

CARPENTER AND SCHUMACHER, P.C.
ROBOCALLING AND TEXT SPAM CHECKLIST
www.cstriallaw.com



PHONE CALLS

	Verify you are on the Do-Not-Call List (DoNotCall.gov) for your landline number
	Verify you are on the Do-Not-Call List (DoNotCall.gov) for your mobile number
	Maintain a copy of your Registry verifications
	<p>During the call:</p> <ol style="list-style-type: none"> 1. If it is live person making the call, LISTEN first – let the individual volunteer information about the purpose of the call. 2. Ask basic, friendly questions such as “Just so I understand the offer...” Phrasing your questions in this manner opens the possibility the caller will continue to provide information. 3. After listening for basic identification information, ask for a name and call-back number in case you get disconnected. 4. Do NOT say you are interested or thank them for reaching out. You can ask questions, but don’t otherwise encourage the call. 5. After obtaining as much information as possible through basic, friendly questions, ask for more specific details – <ol style="list-style-type: none"> (a) Location of the Company (b) Website for the Company (c) Contact information (email or company phone number) 6. After obtaining information, ask the caller if they are aware you are on the Do-Not-Call Registry. 7. If the caller says you gave consent, specifically ask for when and how such consent was provided. 8. If you did not answer the call, save any voicemail, answering machine or message recording.
	<p>After the call:</p> <ol style="list-style-type: none"> 1. Record the date and approximate time of the call 2. Record the name/number that appeared on Caller ID. Also make note if the Caller ID information does not match the information provided by the caller (company name, phone number, etc). 3. Make notes of the call to later remember -- <ol style="list-style-type: none"> (a) was there a several second pause at the beginning of the call? (b) were there short tones at the beginning of the call? (c) how long did the call last? (d) was it a pre-recorded message? (e) did the caller identify themselves at the beginning of the call? (f) the type of call and information about the company, caller, purpose, and how the call concluded. 4. Save a copy of your phone bills
	<p>IN ADDITION TO THE ABOVE, FOR CELL PHONE CALLS:</p> <ul style="list-style-type: none"> - Take a screenshot if you do not recognize the number BEFORE you answer the call

It is also illegal to send unsolicited commercial email messages to wireless devices, including cell phones and pagers, unless the sender gets your permission first. It's also illegal to send unsolicited text messages from an auto-dialer — equipment that stores and dials phone numbers using a random or sequential number generator.



TEXT MESSAGES

<input type="checkbox"/>	Verify you are on the Do-Not-Call List (DoNotCall.gov) for your mobile number
<input type="checkbox"/>	Maintain a copy of your Registry verification
<input type="checkbox"/>	DON'T REPLY AND DO NOT OPEN ANY LINK
<input type="checkbox"/>	Take a screen shot of the text
<input type="checkbox"/>	Check your phone bill for text message charges