



## 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

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**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?**

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## Optional Information

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### 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

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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

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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.

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YOUR SIGNATURE

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DATE