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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 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](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.

![DNC Home Page](image)

**Figure 2-1 DNC Home Page**
Click on the box. You will be shown the following page:

![Figure 2-2 Consumer Registration Page](image)

**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’.

![My telephone number:](image)

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

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

![I want to:](image)
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.

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.

iii. Enter the captcha.
iv. Click on the **Proceed** button.

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

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) SMS to your mobile</td>
<td>If your number begins with &quot;8&quot; or &quot;9&quot;. You will receive a SMS.</td>
</tr>
<tr>
<td>2) Call to your fixed</td>
<td>If your number begins with &quot;3&quot; or &quot;6&quot;. The OTP will be read out to you.</td>
</tr>
<tr>
<td>3) Fax to your machine</td>
<td>If you are registering a fax number by ticking the checkbox to indicate that it is a fax number. You will receive a fax.</td>
</tr>
</tbody>
</table>

Enter the one time password in the box shown below and click on the **Proceed** button.

![One Time Password Input](image)

**Figure 2-3 Consumer Registration Page**

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

![Consumer Online Registration](image)

**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:

<table>
<thead>
<tr>
<th>SHORTCODE</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>78771</td>
<td>Guided menu for all options (including to deregister)</td>
</tr>
</tbody>
</table>

**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)](image)

### 4. Phone

You can call below toll free for registration.

<table>
<thead>
<tr>
<th>TOLL FREE NUMBER</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800 248 0771</td>
<td>Voice guided menu for all options (including to deregister)</td>
</tr>
</tbody>
</table>

(Available in 4 languages)

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.