

Robocall Mitigation State Commission End User Information:

[No Call Program | MISSISSIPPI PUBLIC SERVICE COMMISSION \(ms.gov\)](#)

No Call Frequently Asked Questions and Answers:

Q. What is the No Call program?

A. The Mississippi No Call Program is a list, which is maintained and updated by the Mississippi Public Service Commission, of residential, cellular and business telephone subscribers who wish to reduce the number of telephone solicitations they receive.

Q. Who is eligible to be on the list?

A. The No Call Program is available to telephone subscribers in Mississippi.

Q. Can cell phone numbers be included on the list?

A. As of July 1, 2016, cell phones may be registered in the program.

Q. Is there any cost for Subscribers to register?

A. No. The program is free to all telephone customers in the state of Mississippi.

Q. Are my tax dollars being used to fund the program?

A. No. The program will be completely self-funded.

Q. How do I register?

A. Subscribers may register with the Mississippi Public Service Commission by:

- Going to the [home page of the No Call program](#), or
- calling the toll free number: 1-86NOCALLMS (1-866-622-5567) and registering via telephone.

Registration by either of these two methods will become effective based on the eligibility table.

Residential Subscribers may also register by either:

- printing the [Subscriber Registration Form](#), completing it and mailing it to the MSPSC at the address listed below, or
- calling the MSPSC at (601) 961-5434 and requesting that a Subscriber Registration Form be mailed to them, then completing it and mailing it to the MSPSC at:

Mississippi Public Service Commission
Mississippi No Call Program
P.O. Box 1174
Jackson, Mississippi 39215-1174

Registration by mail will cause some delay in having your name placed on the list.

Q. Will the No Call program stop all telemarketing calls?

A. No. The program is designed to reduce the number of telemarketing calls residential and cellular subscribers receive. It will not eliminate all telemarketing calls. The Legislature provided for certain exemptions in the law. The exemptions are as follows:

- An entity that does not make the major sales presentation during the call
- An entity that does not try to complete the sale during the call
- An entity with no intent to complete the sale on the call, but arranges a face-to-face meeting with the consumer to complete the sale
- Mississippi licensed real estate agents

- Mississippi licensed motor vehicle dealers
- Mississippi licensed Insurance agents
- Registered securities brokers and investment advisors
- Registered charitable organizations or callers on their behalf that receive no compensation
- Newspapers
- Financial institutions with a physical location in Mississippi that are subject to supervision by an official state or federal agency
- Mississippi licensed funeral homes, cemetery, or monument dealer
- Any telemarketer who has an established business relationship (existing or within the last six months) with the person being called

Q. What should I do about Robocalls or calls from an unknown phone number?

A. The No Call program is participating in a federal multistate investigation into robocalls. The Federal Trade Commission is making progress in locating and taking action against telemarketers responsible for these types of calls. If receiving a call from an unknown phone number, please take the following steps:

- (1) It is best not to answer the phone.
- (2) If that is not an option, hang up immediately upon determining that it is an unsolicited prerecorded telemarketing phone call.
- (3) Never press a button if prompted by a recording. Any type of participation with the call may increase the number of calls you receive in the future.

Robocalls that are frequently reported to the PSC include but are not limited to:

- (1) Credit card services
- (2) Home Security
- (3) Medical devices targeting Senior Citizens
- (4) Diabetic Supplies

Q. After I register, how long will it be before non-exempt telemarketers/solicitors stop calling, and when am I eligible to file a complaint?

A. The answer will depend upon the date you register. Please see the table below.

If You Register in the Month Of:	The List is Effective and Complaints May Be Filed on or After:
January	March 1
February	April 1
March	May 1
April	June 1
May	July 1
June	August 1
July	September 1
August	October 1
September	November 1
October	December 1
November	January 1

December	February 1
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Q. What can I do if I continue to receive telemarketing calls after my effective date?

A. If you continue to receive telemarketing calls from non-exempt solicitors after your effective date, you may file a complaint with the Mississippi Public Service Commission by completing and submitting the [Online Subscriber Complaint Form](#) or you may print the [Subscriber Complaint Form](#), complete the information, and mail it to:

Mississippi Public Service Commission
Mississippi No Call Program
P.O. Box 1174
Jackson, Mississippi 39215-1174

Q. How many phone numbers can I register?

A. You may register an unlimited number of telephone numbers. However, the only numbers that will be added to the Mississippi No Call list must be valid Mississippi residential and cellular telephone numbers whose name and address match the name and address provided by Directory Assistance for that number.

Q. How long will my name remain on the list?

A. Assuming that your name and number remain the same, the phone number you register will remain on the list as long as the Mississippi Telephone Solicitation Act (MTSA) is re-enacted.

