

Federal DNC Requirements

Does DNC Affect Calling?

Call *is* B2C Telemarketing

Call *is not* B2C Telemarketing

DNC Scrub Not Required

Did consumer provide written consent to call?

Yes

No

DNC Scrub Not Required

Does EBR exist with consumer?

Yes

No

DNC Scrub Not Required

DNC Scrub Required

Scrub reveals # *not listed* on DNC registry

Scrub reveals # *listed* on DNC registry

Call Not Prohibited

May Not Call #

Key

DNC

Do Not Call

B2C

Business to Consumer

EBR

Established Business Relationship

Note

- B2B calls to sell nondurable office or cleaning supplies are treated the same as B2C calls.
- Some states have DNC regulations that differ from the federal standard.
- All telemarketing calls must be scrubbed against an internal DNC list; prior written consent overrides a previous internal DNC request unless and until the consumer makes a new internal DNC request.