

**CANADIAN RADIO-TELEVISION AND
TELECOMMUNICATIONS COMMISSION**

Report on the
Operation of the National Do Not Call List
for the period April 1, 2012 to March 31, 2013

Presented to:

The Honourable James Moore

Minister of Industry

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EXECUTIVE SUMMARY

This report by the Canadian Radio-television and Telecommunications Commission (CRTC) summarizes the operation of the National Do Not Call List (DNCL or the List) for the period of April 1, 2012 to March 31, 2013 (the reporting period).

The goal of the National DNCL is to reduce the number of unwanted telemarketing calls made to Canadians, thus protecting their privacy and preventing undue inconvenience and nuisance, while still allowing legitimate uses of telemarketing telecommunications. Consumer feedback obtained through independent polling conducted by the Marketing Research and Intelligence Association in April 2012 demonstrates that this goal is being achieved. Eighty percent of respondents stated that they receive fewer telemarketing calls. Since its inception in September 2008, Canadians have registered nearly 11.5 million telephone and fax numbers to the National DNCL.

During the reporting period, the CRTC completed its first round of on-site inspections of 16 telemarketing companies located in Toronto, Montréal, and Edmonton. These inspections were conducted to ensure telemarketers are complying with the Unsolicited Telecommunications Rules (the Rules). The initial inspections focused on telemarketers in a number of industries, which were chosen based on trends in complaints submitted by Canadians.

In addition to these domestic efforts, the CRTC is working with partner agencies in other countries due to the international nature of telemarketing. During the reporting period, the CRTC undertook two investigations in collaboration with the U.S. Federal Trade Commission and the Australian Communications and Media Authority. The CRTC took enforcement action against two companies based in India for violating Canada's Rules.

The CRTC also co-chaired the second meeting of the International Do Not Call Network, welcoming three new enforcement agencies. Agencies from the Netherlands, Portugal, and Japan joined telecommunications enforcement agencies from 13 different countries, bringing the network to a total of 16 countries. Members meet annually to share best practices and encourage the development of robust telemarketing laws around the globe.

In 2012-2013, the CRTC established a cost-recovery regime for its DNCL investigation and enforcement activities. In June 2012, amendments to section 41.21 of the *Telecommunications Act* (the Act) granted the CRTC the authority to (1) make regulations prescribing fees to be paid by any person subscribing to the National DNCL, and (2) delegate the power to collect fees that it has prescribed in such regulations to a delegate. As a result, the CRTC established the *Unsolicited Telecommunications Fees Regulations*¹ and has authorized the National DNCL operator, effective 1 April 2013, to recover these fees from telemarketers at the same time that it charges them for subscriptions to access and download the National DNCL. The current subscription fees for accessing the National DNCL as of 1 April 2013 are divided into two components: one component identified for funding the National DNCL operator, and a second component identified for funding the Commission's investigation and enforcement activities (the Commission's telemarketing regulatory costs). The Commission intends to maintain the combined rates at current levels. These fees will be remitted to the CRTC for deposit into the

¹ See *Unsolicited Telecommunications Fees Regulations*, Compliance and Enforcement Decision CRTC 2013-26, 28 January 2013.

Consolidated Revenue Fund, and will provide an ongoing source of funding for the CRTC's DNCL-related activities.

National DNCL results for the reporting period

- ***Monetary penalties or other payments*** –Administrative Monetary Penalties (AMPs) totalling \$227,900 were imposed during the reporting period for violations of the Rules. A panel CRTC Commissioners issued and confirmed four notices of violation with AMPs totalling \$43,000. CRTC staff issued four notices of violation, with AMPs totalling \$184,900 following settlement negotiations. Eleven notices of violation, with AMPs totalling \$662,000, were issued by CRTC staff and were pending a response from the parties as of the end of the reporting period. Since the inception of the List, AMPs imposed and other negotiated payments received are in excess of \$3.4 million.
- ***Canadian number registrations*** – Canadian consumers registered 778,056 numbers with the National DNCL operator, Bell Canada, during the reporting period, for a total of 11,442,337 numbers registered since the National DNCL was launched in September 2008.
- ***Telemarketer access*** – Telemarketer registrations to the National DNCL increased by 830 during the reporting period, bringing the total number to 10,154 since the launch of the List. Telemarketers also purchased 2,109 subscriptions, which allow them to update their calling lists by “scrubbing,” or removing, registered phone numbers.
- ***Complaints*** – The CRTC received 148,846 complaints during the reporting period, for a total of 678,818 complaints since the launch of the National DNCL.
- ***Investigations*** – The CRTC concluded 207 investigations during the reporting period. Since the inception of the National DNCL, over 1,300 investigations have been concluded.
- ***Costs and Expenditures*** – The National DNCL operator's costs associated with operating the List (which are recovered through subscription fees charged to telemarketers who purchase the List) were \$2.3 million during the reporting period. The CRTC's expenses for activities related to the National DNCL were approximately \$3.1 million during the same period.

1. INTRODUCTION

1.1 Purpose

The Canadian Radio-television and Telecommunications Commission (CRTC) submits this report to the Minister of Industry pursuant to section 41.6 of the *Telecommunications Act* (the Act), which states the following:

- (1) The Commission shall, within six months after the end of each fiscal year, deliver a report to the Minister on the operation of the national do not call list in that fiscal year.
- (2) The report shall set out any costs or expenditures related to the list, the number of Canadians using the list, the number of telemarketers accessing the list, any inconsistencies in the prohibitions or requirements of the Commission under section 41 that are applicable to the operation of the list, and an analysis of the effectiveness of the list.
- (3) The Minister shall cause a copy of the report referred to in subsection (1) to be laid before each House of Parliament on any of the first fifteen days on which that House is sitting after the Minister receives the report.