Q. What if I change telephone numbers?

A. If you change telephone numbers and wish to remain in the No Call program, it will be necessary for you to register your new telephone number in the program.

Q. If I change my mind and want to have my numbers(s) removed from the list, whom should I contact?

A. To be removed from the list, you must write a letter stating your request and mail it to:

Mississippi Public Service Commission
Mississippi No Call Program
P.O. Box 1174
Jackson, Mississippi 39215-1174

Q. How much of my personal information is sent to Solicitors that purchase the No Call list?

A. To protect the privacy of Mississippi citizens, the only information provided on the No Call list is the registered telephone number and corresponding zip code.

Solicitor Questions:

Q. When am I required to register with the Commission?

A. The law states that all telemarketers operating in Mississippi are required to register with the Commission by July 1, 2003 and July 1 of each year thereafter.

Q. How do I register?

A. Telemarketers will be required to register by mail. Registration forms may be downloaded [here](#). Completed forms should be mailed to:

Mississippi Public Service Commission
Mississippi No Call Administrator
P.O. Box 1174
Jackson, Mississippi 39215-1174

Q. What are the requirements for me to register?

A. Please carefully review the Commission's final rules implementing the MTSA by clicking [here](#).

Q. When will the list be available?

A. The first list will be available on September 10, 2003. New lists will be available every month, thereafter.

Q. How much will the list cost?

A. The annual fee for the No Call list is \$1,000 and is due by July 1 of each year. This fee includes unlimited downloads of the list and covers all lists between July 1 of the current year and June 30 of the following year.

Q. How can I obtain the list?

A. You will be able to receive the list via a download. Solicitors will only be able to download the No Call list after they have received their User ID and Password from the MPSC. Receipt of the User ID and Password from MPSC indicates the solicitor is successfully registered.

Q. What information will I get on the list?

A. You will receive only the telephone numbers and zip codes of those registered. The list will not contain the names or addresses of the participants in the program.

Q. How often will I need to obtain the list?

A. The first list will be available on September 10, 2003. New lists will be available every month, thereafter. Solicitors are required to update their lists with the new information each month.

Q. Are there exemptions from the law?

A. Yes. The following exemptions were included by the Legislature in the law:

- An entity that does not make the major sales presentation during the call
- An entity that does not try to complete the sale during the call
- An entity with no intent to complete the sale on the call, but arranges a face-to-face meeting with the consumer to complete the sale
- Mississippi licensed real estate agents
- Mississippi licensed motor vehicle dealers
- Mississippi licensed Insurance agents
- Registered securities brokers and investment advisors
- Registered charitable organizations or callers on their behalf that receive no compensation
- Newspapers
- Financial institutions with a physical location in Mississippi that are subject to supervision by an official state or federal agency
- Mississippi licensed funeral homes
- Any telemarketer who has an established business relationship (existing or within the last six months) with the person being called

Q. What is the proper format of the Affidavit to comply with the RP28.100.6.d?

A. Affidavit must be signed by a company representative who can bind the company. You can download a copy of the affidavit [by clicking here](#).

Q. What is the format and schedule for the telecommunication companies to send disconnected numbers pursuant to RP28.100.11.b?

A. All telecommunication companies must send disconnected numbers to the PSC on a quarterly basis.

List is due by the 15th of:

- January

- April
- July
- October

The file for disconnected numbers submitted by the telecom companies must be formatted as a comma delimited Flat Text File or Excel spreadsheet. The file may be emailed to stacy.harrell@psc.ms.gov or on a CD labeled with the Telecommunications Company Name.

The phone numbers will consist of a three (3) digit area code and a seven (7) digit phone number without any special characters, (i.e. no dashes or parentheses)..

Example:

9998887777

6665554444

3332221111

6015551212

Q. What is the format for submitting outgoing numbers used by telemarketers pursuant to RP28.100.6c?

A. The file must be formatted as a comma delimited Flat Text File or Excel spreadsheet. Outgoing phone numbers must be separated by site so that the outgoing phone number list can be associated with a particular site. The file may be emailed to stacy.harrell@psc.ms.gov or on a CD labeled with the Telemarketer Name or the Contracted Company Name to whom the outgoing numbers belong. If the telemarketer or contracted company has more than one site, also list the address.

Each record should have the Federal Tax Id Number followed by the telephone number the two items should be separated by a comma. The telephone number will consist of a three (3) digit area code and a seven (7) digit phone number without any special characters, (i.e. no dashes or parentheses).

For companies that use T-1 lines, the telephone number that shows up on the Caller ID is the number that we need to have on record.

Example:

99999999,9998887777

99999999,6665554444

99999999,3332221111

99999999,6015551212