Anti-Telemarketing Script – Get the Data Needed To Sue under TCPA

Date: _____
Time: _____
Caller ID: _____
Caller Number: _____

You may need to ask to speak with a supervisor if the caller sounds lost. Be friendly and ask questions in the following order. Improvise a little to gain their confidence (e.g. "Bruce Smith…" I knew a Bruce Smith back in Kansas are you any relation?). If the caller hangs up at any point circle the statement that prompted the hang-up.

1. (opt) Are you calling to <u>sell</u> something? ('is this a telemarketing call?')   Y / N
2. Could you tell me your full <u>name</u> please? **$**   _____
3. And a phone number, area code first? **$**   _____
4. And whom did you say you were calling for? **$**   _____
5. Does (name of company) keep a list of numbers it's been asked <u>not</u> to call?" **$** Y / N
6. I would like my number*(s)* put <u>on</u> that list. Can you take care of that now? **$**   Y / N
7. And does the company you work for also make telemarketing calls for any other organization? *(If they answer no, skip the next question.)*   Y / N

   - *(If yes)* Can you make sure your company won't call me for <u>any</u> other organization? **$**

8. Does your company have a <u>written policy</u> that says that on paper? **$**   Y / N
9. Can you send me a <u>copy</u> of it? **$**   Y / N
10. What's your supervisor's first and last name?   _____
11. What's your employer's business name, address and main telephone number?

   _____   main tel: _____

   _____

   _____

12. Is it clear that I never want telemarketing calls from <u>anyone</u>?   Y / N
13. Will your company keep me on its do-not-call list for at least <u>ten</u> years? **$**   Y / N
14. Is this call based on a <u>previously</u> established business relationship?   Y / N

Before hanging up, check that you have all their answers written down, then say goodbye. Add the date and time to your record. (Is it between <u>8 a.m. and 9 p.m.?</u> **$**)

Notes:

_____