1.2 Scope of the report

This report examines the status of the National Do Not Call List's (DNCL) operations as of March 31, 2013. It covers the following:

- Section 2: Costs and expenditures
- Section 3: Canadian number registrations
- Section 4: Telemarketer access
- Section 5: Inconsistencies in the prohibitions or requirements under section 41 of the Act
- Section 6: New compliance and enforcement initiatives
- Section 7: Effectiveness of the List

The CRTC, Bell Canada (the National DNCL operator), and the Marketing Research and Intelligence Association (MRIA) provided data included in this report.

2. COSTS AND EXPENDITURES

2.1 Operating the National DNCL

The National DNCL is a fully bilingual system consisting of Web, fax, interactive voice response, and live operator access. As the National DNCL operator, Bell Canada is responsible for

- registering and deregistering Canadians' phone and fax numbers,
- collecting complaints,
- forwarding complaints to the CRTC,
- preparing reports and statistical output,
- registering telemarketers' business information,
- processing subscription payments, and
- providing telemarketers with up-to-date versions of the National DNCL.

Despite the complexity of the National DNCL system, no major unexpected costs have arisen. Under the Act, the costs associated with the development and operations of the List are covered by revenues from telemarketers' subscriptions to the List. Bell Canada's costs associated with these activities for the National DNCL are outlined below.

	Bell Canada's costs (millions)						
	Fiscal years 2007-2008 to 2008-2009		Fiscal year 2009-2010	Fiscal year 2010-2011	Fiscal year 2011-2012	Fiscal year 2012-2013	Total
	April 1, 2008 – September 30, 2008 (prior to launch)	October 1, 2008 – March 31, 2009 (after launch)	April 1, 2009 – March 31, 2010	April 1, 2010 – March 31, 2011	April 1, 2011 – March 31, 2012	April 1, 2012 – March 31, 2013	January 1, 2008 – March 31, 2012
Capital expenditure	\$5.49	\$2.32	\$0.99	\$0.04	\$0	\$0	\$8.84
Expenses	\$1.58	\$2.84	\$4.00	\$2.87	\$2.40	\$2.37	\$16.06
Total	\$7.07	\$5.16	\$4.99	\$2.91	\$2.40	\$2.37	\$24.90

2.2 CRTC costs

The CRTC is responsible for a number of activities related to the National DNCL, including

- developing policies and rules, including the establishment of, and amendments to, the Unsolicited Telecommunications Rules (the Rules);²
- creating awareness among Canadians and telemarketers through such activities as information sessions, news releases, interviews, and trade show appearances;
- working with Bell Canada to manage the National DNCL operator contract;
- investigating complaints;
- working with telemarketers to promote compliance with the Rules;
- enforcing the Rules by issuing compliance letters, citations,³ and/or notices of violation, and imposing Administrative Monetary Penalties (AMPs);
- conducting inspections to verify compliance with the Rules;
- responding to representations made in response to a notice of violation and requests to review and vary decisions of the CRTC related to the Rules;
- taking measures to collect amounts owed by telemarketers for unpaid AMPs; and
- responding to requests made under the *Access to Information Act*.

The CRTC's expenses associated with the activities listed above were approximately \$1.1 million in fiscal year 2007-2008, \$2.1 million in fiscal year 2008-2009, \$3.2 million in fiscal year 2009-2010, \$3.1 million in fiscal year 2010-2011, \$2.9 million in fiscal year 2011-2012, and \$3.1 million in fiscal year 2012-2013, for a total of approximately \$15.5 million. These amounts include all salary and operations and maintenance costs.

In 2012-2013, the CRTC established a cost-recovery regime for its investigation and enforcement activities by developing the *Unsolicited Telecommunications Fees Regulations* (the Regulations).⁴ The Regulations, which came into force on April 1, 2013, authorize the National DNCL operator to recover fees related to the Commission's investigation and enforcement costs from telemarketers at the same time that it charges them for subscriptions to access and download the National DNCL. The current subscription fees for accessing the National DNCL as of 1 April 2013 will be divided into two components: one component identified for funding the National DNCL operator, and a second component identified for funding the Commission's investigation and enforcement activities (the Commission's telemarketing regulatory costs). The Commission intends to maintain the combined rates at current levels. These fees will be remitted by the National DNCL operator to the CRTC for deposit into the Consolidated Revenue Fund, and provide an ongoing source of funding for the CRTC's DNCL-related activities.

² The Rules include the National DNCL Rules, the Telemarketing Rules, and the Automatic Dialing-Announcing Device (ADAD) Rules.

³ Compliance letters and citations are notices issued pursuant to an investigation under section 41 of the Act, and do not impose AMPs.

⁴ See *Unsolicited Telecommunications Fees Regulations*, Compliance and Enforcement Decision CRTC 2013-26, 28 January 2013.

