

Minister of Industry



Ministre de l'Industrie

Ottawa, Canada K1A 0H5

11/7/09

The Honourable Percy E. Downe
Senator
The Senate of Canada
Ottawa, Ontario K1A 0A4

Dear Senator Downe:

Thank you for your letter of May 13, 2009, which was further to my correspondence of April 27, seeking additional information regarding the National Do Not Call List (DNCL).

Abuse of the National DNCL is a serious offence. The Chair of the CRTC has assured me that all complaints concerning violations under the National DNCL are investigated and, if necessary, enforcement action is taken.

With respect to access to telephone numbers contained in the National DNCL, telemarketers subscribing to the list are required to register and provide certain identifying information, including a legal business name and address, telemarketing profile, names and/or numbers displayed while making unsolicited telemarketing calls, name(s) of authorized contact personnel, and their telephone number(s) and e-mail address(es).

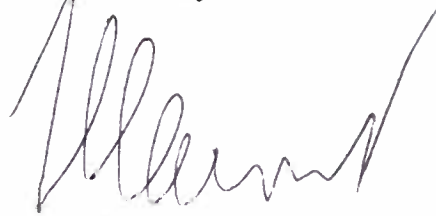
As for your questions about investigations and compliance, the CRTC has initiated over 700 investigations and sent out 85 warning letters where it believes that there are reasonable grounds to conclude that an organization is not in compliance with the National DNCL. Offenders are asked to take corrective action, and are warned that they can be fined up to \$15,000 per offence. To date, no criminal charges have been laid or administrative monetary penalties levied.

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The CRTC is continuing to review the operations of the National Do Not Call List and make improvements to provide better service to consumers.

Once again, thank you for writing. I trust that this information is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tony Clement', with a long, sweeping flourish extending to the right.

Tony Clement