
DNC Registry User Guide for Consumer
Version 1.2

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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> 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](#)

Register by Phone

Call our toll-free number 1800 248 0771
[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

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. Individuals registering their numbers on the DNC Registry should also only do so at 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.

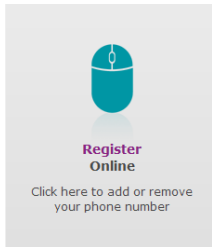
Last updated on 23 May 2016

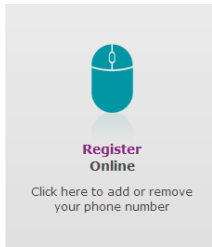
Privacy Statement · Terms of Use · Rate this Website
Best supported by IE 9 and above, Firefox and Chrome.

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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:

Consumer Online Registration

My telephone number:

Tick here if this is a fax number

I want to:

[Proceed](#)

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:

Tick here if this is a fax number

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:

- Please select an option
- Add my number to the DNC Registry
- Check the registration status of my number
- Remove my number from the DNC Registry

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.

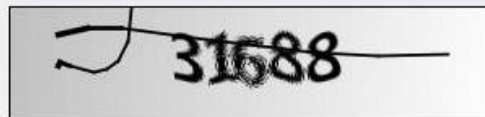
Please select one or more of the following Register(s):

- 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

 button.

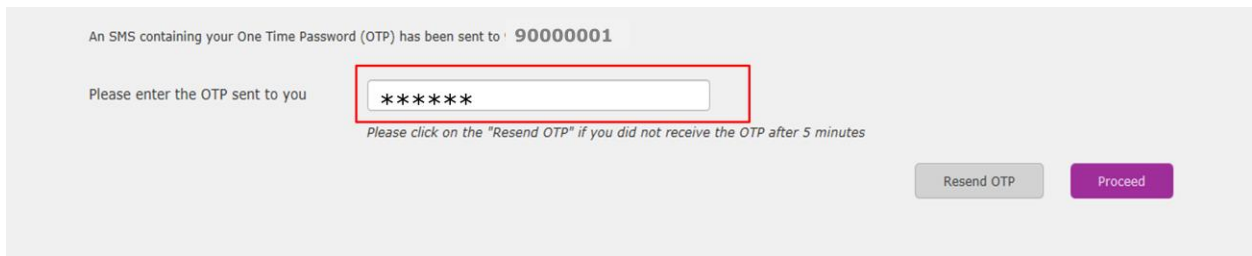
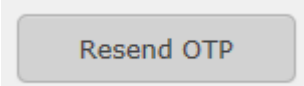


Figure 2-3 Consumer Registration Page

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.

Consumer Online Registration

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

- No Voice Call
- No Text Message

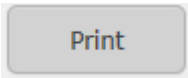
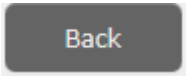
You may still receive telemarketing messages within the next 60 days.

The current status of your telephone number 900000001 as of 13 October 2013 is as follows:

No Voice Call	No Text Message	No Fax Message
Registered (Added on 13 October 2013)	Registered (Added on 13 October 2013)	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.

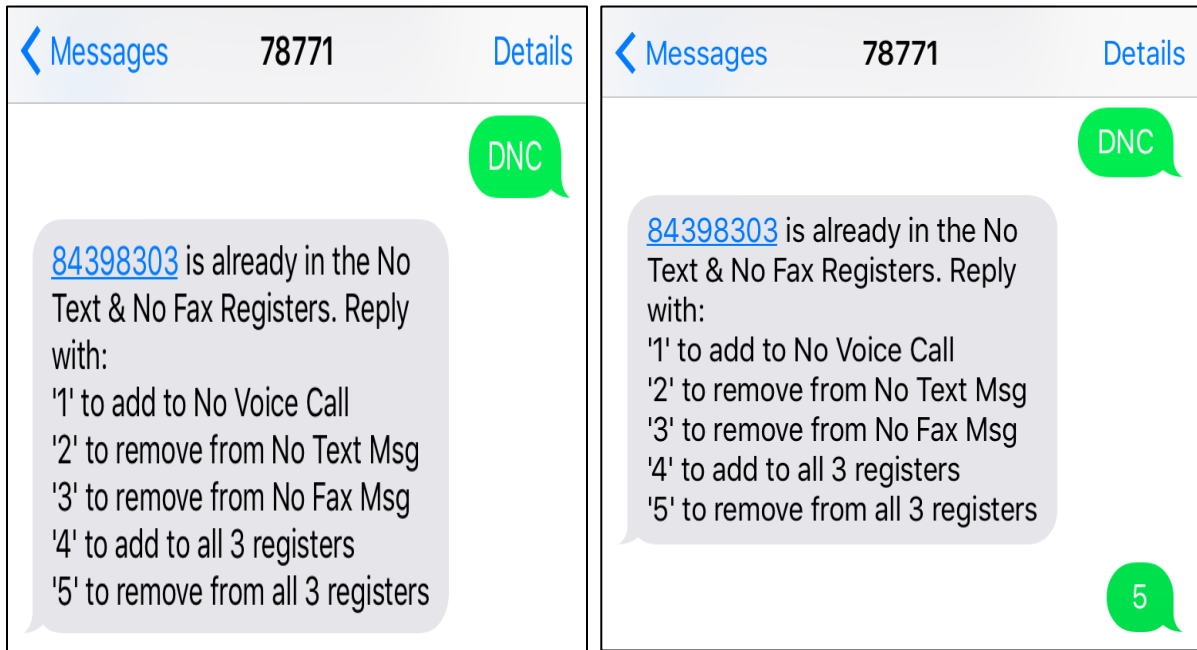


Figure 3-1 Registration using SMS (Guided Menu)

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.