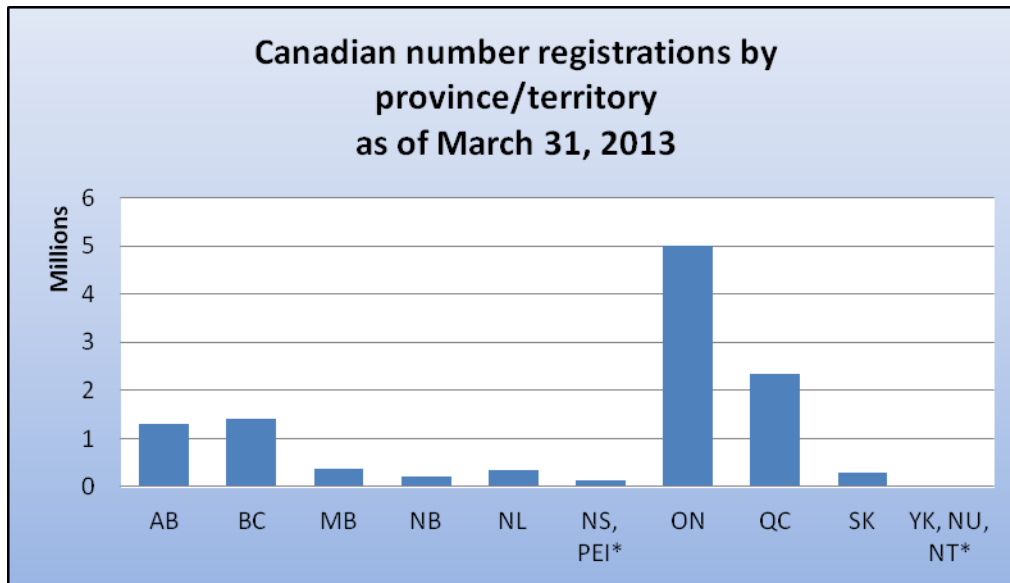
3. CANADIAN NUMBER REGISTRATIONS

The National DNCL continues to receive new registrations on a daily basis. During the reporting period, an additional 778,056 Canadians registered their telephone and/or fax numbers. As of March 31, 2013, there were 11,442,337 registered numbers.

Canadians also have the option to deregister their numbers from the National DNCL. During the reporting period, 4,784 numbers were deregistered by users, bringing the total of deregistered numbers to 47,015 as of March 31, 2013. The number of deregistrations, as compared to registrations, is very small and provides further evidence the National DNCL is in strong demand and continues to meet Canadians' needs.

The following charts provide a breakdown of the Canadian number registrations by month and by province/territory as of the end of the reporting period. Charts showing provincial and territorial registrations as a percentage of total registrations and as a percentage of population are set out in section 1 of the Appendix.





* Data for these locations is not separated since they share one area code (area code 902 in Nova Scotia and Prince Edward Island, and area code 867 in Yukon, Northwest Territories, and Nunavut. Non-geographic area codes 500 and 600 are combined with area code 867. The total number of registrations as of March 31, 2013 for the Yukon, Northwest Territories, and Nunavut is 989).

4. TELEMARKETER ACCESS

Organizations that either make telemarketing telecommunications directly or hire third parties to make telecommunications on their behalf must register with the National DNCL operator. Moreover, businesses that make telemarketing telecommunications on behalf of others are encouraged to register with the National DNCL operator.

Telecommunications made by or on behalf of the following are exempt⁵ from the National DNCL Rules:⁶

- businesses or organizations with whom the person receiving the call or fax has, or had in the last 18 months, an existing business relationship;
- registered political parties, candidates/contestants (and their official campaign), or associations of members of those political parties, or independent election candidates (and their official campaign); and
- registered charities.

In addition, telecommunications made for the sole purpose of collecting information for a survey of members of the public or soliciting a subscription for a newspaper of general circulation, and telecommunications to business consumers are also exempt from the National DNCL Rules.

The following table shows the annual number of telemarketing company registrations to the National DNCL by country as of March 31, 2012. During the reporting period, 830 telemarketers registered.

Telemarketer country	Registrations as of March 31, 2009	Registrations as of March 31, 2010	Registrations as of March 31, 2011	Registrations as of March 31, 2012	Registrations as of March 31, 2013	Registrations during the reporting period*
Canada	5,680	7,227	8,098	8,996	9,762	776
United States	136	209	261	304	347	43
India	15	28	29	36	15	4
Philippines	14	20	20	21	4	2
Pakistan	5	13	13	13	13	0
Mexico	3	3	3	4	2	0
Australia	1	0	2	2	1	0
Egypt	0	0	0	1	1	0
Great Britain	0	0	0	1	1	0
Ireland	0	0	1	1	1	0
Japan	0	1	1	1	1	0
Peru	1	1	1	1	1	0
Ukraine	1	1	1	1	0	0
Netherlands					2	2
Switzerland					1	1
France					1	1

⁵ Exemptions to the Rules can be found under section 41.7 of the Act.

⁶ The Telemarketing Rules and ADAD Rules still apply.

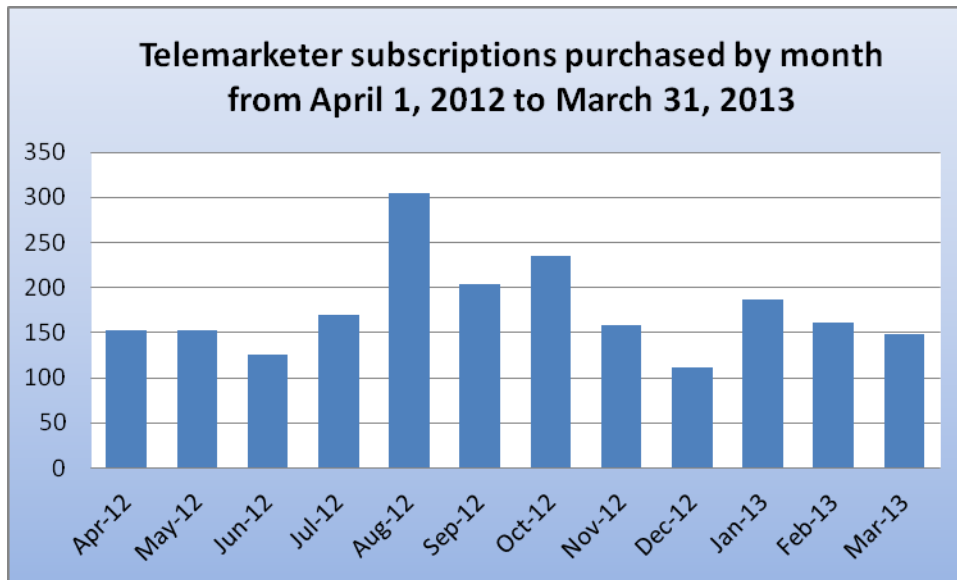
Morocco						1	1
Total	5,856	7,503	8,430	9,382	10,154		830

*Values are not cumulative

Table 2.1 in the Appendix shows telemarketer registrations by month and by province/territory.

