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**DNC Registry User Guide for Consumer**  
**Version 1.3**

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## 1. Introduction

1.1. The Do Not Call Registry is a national database for subscribers to register their Singapore telephone numbers if they **choose not to receive** unsolicited telemarketing messages.

The Do Not Call Registry consists of the following 3 Registers:

i. **No Voice Call ('No Voice')**

Telephone Numbers registered in this register do not want to receive unsolicited phone calls.

ii. **No Text Message ('No Text')**

Telephone Numbers registered in this register do not want to receive unsolicited telemarketing text messages.

iii. **No Fax**

Telephone Numbers registered in this register do not want to receive unsolicited fax messages.

1.2. There are three methods to register:

- a) Online @ DNC Registry website
- b) SMS
- c) Phone

Tip: If yours is not a fax number, please also add your number to the No Fax Message Register.

1.3. You should expect to stop receiving unsolicited telemarketing messages through your registered telephone number 21 days after registration (if you register on or after 1 February 2021), 30 days after registration (if you register on or after 2 July 2014) and up to 60 days after registration (if you register before 2 July 2014).

1.4. Your registration does not expire unless you terminate your telephone number or if you deregister your telephone number from the DNC Register(s). You may deregister at any time.

## 2. Online @ DNC Registry website

**Step 1:** Access the DNC Registry website – <http://www.dnc.gov.sg> using any web browser.

Note:

1. The website is best viewed in IE 9.0 and above, Firefox or Chrome.
2. You need to have access to the device which you are registering. A one time password will be sent to the device for verification to complete the registration.

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**Announcement:** The DNC Registry system will be undergoing scheduled maintenance from 00:00 hours to 08:00 hours (12 am to 8 am) on Sunday, 02 October 2016. During this period, the DNC Registry system will be unavailable to all users. We apologise for any inconvenience caused.

### Welcome to the Do Not Call (DNC) Registry

**Consumer - Register Your Phone Number**

Consumers who do not wish to receive telemarketing messages via phone call, SMS or fax, can register their Singapore telephone numbers with the DNC Registry. This applies to home, office and mobile numbers. Registration is free and does not expire. [Read More](#)

[Click here](#) to view the DNC Registry User Guide for Consumers.  
[Click here](#) for FAQ.  
[Click here](#) to lodge a complaint for unsolicited telemarketing message.

**Organisation - Check the Registry Before You Do Telemarketing**

With effect from 2 January 2014, Organisations must check with the DNC Registry to ensure that the Singapore telephone numbers that they are sending telemarketing messages to, are not listed in the Registry. [Read More](#)

[Click here](#) to view the DNC Registry User Guide for Organisations.  
[Click here](#) for FAQ.

**Register Online**

Click here to add or remove your phone number

**Register by SMS**

Send an SMS with the message 'DNC' to 78771  
[Click here to find out more](#)

**Apply for a DNC Checking Account**

Click here to apply for an account to check phone numbers before sending telemarketing messages

**Login with SingPass**

For organisation registered in Singapore and individual person

**Register by Phone**

Call our toll-free number 1800 248 0771  
[more](#)

**Login with DNC User ID**

For organisation registered overseas

**Step 2**

NOTICE: Please note that any third-party service providers offering services relating to the Do Not Call (DNC) Registry and/or checking facilities bearing similar names to the PDPC or DNC Registry are not associated with, endorsed or approved by the PDPC. Organisations that wish to register for a DNC Registry account with the PDPC should do so through our website at [www.dnc.gov.sg](http://www.dnc.gov.sg). Individuals registering their numbers on the DNC Registry should also only do so at [www.dnc.gov.sg](http://www.dnc.gov.sg) or through PDPC's official SMS and Toll Free numbers.

Organisations that use third party aggregators to check telephone numbers against the DNC Registry should be aware that it is their organisations, and not the aggregators, that will be liable under the Personal Data Protection Act should the aggregator fail to indicate a phone number is listed on the DNC Registry.

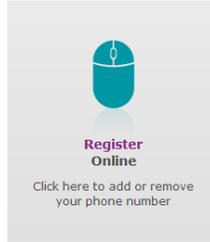
If you require clarifications on the DNC Registry, please contact us at [info@pdpc.gov.sg](mailto:info@pdpc.gov.sg).

