

## Do Not Call Register hits two million mark

More than two million telephone numbers have been listed on the Do Not Call Register since it was launched on 3 May 2007. The register is a database where individuals can list their Australian fixed-line and mobile phone numbers, provided the numbers are used mainly for private or domestic purposes.

Generally, it is against the law to make unsolicited telemarketing calls to a number listed on the register. This is subject to some exemptions which allow certain public interest organisations to make specific types of telemarketing calls to numbers on the register.

Any business that calls a number on the register, or arranges for a call to be made to a number on the register, may be in breach of the legislation and could face penalties. To avoid possible penalties, businesses planning to make telemarketing calls are able to check their calling lists against the register.

By 30 November 2007, the telemarketing industry had taken out 2,169 subscriptions and checked or 'washed' 487.7 million telephone numbers against the register. As a percentage of total registrations, the number of complaints received about industry participants calling numbers on the register is less than one per cent.

To register a telephone number, go to [www.donotcall.gov.au](http://www.donotcall.gov.au).



## Anti-spam complaints double following website revamp

To streamline access for consumers, ACMA recently reconfigured the spam and e-security section of its website [www.spam.acma.gov.au](http://www.spam.acma.gov.au). The redesign by external consultants was completed in October 2007 and was informed by consumer and industry feedback about their access and information needs. It incorporates forms for making complaints and enquiries about spam, as well as information about spam scams and other spam and e-security related issues.

ACMA investigates complaints about alleged breaches of the *Spam Act 2003*

and encourages consumers to lodge complaints about spam to assist in enforcing the Act. Links to complaint forms are now on every page in [www.spam.acma.gov.au](http://www.spam.acma.gov.au), addressing a deficiency of the previous website. Since the revamp was launched in September 2007, complaints about spam have doubled and now average about nine per day.

The phrase 'reporting spam' results in a high ranking for ACMA in Google listings, which is expected for searches in the Australian web domain. However, when the phrase is entered in the United

States domain, for example, the top 10 listings usually include ACMA, resulting in a small number of spam complaints from US residents, which are referred to the US Federal Trade Commission.

One of the most frequently visited areas of the ACMA website, [www.spam.acma.gov.au](http://www.spam.acma.gov.au) contains the SpamMATTERS application, which is used to report spam, and frequently asked questions about how to use it. At the end of November, more than 242,000 Australian email users had registered to use this reporting tool.

Information about current scams associated with spam, which are generally reported to ACMA through SpamMATTERS, is regularly updated on [www.spam.acma.gov.au](http://www.spam.acma.gov.au). In most cases, these scams involve criminal activity and are reported to the Australian High Tech Crime Centre for its action.

[www.spam.acma.gov.au](http://www.spam.acma.gov.au) also provides information about how ACMA is fighting spam, understanding, avoiding and reporting spam, protecting yourself online and the Australian Internet Security Initiative.