In addition to registering, telemarketers making non-exempt telecommunications must subscribe to the National DNCL. A wide variety of subscription options is available to the diverse companies and organizations that conduct telemarketing. Pricing flexibility allows telemarketers to select their subscription method based on the number of area codes to which they make telecommunications and the number of months in which they will be telemarketing. Once they have subscribed, they use the List to “scrub,” or remove, numbers that are registered on the National DNCL from their own calling lists. Businesses or organizations targeting a limited number of Canadians may also check specific numbers to find out if they are registered.

Telemarketers purchased 2,109 subscriptions during the reporting period. The majority of these subscriptions purchased were for one month. The number of subscriptions purchased per month during the reporting period is shown below.



5. UPDATES IN THE PROHIBITIONS OR REQUIREMENTS

After Parliament amended the Act in 2005 to allow for the creation and operation of a national do not call list, the CRTC initiated a public process to establish a framework for such a list.⁷ While the CRTC considers that there are no inconsistencies in the prohibitions or requirements under section 41 of the Act that are applicable to the operation of the List, it did review interpretation issues related to the financial, real estate, and insurance industries in 2008, 2009, and 2010.

In 2009, the CRTC extended the registration period for Canadians' numbers to remain on the National DNCL from three to five years. The CRTC is currently studying the feasibility of a permanent registration regime and engaged the CRTC Industry Steering Committee (CISC) to examine this issue and report on its feasibility.⁸ Preliminary analysis began to consider the appropriateness of a permanent number registration regime. In the coming year, the CRTC will initiate a public consultation on this consideration.

In March 2012, the CRTC initiated a public consultation to conduct a comprehensive review of the Rules. The CRTC requested input from consumers, telemarketers, and other interested persons on ways to make the Rules more effective in reducing the number of unwanted telemarketing calls while facilitating more effective communications between organizations and consumers. In the coming year, the CRTC will issue a decision regarding this initiative.

The CRTC is examining how Voice over Internet Protocol (VoIP) and other technology affects the enforcement of the Rules. One of the significant enforcement challenges raised by technology is the ability it provides to originators of calls to falsify ("spoof") the number that appears on consumers' caller identification (ID) display. This is exacerbated by VoIP and ADAD technologies, which have led to an increasing number of complaints about spoofed telemarketing calls that are not in compliance with the Rules. It is extremely challenging to enforce the Rules in such circumstances given the difficulty in tracing such calls to their origin, which is often outside of Canada. The CRTC is currently exploring various initiatives in partnership with its international counterparts and other stakeholders to reduce the incidence of caller ID spoofing.

⁷ The framework was set out in *CRTC Interconnection Steering Committee Do Not Call List Operations Working Group reports*, Telecom Decision CRTC 2007-47, 3 July 2007 and *Unsolicited Telecommunications Rules framework and the National Do Not Call List*, Telecom Decision CRTC 2007-48, 3 July 2007, as amended by Telecom Decision CRTC 2007-48-1, 19 July 2007. The framework has been amended in subsequent decisions.

⁸ [Agenda for Steering Committee Meeting of 15 March 2013](#)

6. NEW COMPLIANCE AND ENFORCEMENT INITIATIVES

The CRTC is responsible for the investigation and enforcement of the Rules. Over the course of the reporting period, the CRTC modified its investigative processes in order to help telemarketers achieve greater compliance with the Rules. The modifications included using the inspection power pursuant to section 72.06 of the Act as an additional investigative tool.

During the reporting period, the CRTC completed its first round of on-site inspections of 16 telemarketing companies located in Toronto, Montréal, and Edmonton. These inspections were conducted to ensure telemarketers were in compliance with the Rules. These initial inspections focused on telemarketers in a number of industries, which were chosen based on trends in complaints submitted by Canadians.

In addition to these domestic efforts, the CRTC is working with partner agencies in other countries due to the international nature of telemarketing. During the reporting period, the CRTC undertook two investigations in collaboration with the U.S. Federal Trade Commission (FTC) and the Australian Communications and Media Authority (ACMA). In addition, the CRTC co-chaired the second meeting of the International Do Not Call Network, welcoming three new enforcement agencies. Agencies from the Netherlands, Portugal, and Japan joined telecommunications enforcement agencies from 13 different countries, bringing the network to a total of 16 countries. Members meet annually to share best practices and encourage the development of robust telemarketing laws around the globe.

In October 2012, the CRTC undertook two investigations in collaboration with the FTC and the ACMA, after which it took enforcement action against two companies based in India for violating Canada's Rules. The CRTC found that these companies were making unsolicited telemarketing calls to Canadians who had registered their numbers on the National DNCL. The caller would typically warn consumers that their home computer was infected with a virus and encouraged them to purchase online technical support or anti-virus software. In certain cases, the callers would request remote access to the computer.

7. EFFECTIVENESS OF THE LIST

7.1 Feedback from Canadians

The goal of the National DNCL is to reduce the number of unwanted telemarketing calls made to Canadians, thus protecting their privacy and preventing undue inconvenience and nuisance, while still allowing legitimate uses of telemarketing telecommunications. Consumer feedback obtained through independent polling demonstrates that this goal is being achieved.

Public awareness of the National DNCL has been high since its launch. Independent surveys conducted by the MRIA in 2007 and annually from 2009 to 2012 all show that awareness of the National DNCL among adult Canadians was and remains above 80 percent.⁹ In addition, the 2012 MRIA survey, which polled a number of people whose numbers were registered on the National DNCL, found that 78 percent of respondents say they now receive fewer telemarketing calls. The percentage of respondents who stated that they now receive fewer telemarketing calls was highest in Quebec (91 percent), followed by Atlantic Canada (90 percent), British Columbia (84 percent), Ontario (76 percent), Alberta (69 percent), and Manitoba and Saskatchewan (59 percent).

