DO NOT CALL REGISTRY
FOR ORGANISATIONS

Organisations conducting telemarketing activities to users of Singapore telephone numbers will need to submit their list of telemarketing phone numbers for checking against the Do Not Call (DNC) Registry. This includes organisations that send telemarketing messages, organisations that cause telemarketing messages to be sent, and organisations that authorise the sending of such messages.

This is a requirement under the Personal Data Protection Act 2012 (PDPA), to ensure that organisations do not send unsolicited telemarketing messages to telephone numbers registered on any of the DNC Registers.

Organisations do not need to check the DNC Registry if the subscriber/user of that telephone number has given his/her clear and unambiguous consent to the sending of the telemarketing message, in written or other accessible form.

When sending telemarketing messages, an organisation will also need to:

- Provide the contact information of the organisation sending or authorising the sending of the telemarketing message within the message; and

- Ensure that the calling line identity is not concealed or withheld when making telemarketing phone calls.

By knowing which telephone numbers in their marketing list are not on the DNC Registry, organisations can be more targeted in their telemarketing efforts, optimise resources and boost customer relations by increasing consumer confidence and trust.

Here is how organisations can check the DNC Registry:

GET STARTED

CREATING AN ACCOUNT

To use the services on the DNC Registry, an organisation/individual will need to apply for a main account on the DNC Registry website. Each organisation/individual will only be allowed to apply for **one main account.**

One or more **sub-accounts** can also be created under a main account, to allow more than one user in an organisation to perform telephone number checks against the DNC Registry. There will be a one-time account creation fee for each main and sub-account.

Each main account will receive **1,000 free credits** every year, which will be valid for one year from the date the free credits were given.

There are three types of accounts, for:

(i) Organisations registered in Singapore (UEN[1] and CorpPass[2] required)

(ii) Overseas organisations not registered or present in Singapore (User ID will be issued)

(iii) Any individual who needs to check the DNC Registry (SingPass required)

If an organisation/individual is checking the DNC Registry on behalf of another organisation, he/she should list the name of the organisation(s) he/she is conducting the checks on behalf of on the declaration page during the account creation process. This list can be amended subsequently.

GET GOING

CHECKING THE REGISTRY

Account holders may log in to their accounts via the DNC Registry website at www.dnc.gov.sg.

Telephone numbers[3] submitted will be checked against all three DNC registers for **voice calls, texts** and **faxes.**

There will be a charge for each number submitted for checking, regardless of whether the number has been submitted before.

There are two methods to submit telephone numbers for checking against the DNC Registry:

(i) **Small Number Lookup**
Enter up to 10 telephone numbers at a time via the DNC Registry website.

(ii) **Bulk Filtering**
Submit as many telephone numbers as required by uploading a file to the DNC Registry website.

Organisations/individuals are required to confirm whether the check is performed on behalf of the organisation(s) listed (if any) on the declaration page.

RECEIVING THE RESULTS

For **Small Number Lookup** of telephone numbers, results will be displayed immediately while results for **Bulk Filtering** of numbers will be available within 24 hours. An email and/or SMS will be sent to notify account holders when the results are available.

Results returned from the DNC Registry will be valid for up to 30 days. Account holders may access the results of telephone numbers checked against the DNC Registry at any time.

Once the validity period has lapsed, organisations will be required to perform another check against the DNC Registry if they intend to continue their telemarketing activities.

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[1] To obtain the organisation's Unique Entity Number (UEN) number, please visit www.uen.gov.sg
[2] To apply for CorpPass, visit www.corppass.gov.sg.
[3] Only 8-digit numbers starting with 3, 6, 8 or 9 will be checked against the DNC Registry.

SUMMARY OF
KEY INFORMATION

		ORGANISATIONS				INDIVIDUALS
		Registered in Singapore		Registered Overseas		
		Main Account	Sub-Account	Main Account	Sub-Account	
CREATING AN ACCOUNT	**One-time Fees for Account Creation**	$30	**$30** for every sub-account	$60	**$30** for every sub-account	$30
	Free Credits	**1,000** annually	None	**1,000** annually	None	**1,000** annually
	Declaration	List the name(s) of the organisation(s) that the organisation/individual is conducting the checks on behalf of.				
	Activation	Upon successful creation of the account, an activation link will be sent to the email address provided. Follow the instructions provided in the email to activate the account.				
CHECKING THE REGISTRY	**Login**	Via **CorpPass**		Via **User ID** and **temporary password** issued during account creation		Via **SingPass**
	Methods for submitting telephone numbers	**Small Number Lookup**: For 10 telephone numbers or less. **Bulk Filtering**: For as many telephone numbers as required.				
	Declaration	Confirm whether the check is performed on behalf of other organisation(s).				
	Charges	Free credits allocated will always be used first to offset any charges incurred for checking the DNC Registry, followed by purchased credits. Credits can be purchased via the Pre-paid credits scheme or payment can be made directly using the Pay-per-use scheme.				

Charges (continued):

	PRE-PAID	PAY-PER-USE
Features	• Purchase credits in advance or when there are insufficient remaining credits at the point of checking the registry. • One credit will be deducted for each telephone number that is checked. • Purchased credits are valid for three years from the date of purchase.	• Pay a fee each time to submit telephone numbers for checking against the DNC Registry. • The minimum charge is **$10**. E.g. Submitting 300 numbers for checking will cost 300x$0.025=$7.50 (see price per number below), but the DNC Registry will still charge **$10**. • Prices will be rounded to the nearest cent.

Prices

Tier	No. of credits	Price (S$)	Price Per Number (S$)
A	5,000	100	0.02
B	10,000	150	0.015
C	25,000	350	0.014
D	100,000	1,200	0.012
E	250,000	2,700	0.0108
F	1,000,000	10,000	0.01

Quantity of Valid Numbers Submitted	Price Per Number (S$)
1 – 4,999	0.025
> 5,000	0.023

Payment	• Pay online using credit/direct debit or offline[4] methods. • Submitted telephone numbers will be processed after payment is made.

[4] Offline payment option via telegraphic or bank transfer is available on request. A minimum amount of S$5,000 for each transaction is preferred. Pre-paid credits purchased using this option will only be credited after payment is received by the PDPC.

RECEIVING THE RESULTS	**Turnaround time**	**Small Number Lookup:** Results will be displayed immediately. **Bulk Filtering:** Results will be available within 24 hours. Email and/or SMS notifications will be sent when the results are ready.
	Validity period of results	**30 days** from receipt of results. E.g., If an organisation uploads a list of numbers via Bulk Filtering for checking against the DNC Registry on 4 Jul 2014, results will be returned on 5 Jul 2014 and will be valid until 4 Aug 2014.

For more information on the DNC Registry, please visit www.dnc.gov.sg.

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