

JUNK**BUSTERS** Anti-Telemarketing Script

Telemarketers always use a script: why shouldn't you?

◆ What to say when they call if you don't want junk calls

Every time you get call you consider junk, just ask the questions in this script. If they answer no, you may be able to [sue them](#). You can print copies of it to keep by every phone at home. If everyone follows it, the junk calls will slowly but surely drop off.

- ``Are you calling to [sell](#) something?" (or ``is this a telemarketing call?")
- ``Could you tell me your full [name](#) please?" \$
- ``And a phone number, area code first?" \$
- ``What's the name of the organization you're calling for?" \$
- ``Does that organization keep a list of numbers it's been asked [not](#) to call?" \$
- ``I would like my number(s) put [on](#) that list. Can you take care of that now?" \$
- ``And does the company you work for also make telemarketing calls for any other organizations?"
(If they answer no, skip the next question.)
- (If yes) ``Can you make sure your company won't call me for [any](#) other organization?" \$

You may need to ask to speak with a supervisor if they sound lost. When you're ready to let them off, you might close with ``Is it clear that I never want telemarketing calls from [anyone](#)?" and just say goodbye. If you feel like making them pay, keep going:

- ``Will your company keep my number on its do-not-call list for at least [ten](#) years?" \$
- ``And does your company have a [written policy](#) that says that on paper?" \$
- ``Can you send me a [copy](#) of it?" \$
- ``What's your supervisor's first and last name?"
- ``What's your employer's business name, address and main telephone number?"
- ``Are you calling for a [tax-exempt](#) nonprofit organization?"
- ``Is this call based on a [previously](#) established business relationship?"

Before hanging up, check you have all their answers written down, then say goodbye. Add the date and time to your record. (Is it between [8 a.m. and 9 p.m.](#)? \$)

Disclaimer: [nothing](#) here should be taken as legal advice. If they answer no to any question ending in

``\$" you may be able to [sue](#) them for \$500-\$1500 under the [Telephone Consumer Protection Act](#). But if the answer to either of the last two questions is yes, then the Act doesn't consider the call to be a [solicitation](#), so it's not covered by many of its regulations. Also excluded are calls to [business numbers](#). For more details, see our pages on federal [laws](#) and on how to reduce [telemarketing calls](#) and junk mail. [JUNKBUSTERS DECLARE](#) makes it easy to tell companies [not sell your phone number](#) to telemarketers, and to request the [Direct Marketing Association's](#) Telephone Preference Service.



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