Survey indications	2009 survey	2010 survey	2011 survey	2012 survey
Noticeably fewer or far fewer telemarketing calls	50%	54%	51%	42%
Slightly fewer telemarketing calls	20%	21%	24%	31%
No such calls at all	10%	10%	5%	5%
More telemarketing calls	13%	12%	15%	18%

These survey results demonstrate that, from the perspective of the Canadian public, the National DNCL continues to be effective in reducing the number of unwanted telemarketing calls.

However, the rising number of unregistered foreign telemarketers using automatic dialers to phone Canadians, whether they are registered on the National DNCL or not, is becoming more of a challenge. Further, exempted calls may increase at certain times, such as during elections or charitable campaigns. While these calls may not constitute violations, they may cause the reporting of higher levels of unwanted calls.

7.2 Complaints

Canadians who believe that a telemarketer has violated the Rules may submit a complaint to the National DNCL operator via a toll-free phone number or online.

The CRTC received 148,846 complaints during the reporting period, an 11 percent increase over the previous reporting period, for a total of 678,818 complaints since the National DNCL was

⁹ VoxPop survey, MRIA, August 2007

VoxPop survey, MRIA, January – February 2009

VoxPop survey, MRIA, February – March 2010

VoxPop survey, MRIA, March – April 2011

VoxPop survey, MRIA, March – April 2012

[Do Not Call List Blocks Telemarketers: Survey](#) (Marketing Research and Intelligence Association website)

launched. A *prima facie* assessment by CRTC staff determined that 111,687 of the 148,846 complaints during the reporting period, for a total of 431,697 complaints since the inception of the National DNCL, regarded potential violations of the Rules and warranted further investigation. The remaining 37,159 complaints for the reporting period were found to not relate to violations of the Rules for a variety of reasons including, but not limited to, jurisdictional issues, complaints made about telecommunications with valid exemptions, or lack of necessary information to pursue a complaint.

CRTC staff analyzes complaints and investigates them, when deemed appropriate based on a *prima facie* determination. During the reporting period, the CRTC initiated 74 investigations, for a total of 1,369 since the launch of the National DNCL, which encompass 262,775 complaints. Any complaints currently not under investigation can be categorized in one of three ways: they are found to be invalid; the originating telemarketer cannot be identified, rendering them inactionable; or they are under review. To date, over 1,300 investigations have been concluded. During the reporting period, the CRTC concluded 207 investigations, some of which were initiated before the reporting period.

7.3 Investigations, compliance, and enforcement

The CRTC's goal is to promote and ensure compliance with the Rules. If telemarketers do not adhere to the Rules, the CRTC takes the appropriate enforcement measures to bring them into compliance.

The CRTC has promoted compliance in several ways, including its adoption of new compliance and enforcement approaches. The investigation process is used to determine the identity of foreign or domestic telemarketers and substantiate the validity of complaints. This can be time-consuming depending on the complexity of the investigation, particularly in those instances where telemarketers misidentify themselves and/or display false numbers (known as "spoofing").

The CRTC has the authority, under section 72.05 of the Act, to send a Request for Information letter to telemarketers. These letters state that the organization is under investigation and require that specific information be submitted to the CRTC. If at any time the CRTC suspects that the organization may be engaged in criminal activities, it notifies the appropriate agency that is empowered to pursue such investigations. These agencies include the Competition Bureau and other law enforcement agencies.

In some cases, investigation by the CRTC reveals that telemarketers placed the calls in question pursuant to a valid exemption of the National DNCL Rules, such as an existing business relationship exemption.

In cases where an investigation reveals that violations have occurred, the CRTC may issue compliance letters to telemarketers. Compliance letters identify the alleged violation(s) and require the telemarketer to take specific corrective measures to prevent future violations. The CRTC issued 21 compliance letters during the reporting period, and a total of 295 compliance or warning letters have been issued since the inception of the List. Most telemarketers undertake the necessary corrective measures outlined in the letters they receive. The combination of awareness activities and enforcement actions has been effective in bringing many telemarketers into compliance with the Rules.

In other cases, a citation, as described in section 2 of this report, is more appropriate. During the reporting period, the CRTC issued nine citations to telemarketers who had violated various provisions of the Rules.

If other compliance measures fail, or are not appropriate, notices of violation may be issued to telemarketers. These notices set out proposed AMPs for violations of the Rules. A telemarketer that receives a notice with an AMP may pay the penalty or, pursuant to section 72.07 of the Act, make representations to the CRTC.

When representations are made, a panel of CRTC Commissioners reviews the representations and determines, on a balance of probabilities, whether a violation has been committed. The panel may then impose the proposed AMP. The CRTC has the authority to impose an AMP of up to \$1,500 on an individual and of up to \$15,000 on a corporation for each violation committed. A violation that continues on more than one day constitutes a separate violation in respect of each day which it is continued. During the reporting period, eight notices of violation with AMPs were issued to telemarketers. A panel of CRTC Commissioners issued and confirmed four notices of violation with AMPs totalling \$43,000. CRTC staff issued four notices of violation, with AMPs totalling \$184,900 following settlement negotiations. Eleven notices of violation, with AMPs totalling \$662,000, were issued by CRTC staff and were pending a response from the parties as of the end of the reporting period. Since the inception of the National DNCL, a total of 70 notices of violation have been issued, with AMPs totalling \$2,665,900. The CRTC has also negotiated other payments in regards to telemarketing, totalling \$741,000.

If the telemarketer neither pays the penalty nor makes representations in accordance with the notice, it is deemed, pursuant to subsection 72.08(3) of the Act to have committed the violation, and the CRTC may impose the AMP.