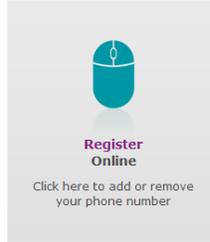
Last updated on 23 May 2016

[Privacy Statement](#) · [Terms of Use](#) · [Rate this Website](#)  
 Best supported by IE 9 and above, Firefox and Chrome.

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**Ask Jamie @ DNC**  
 Type your question ...

**Figure 2-1 DNC Home Page**



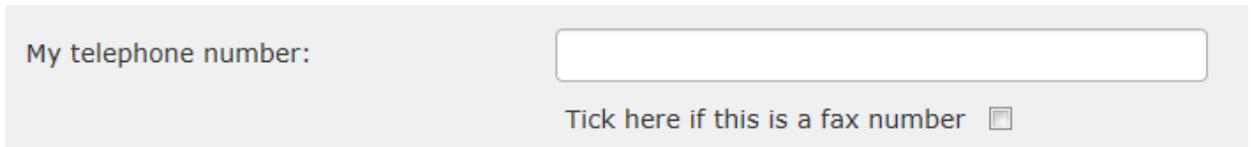
Click on the  box. You will be shown the following page:



**Figure 2-2 Consumer Registration Page**

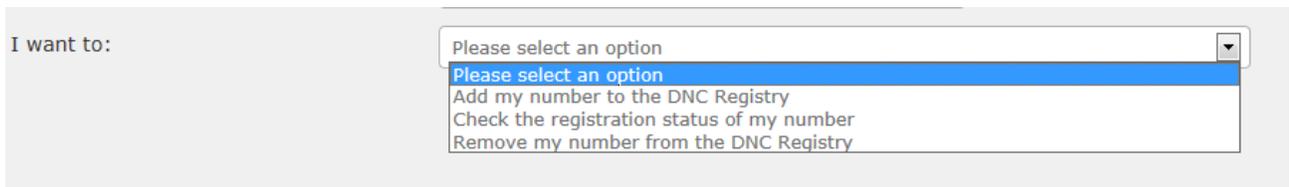
**Step 2:**

- i. Enter your Singapore telephone number. The telephone number should start with '3', '6', '8' or '9'.



If the telephone number is a fax number, tick the checkbox.

- ii. Click on the Drop down box and select your option.



**Option 1: Add my number to the DNC Registry** - If you are registering your number, select “**Add** my number to the DNC Registry” and tick on the checkbox next to the Register that you want to add your number to.

Please select one or more of the following Register(s):

- No Voice Call (Tick here if you [do not](#) want to receive telemarketing messages through calls)
- No Text Message (Tick here if you [do not](#) want to receive telemarketing messages through text messages)
- No Fax Message (Tick here if you [do not](#) want to receive telemarketing messages through fax or your number is not used to receive faxes)

**Option 2: Check the registration status of my number** - If you want to check the status of the telephone number you have entered, select “**Check** the registration status of my number”.

**Option 3: Remove my number from the DNC Registry** - If you want to deregister the telephone number you have entered, select “**Remove** my number from the DNC Registry” and tick on the checkbox next to the Register that you want to remove from.

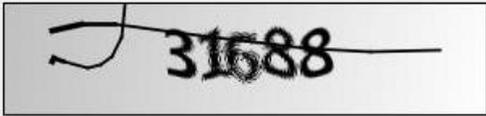
Please select one or more of the following Register(s):

- No Voice Call
- No Text Message
- No Fax Message

iii. Enter the captcha.

Please enter the characters shown in the image below

Enter the text below



Can't read this?  
Try [another](#).

iv. Click on the  button.

**Step 3:** You will receive a One Time Password (OTP) through:

1) SMS to your mobile phone	If your number begins with "8" or "9". You will receive a SMS.
2) Call to your fixed line phone	If your number begins with "3" or "6". The OTP will be read out to you.
3) Fax to your machine	If you are registering a fax number by ticking the checkbox to indicate that it is a fax number. You will receive a fax.

Enter the one time password in the box shown below and click on the



An SMS containing your One Time Password (OTP) has been sent to ' 90000001

Please enter the OTP sent to you

Please click on the "Resend OTP" if you did not receive the OTP after 5 minutes

**Figure 2-3 Consumer Registration Page**

Note: The one time password is valid for 5 minutes only. Click on the



button to request for a new OTP if you did not receive the OTP after 5 minutes.

