



Do Not Call – Guide to Getting Started

DNC is a batch-based service that gives telemarketers and users of telemarketing services the ability to “scrub” their call lists against all available ‘do not call’ lists including Federal, State, and DMA files. The process includes complete audit trails, record keeping and reporting for compliance verification purposes. DNC can be used as a stand-alone service or in combination with any of PacificEast’s other services.

Please go to the [FTC’s National Call Registry](#) website for detailed information and definitions regarding your specific business and the related DNC requirements.

Getting Started

Step	Explanation
1 - Set up a Business Account Obtain an account setup form on our website at: Getting Started After you submit this information, an Account Manager will be in contact with you.	Account Application: PacificEast requires business and contact information for billing, credit, file and report handling if you have not already done so.
2 - Complete DNC Agreement Select the appropriate DNC agreement from our website: Non-profits Sellers Telemarketers	DNC Agreement: Choose the appropriate DNC agreement based on the nature of your business.
3 - Acquire your FTC – Subscriber Account Number (SAN) Apply to the US Federal Trade Commission for your SAN number. You can do this by going to the FTC’s website .	Subscriber Account Numbers: The Federal Registry can be accessed only with the submission of a SAN number for license verification.

Steps 1 and 2 need to be completed only once. Step 3 must be completed annually. After these steps have been completed you or your Account Manager can enter a Work Order to authorize and specify the requested services.

The last step is just to submit a file, whenever you have one. You can submit these via email, FPA or you can use our Portal to upload the file directly from your computer. As always, if you have questions or need a hand, please call our Customer Service team at 800.665.8400.

PacificEast 8625 SW Cascade Ave, Suite 250 Beaverton, OR 97008
800.665.8400 | [pacificeast.com](#)