If the CRTC has imposed an AMP and the telemarketer has not paid the penalty, the CRTC pursues collection action. The CRTC uses various methods to collect outstanding accounts. These include, but are not limited to, actions such as (1) referring outstanding accounts to collection agencies or the Canada Revenue Agency (CRA), for refund offset of funds otherwise payable by the CRA, and (2) certifying the amount and registering the certificate with the Federal Court for collection through the Court's procedures.

The CRTC publishes a monthly National DNCL status report on its website. The report contains monthly and cumulative information on a number of key variables, including the number of telephone and fax numbers registered on the National DNCL; the number of complaints; the number of new, closed, and active investigations; the number of notices of violation issued; and the number of AMPs imposed. The status report also contains a list of CRTC decisions regarding violations of the Rules. This list identifies the companies that have been found to be in violation of the Rules and contains a URL link to each of the decisions. These decisions contain information on the circumstances of the case and the amount of the AMP levied.

The CRTC will continue to use its authority to impose AMPs on telemarketers that do not comply with the Rules. The National DNCL List operator, on behalf of the CRTC, has developed a process to notify telemarketers whose subscriptions are about to expire. This process is designed to improve due diligence, and responsiveness to the National DNCL, thus ensuring that companies that conduct telemarketing activities to Canadians comply with the Rules by, among other things, subscribing to the List.

APPENDIX

1. CANADIAN NUMBER REGISTRATIONS

TABLE 1.1

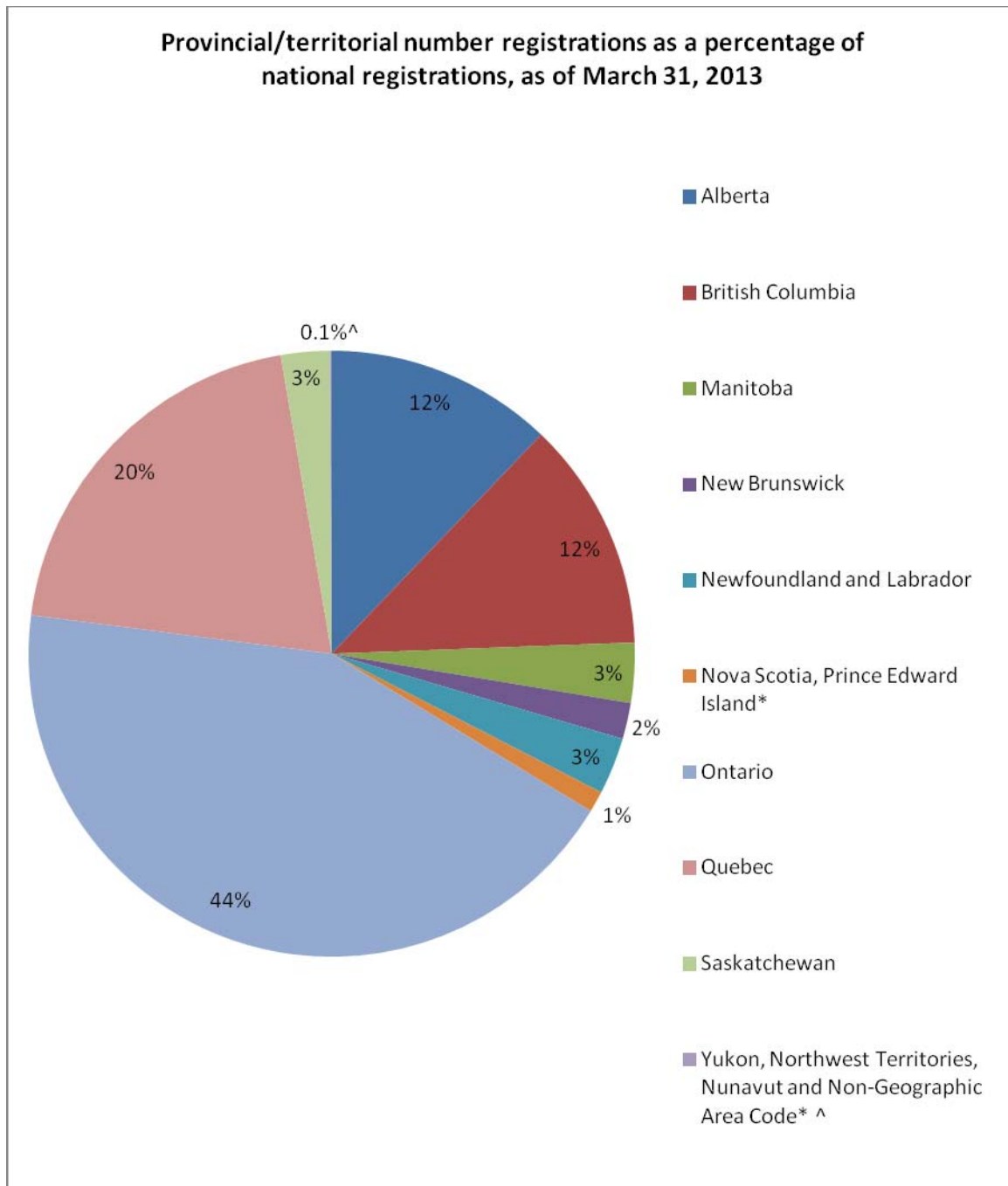
Total registrations by province/territory April 1, 2012 to March 31, 2013									
Alberta	British Columbia	Manitoba	New Brunswick	Newfoundland and Labrador	Nova Scotia, Prince Edward Island*	Ontario	Quebec	Saskatchewan	Yukon, Northwest Territories, Nunavut*
77,702	99,990	29,109	12,863	6,078	20,519	304,910	202,930	22,966	989

