1-888-777-3406



donotcall@attorneygeneral.gov
www.attorneygeneral.gov

- Please check if you or an immediate family member is a member of the military or a veteran.
- Please check if you are age 60 or older.

Your Information

Fields marked with (*) are required.

NAME*

STREET ADDRESS*

CITY*

STATE*

5-DIGIT ZIP CODE*

COUNTY*

BEST PHONE NUMBER*

ALTERNATIVE PHONE NUMBER

MAY WE CONTACT YOU BY EMAIL?

EMAIL

YES NO

Call Details

Fields marked with (*) are required.

DATE OF CALL

TIME OF CALL

AM
PM

COMPANY ON WHOSE BEHALF THE CALL WAS MADE

TELEPHONE NUMBER THAT RECEIVED THE CALL*

WHO IS YOUR TELEPHONE SERVICE PROVIDER?

YOUR TELEPHONE SERVICE IS (CHOOSE ONE)*:

RESIDENTIAL LANDLINE WIRELESS/CELL BUSINESS

HOW DID THE CALL BEGIN? (CHOOSE ONE):

- LIVE OPERATOR AUTOMATED/PRE-RECORDED/ROBO
 OTHER- IF OTHER, WHICH BEST DESCRIBES THE CALL? FAX TONES/BEEPS
 HANG-UP/DEAD AIR

DO YOU HAVE CALLER ID?* YES NO

PHONE NUMBER OF THE CALLER* _____

CALL BACK NUMBER (IF PROVIDED) _____

CALLER ID NAME _____

WAS THE CALL OR MESSAGE RECORDED ON YOUR
VOICE MAIL SERVICE OR ANSWERING MACHINE? YES NO

DID YOU SAVE A RECORDING OF THE MESSAGE? YES NO

DID THE CALLER REFUSE TO IDENTIFY THEMSELVES OR
THE COMPANY WHEN YOU ASKED? YES NO

DID THE CALLER DISCLOSE THE PURPOSE OF THE CALL? YES NO

**WHAT WAS THE PRODUCT OR SERVICE BEING
OFFERED, OR THE SUBJECT OF THE MESSAGE?**

DID YOUR PHONE RING? YES NO

DID YOU ANSWER THE CALL?* YES NO

IF YOU MENTIONED YOU WERE ON THE DO NOT CALL LIST, WHAT DID THE CALLER SAY?

Optional Information

WHAT IS YOUR RACE OR ETHNICITY?

- | | |
|-----------------------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> HISPANIC/LATINO | <input type="checkbox"/> ASIAN |
| <input type="checkbox"/> WHITE (NOT HISPANIC/LATINO) | <input type="checkbox"/> NATIVE AMERICAN |
| <input type="checkbox"/> BLACK/AFRICAN AMERICAN (NOT HISPANIC/LATINO) | <input type="checkbox"/> BIRACIAL |
| <input type="checkbox"/> NATIVE HAWAIIAN/PACIFIC ISLANDER | <input type="checkbox"/> OTHER |

INFORMATION YOU SHOULD KNOW

The Do Not Call law provides for several exceptions under which telemarketers may call your home even if your name is registered on the Do Not Call list. Those exceptions include calls from:

- Telemarketers calling at your express request.
- Tax-exempt charitable/non-profit organizations, veteran's organizations chartered by the United States, Congress, and calls made on behalf of a political candidate or political party.
- Telemarketers calling in reference to an existing debt, contract, payment, or performance.
- Telemarketers who have had an established business relationship with the residential telephone customer within 12 months preceding the call.

In addition to PA's DO NOT CALL law, you are permitted to ask the telemarketer to remove your name from their calling list. A telemarketer who fails to do so violates the law.

Once you have registered... Please keep in mind that since the list is updated quarterly, you can expect a delay between the time you register on the Do Not Call list and the time telemarketers are prohibited from making calls to your home.

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices.

The information you provide will be used in an attempt to resolve your complaint and may be shared with the party complained against.

I certify that the information provided is true and correct to the best of my knowledge, information and belief.

YOUR SIGNATURE

DATE