**Step 4:** You will see the status of your telephone number after the system has processed your request.

### Do Not Call Registry Consumer Online Registration

Thank you. Your telephone number 90000001 has been added to the following Register(s):

- No Voice Call
- No Text Message

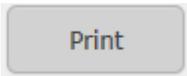
You may still receive telemarketing messages within the next 30 days.

The current status of your number 90000001 as of 26 January 2021 is as follows:

No Voice Call	No Text Message	No Fax Message/Not a Fax Number
Registered (Added on 26 January 2021)	Registered (Added on 26 January 2021)	Not Registered

**Figure 2-4 Status of Registration**

Note:

1. Click on the  button if you need to print this page for record.
2. Click on the  button to register another telephone number.

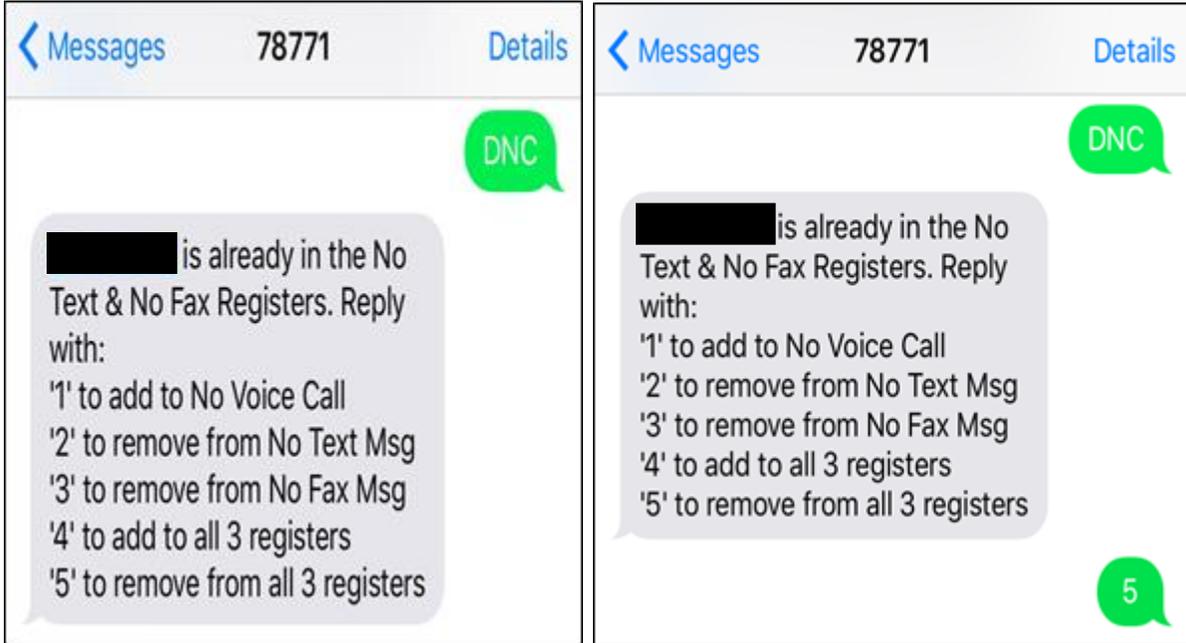
### 3. SMS

Send an SMS with the message 'DNC' to the following numbers:

SHORTCODE	ACTION
78771	Guided menu for all options (including to deregister)

Note: You can only register the number that you SMS from and normal SMS charges will apply.

If you SMS 'DNC' to 78771, you will receive a message with the current status of your telephone number and a menu option to add/remove your number from the respective Register(s). Follow the instructions in the SMS and reply with '1', '2', '3', '4' or '5'. (See example below) After your reply, you will also receive an acknowledgement message.



**Figure 3-1 Registration using SMS (Guided Menu)**

#### 4. Phone

You can call below toll free for registration.

TOLL FREE NUMBER	ACTION
1800 248 0771 (Available in 4 languages)	Voice guided menu for all options (including to deregister)

Note:

1. You can only register the number that you call from. This number must not be subscribed to caller-ID blocking service.
2. If you are overseas, please call +65 6248 0771. Overseas call charges apply.