TABLE 1.2

Monthly registrations by province/territory April 1, 2011 to March 31, 2012												
	Apr-12	May-12	Jun-12	Jul-11	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Alberta	9,713	5,349	3,995	5,496	5,855	4,674	5,353	4,904	2,563	4,910	10,026	14,864
British Columbia	11,335	5,979	6,642	7,853	7,739	5,417	6,348	5,304	3,388	7,159	13,195	19,631
Manitoba	3,077	1,557	980	2,095	4,557	1,043	2,303	1,297	638	2,275	2,156	7,131
New Brunswick	1,131	833	519	666	547	666	662	681	397	1,083	3,051	2,627
Newfoundland and Labrador	742	419	259	328	322	147	345	440	220	943	1,018	895
Nova Scotia, Prince Edward Island*	1,562	1,498	1,066	1,181	911	992	1,123	1,248	632	3,085	3,938	3,283
Ontario	38,222	27,336	18,994	20,035	19,520	15,307	19,528	19,200	11,396	24,784	27,253	63,335
Quebec	10,201	9,770	8,086	11,512	16,928	59,413	23,861	12,651	6,824	10,353	13,010	20,321
Saskatchewan	3,518	2,639	1,578	1,382	1,194	1,506	1,404	1,241	547	1,182	2,116	4,659
Yukon, Northwest Territories, Nunavut*	104	48	62	102	92	41	75	39	20	52	138	216
Total registrations	79,605	55,428	42,181	50,650	57,665	89,206	61,002	47,005	26,625	55,826	75,901	136,962

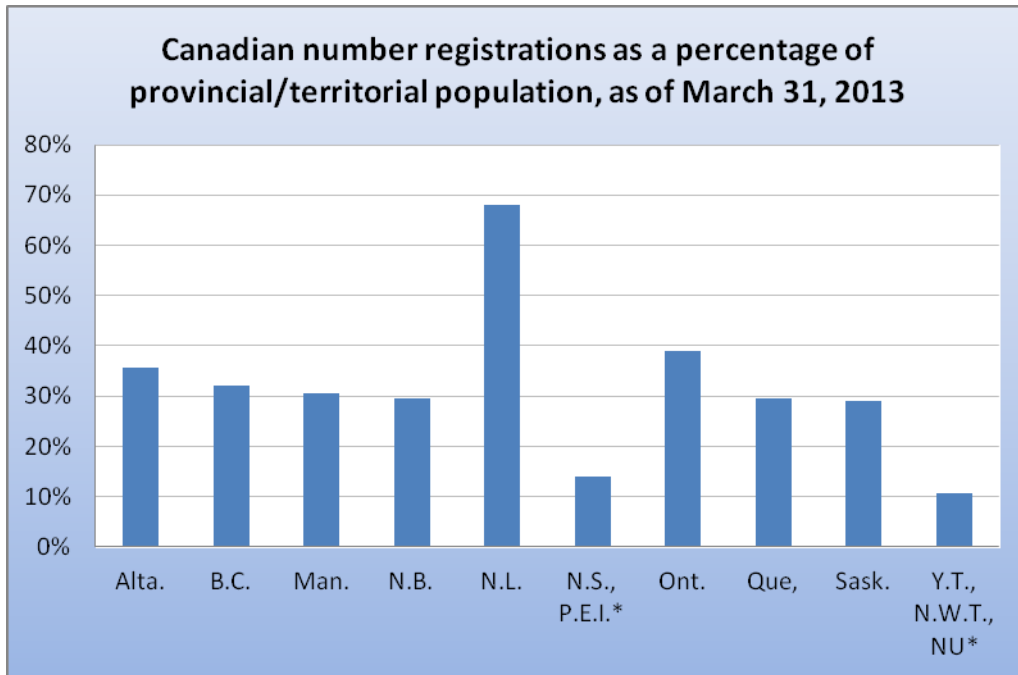
* Data for these locations is not separated since they share one area code (area code 902 in Nova Scotia and Prince Edward Island; area code 867 in Yukon, Northwest Territories, and Nunavut. Non-geographic area codes 500 and 600 are combined with area code 867).

FIGURE 1.1



* Data for these locations is not separated since they share one area code (area code 902 in Nova Scotia and Prince Edward Island, and area code 867 in Yukon, Northwest Territories, and Nunavut. Non-geographic area codes 500 and 600 are combined with area code 867).

FIGURE 1.2



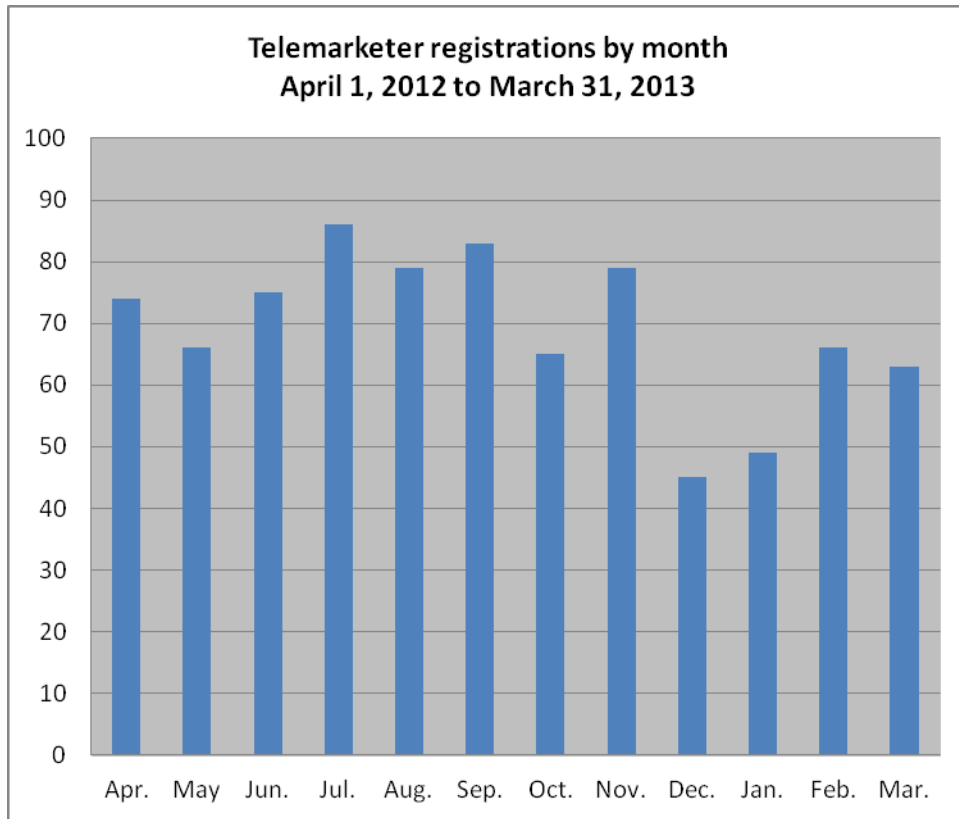
* Data for these locations is not separated since they share one area code (area code 902 in Nova Scotia and Prince Edward Island, and area code 867 in Yukon, Northwest Territories, and Nunavut. Non-geographic area codes 500 and 600 are combined with area code 867).

