How to register a telephone number onto the Do-Not-Call Register for <u>Pre-recorded Messages</u>

If your fixed or mobile number <u>gives correct Caller Line Identification ("CLI")</u> in outgoing calls:

1. Use your fixed or mobile number to call registration hotline *1835000.*
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"1"* to select the Do-not-call Register for Pre-recorded Messages.
4. Press *"1"* to select "to register"
5. System will read out your number. Press *"1"* to confirm registration of this number.
6. Your number will be listed in the Do-not-call Register for Pre-recorded Messages and the protection commencement date will be the 10th working day from the registration date.

If your fixed or mobile number <u>withholds CLI</u> in outgoing calls:

1. If your fixed or mobile phone is set to disable outgoing CLI, please *re-enable outgoing CLI* before calling the registration hotline *1835000*. Otherwise, *dial "1357" before 1835000* to activate outgoing CLI for this registration call.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"1"* to select the Do-not-call Register for Pre-recorded Messages.
4. Press *"1"* to select "to register".
5. System will read out your number. Press *"1"* to confirm registration of this number.
6. Your number will be listed in the Do-not-call Register for Pre-recorded Messages and the protection commencement date will be the 10th working day from the registration date.

If you want to register a fixed number that <u>cannot give correct CLI</u> in outgoing calls or <u>a personal number</u>:

1. Call registration hotline *1835000* from any phone.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"1"* to select the Do-not-call Register for Pre-recorded Messages.
4. Press *"1"* to select "to register".
5. Press *"2"* to choose **register another number**. System will prompt you to input the number that you want to register. To avoid causing disturbance, this option will not be available after 9:00pm.
6. System will read out the inputted number for confirmation. Press *"1"* to confirm.
7. Press *"1"* **to accept calling back** and note the period announced by the system. The system will call back the number that you have inputted within the period specified. If registering a personal number, please make sure that the personal number is call forwarded to a number that you can answer.
8. In case your line is busy, the system will try calling you up to 3 times in 15 minutes intervals. If you do not receive any of the calls, you will need to call the registration hotline again and repeat the process.
9. When you receive the call, press *"1" to confirm* registration.
10. Your number will be listed in the Do-not-call Register for Pre-recorded Messages and the protection commencement date will be the 10th working day from the registration date.

How to register a fax number onto the Do-Not-Call Register for <u>Fax</u>

If your fax machine <u>has a handset or speaker phone</u> and your fax number <u>gives correct Caller Line Identification ("CLI") Information</u> in outgoing calls:

1. Use your fax number to call registration hotline *1835000*.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"2"* to select the Do-not-call Register for Fax.
4. Press *"1"* to select "to register".
5. System will read out your fax number. Press *"1"* to confirm registration of this fax number.
6. Your fax number will be listed in the Do-not-call Register for Fax within the same day and the protection commencement date will be the 10th working day from the registration date.

Notes:

1. Your telephone / fax line may be equipped with more than 1 number (for example, with the duplex ringing feature). Please consider to register all associated numbers onto the Do-not-call Register for fax.

2. The Do-not-call Register for Fax also accepts registration of fixed and mobile numbers. To register a telephone number onto the Do-not-call Register for Fax, please call the registration hotline by using the phone of the number that you want to register.

If your fax machine does <u>not have a handset</u> or your fax number <u>cannot give correct CLI</u> in outgoing calls:

1. Call registration hotline *1835000* from any number.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"2"* to select the Do-not-call Register for Fax.
4. Press *"1"* to select "to register".
5. Press *"2"* to choose **register another number**. System will prompt you to input the fax number that you want to register. To avoid causing disturbance, this option will not be available after 9:00pm.
6. System will read out the inputted number for confirmation. Press *"1"* to confirm.
7. Press *"2"* to accept fax calling back and note the period announced by the system. The system will fax a page with **an authentication code** to the fax number that you have inputted within the period specified.
8. In case your fax line is busy, the system will try sending you the fax page with the authentication code up to 3 times in 15 minutes intervals. If the page is not received or has been lost, you will need to call the registration hotline again and repeat the process.
9. After receiving the fax page with the authentication code, please call hotline *1835005* from any number and press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
10. Enter **the eight digit authentication code** as shown on the fax page.
11. Your fax number will be listed in the Do-not-call Register for Fax within the same day and the protection commencement date will be the 10th working day from the registration date.

How to register a telephone number onto the Do-Not-Call Register for <u>Short Messages</u>

If your fixed or mobile number <u>gives correct Caller Line Identification ("CLI")</u> in outgoing calls:

1. Use your fixed or mobile number to call registration hotline *1835000*.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"3"* to select the Do-not-call Register for Short Messages.
4. Press *"1"* to select "to register".
5. System will read out your number. Press *"1" to* confirm registration of this number.
6. Your number will be listed in the Do-not-call Register for Short Messages within the same day and the protection commencement date will be the 10th working day from the registration date.

If your fixed or mobile number <u>withholds CLI</u> in outgoing calls:

1. If your fixed or mobile phone is set to disable outgoing CLI, please *re-enable outgoing CLI* before calling the registration hotline *1835000*. Otherwise, *dial "1357" before 1835000* to activate outgoing CLI for this registration call.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"3"* to select the Do-not-call Register for Short Messages.
4. Press *"1"* to select "to register".
5. System will read out your number. Press *"1" to* confirm registration of this number.
6. Your number will be listed in the Do-not-call Register for Short Messages within the same day and the protection commencement date will be the 10th working day from the registration date.

If you want to register a fixed number that <u>cannot give correct CLI</u> in outgoing calls, or <u>a personal number</u>:

1. Call registration hotline *1835000* from any phone.
2. Press key to select language: *"1"* for Cantonese; *"2"* for Mandarin; or *"3"* for English.
3. Press *"3"* to select the Do-not-call Register for Short Messages.
4. Press *"1"* to select "to register".
5. Press *"2"* to choose **register another number**. System will prompt you to input the number that you want to register. To avoid causing disturbance, this option will not be available after 9:00pm.
6. System will read out the inputted number for confirmation. Press *"1"* to confirm.
7. Press *"1"* to accept **calling back** and note the period announced by the system. The system will call back the number that you have inputted within the period specified. If registering a personal number, please make sure that the personal number is call forwarded to a number that you can answer.
8. In case your line is busy, the system will try calling you up to 3 times in 15 minutes intervals. If you do not receive any of the calls, you will need to call the registration hotline again and repeat the process.
9. When you receive the call, press *"1"* to confirm registration.
10. Your number will be listed in the Do-not-call Register for Short Messages within the same day and the protection commencement date will be the 10th working day from the registration date.