2. TELEMARKETER REGISTRATION

TABLE 2.1

Canadian telemarketer registrations by month and by province/territory April 1, 2012 to March 31, 2013													
	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Total
Alberta	14	8	8	10	2	7	4	12	4	2	5	6	82
British Columbia	9	5	11	14	6	5	8	9	5	6	14	4	96
Manitoba	2	2	2	2	2	0	0	0	3	0	1	0	14
New Brunswick	2	1	1	0	1	1	2	0	1	2	0	1	12
Newfoundland and Labrador	1	2	0	0	0	1	0	0	0	0	0	1	5
Nova Scotia	1	1	2	2	1	1	1	2	0	0	1	0	12
Ontario	25	26	25	28	29	38	21	22	15	24	24	22	299
Prince Edward Island	1	0	1	0	0	0	1	0	0	0	1	0	4
Quebec	15	15	17	18	30	26	20	29	12	11	15	24	232
Saskatchewan	2	1	1	5	2	0	2	2	0	0	1	1	17
Yukon, Northwest Territories, Nunavut	0	0	0	0	1	0	1	0	0	0	0	1	3
Total Canadian telemarketer registrations	72	61	68	79	74	79	60	76	40	45	62	60	776

FIGURE 2.1



3. COMPLAINTS

TABLE 3.1

Complaints requiring further investigation into potential violations of the Unsolicited Telecommunications Rules April 1, 2012 to March 31, 2013												
Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Total
13,019	13,269	11,781	17,805	18,255	11,390	11,123	10,290	8,126	11,747	11,439	10,602	148,846

4. SUMMARY TABLES

TABLE 4.1

Summary of complaints and registrations									
	Period ending March 2009*	Period ending March 2010	Period ending March 2011	Period ending March 2012	Period ending March 2013	Cumulative increase from 2009 to 2010	Cumulative increase from 2010 to 2011	Cumulative increase from 2011 to 2012	Cumulative increase from 2012 to 2013
Telemarketer registrations	5,896	7,548	8,478	9,382	9,789	28%	12%	11%	4%
Complaints requiring further investigation	78,863	216,120	318,795	431,679	449,853	174%	48%	35%	15%
Canadian number registrations	6,676,550	8,280,806	9,476,414	10,707,979	11,487,798	24%	14%	13%	7.3%
Canadian number deregistrations	6,888	12,911	25,759	42,227	45,461	87%	100%	64%	7.66%
Total net registrations	6,669,662	8,267,895	9,450,655	10,665,752	11,442,337	24%	14%	13%	7.3%
Canadian number registrations by province/territory									
Alberta	818,310	973,299	1,093,611	1,227,373	1,300,970	19%	12%	12%	6%
British Columbia	741,213	967,684	1,129,596	1,321,040	1,416,152	31%	17%	17%	7%
Manitoba	205,764	257,662	288,625	341,521	369,070	25%	12%	18%	8%
New Brunswick	135,968	161,608	183,662	210,831	222,496	19%	14%	15%	5%
Newfoundland and Labrador	72,420	93,467	107,831	124,370	129,991	29%	15%	15%	4%
Nova Scotia, Prince Edward Island**	228,442	260,857	291,876	331,126	349,855	14%	12%	13%	6%
Ontario	3,031,606	3,655,938	4,152,915	4,716,180	5,003,701	21%	14%	14%	6%
Quebec	1,262,505	1,682,081	1,957,211	2,145,192	2,338,670	33%	16%	10%	9%
Saskatchewan	168,058	207,703	236,518	278,457	300,050	24%	14%	18%	8%
Yukon, Northwest Territories, Nunavut**	5,365	7,583	8,796	10,418	11,382	41%	16%	18%	9%
Non-geographic area codes	11	13	14	16	21	18%	8%	14%	31%
Total	6,669,662	8,267,895	9,450,655	10,706,524	11,442,358	24%	14%	13%	7%

* This period covers September 30, 2008 to March 31, 2009

** Data for these locations is not separated since they share one area code (area code 902 in Nova Scotia and Prince Edward Island, and area code 867 in Yukon, Northwest Territories, and Nunavut).

TABLE 4.2

Summary of subscriptions									
	Period ending March 2009*	Period ending March 2010	Period ending March 2011	Period ending March 2012	Period ending March 2013	Percentage relative increase from 2009 to 2010	Percentage relative increase from 2010 to 2011	Percentage relative increase from 2011 to 2012	Percentage relative increase from 2012 to 2013
Telemarketer subscriptions	2,497	2,623	2,350	2,093	2,109	5%	-11%	-11%	1%

* This period covers September 30, 2008 to March 31, 2009