

REGISTERING FOR A SAN

A step-by-step guide to obtaining a Subscription Account Number

A Subscription Account Number (SAN) identifies that an organization has registered with the government for updates to the National Do Not Call Registry, a requirement in order to market or sell products or services by telephone. A SAN is assigned to your organization after the registration is complete and payment (if required) is received. At the end of the annual subscription period, the SAN expires and you must re-register with the government.

To register for a SAN, go to the National Do Not Call Registry website — <http://telemarketing.donotcall.gov> and follow these instructions:

STEP ONE

From your web browser go to www.telemarketing.donotcall.gov



STEP TWO

Select “Register New User”

National Do Not Call Registry

TELEMARKETER

Starting January 1, 2005, telemarketers and sellers will be required to search the registry at least once every 31 days and drop from their call lists the phone numbers of consumers who have registered.

For more information, see: <http://www.ftc.gov/bcp/edu/pubs/business/alerts/alt129.htm>

New Users:

- Please Register your organization here.

Current Users: Subscription renewals begin 1 September. When you are eligible to renew, please:

- See Manage/Renew Subscriptions to begin;
- Review your Profile to keep it current;
- See Manage Clients to add your client's new SANs;

This section of the National Do Not Call Registry Web site (telemarketing.donotcall.gov) is solely for use by the following:

- Organizations required to comply with the provisions of the Federal Trade Commission's amended Telemarketing Sales Rule, 16 CFR Part 310, or the Federal Communications Commission's Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, 47 CFR Section 64.1200; and
- Organizations otherwise accessing the National Registry solely to prevent telephone calls to telephone numbers in the National Registry.

STEP THREE

Complete the Organization Information Screen

ORGANIZATION INFORMATION

Enter information about your own organization if this is your profile. If this is a client's profile, enter information about the client.

*Organization Name:

*Address:

*City:

*State: *Zip/Postal Code:

*Country: US Non-US

*EIN: OR *SSN:

The organization's [Employer Identification Number \(EIN\)](#) is required. If your organization does not have an EIN, enter the [Social Security Number \(SSN\)](#) of the owner/proprietor.

Organization Telephone

*Int'l. Country Code: *Area Code/Int'l. City Code: *Local Number:

Organization Function

[Help with definitions](#)
TM - Telemarketer
SP - Service Provider

* Seller Telemarketer or Service Provider (TM/SP) Exempt Organization

AUTHORIZED REPRESENTATIVE

Enter information about your own organization if this is your profile. If this is a client's profile, enter information about the client. EXCEPT: Enter your Downloader email address, not your client's email address.

*First Name: *Last Name:

*Int'l. Country Code: *Area Code/Int'l. City Code:

*Local Number: *Extension:

*Rep. Email Address:

*Confirm Email Address:

*Downloader Email Address:

*Confirm Email Address:

Email messages will be sent separately to the Representative Email Address and to the Downloader Email Address to confirm that they are correct. Open the emails and click on the link to send confirmation.

STEP FOUR

Choose "Seller"

Organization Telephone

*Int'l. Country Code: *Area Code/Int'l. City Code: *Local Number:

Organization Function

[Help with definitions](#)
TM - Telemarketer
SP - Service Provider

* Seller Telemarketer or Service Provider (TM/SP) Exempt Organization

STEP FIVE

Select "Create Profile"

AUTHORIZED REPRESENTATIVE

Enter information about your own organization if this is your profile. If this is a client's profile, enter information about the client. EXCEPT: Enter your Downloader email address, not your client's email address.

*First Name: *Last Name:

*Int'l. Country Code: *Area Code/Int'l. City Code:

*Local Number: Extension:

*Rep. Email Address:

*Downloader Email Address:

Email messages will be sent separately to the Representative Email Address and to the Downloader Email Address to confirm that they are correct. Open the emails and click on the link to send confirmation.

STEP SIX

If you agree, select “Yes, I agree” then “Certify”

CREATE PROFILE - CERTIFICATION

I am authorized to certify and do so certify on behalf of my Organization, as well as any Clients for which my Organization is accessing the National Do Not Call Registry:

1. that I have reviewed the Federal Trade Commission's amended Telemarketing Sales Rule, 16 CFR Part 310, and the Federal Communication Commission's Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, 47 CFR Section 64.1200, I am familiar with their requirements as they pertain to my organization, and our access to the National Registry is permitted by law and is solely to comply with the provisions of these Rules, or to otherwise prevent telephone calls to telephone numbers on the National Registry;
2. that our statements to the Federal Trade Commission in connection with accessing the National Registry, including our identification of Organization, Representative, Clients (if any), are true, correct, and complete;
3. that our fee(s) for access to the National Registry, if required by law, either has been or will be paid, before downloading any data from the National Registry; and
4. that our use of this National Registry web site establishes our actual knowledge that abusive telemarketing acts or practices are unfair or deceptive and prohibited by law, and that such illegal acts may include:
 - o selling, renting, leasing, purchasing, or using any data in the National Registry for any purpose except compliance with the provisions of the FTC and FCC regulation of telemarketing or otherwise to prevent telephone calls to telephone numbers on the National Registry;
 - o participating in any arrangement to share the cost of accessing the National Registry, including any arrangement with any telemarketer or service provider to divide the costs to access the National Registry among various clients of that telemarketer or service provider;
 - o initiating an outbound telephone call to a person's telephone number on the National Registry unless otherwise authorized by law.

See, e.g., 16 C.F.R. § 310.4(b)(1), (b)(2), 310.8(e); see also 47 C.F.R. 64.1200.

- Yes, I agree and declare under penalty of perjury that the foregoing is true and correct
 No, I do not agree

Willful false statements are punishable by fine and/or imprisonment. See 18 U.S.C. § 1001.

CERTIFY

STEP SEVEN

Record your Organization ID Number and Passwords

Note: InfoUSA requires both a SAN number and Organization ID number to receive lists

CREATE A PROFILE - COMPLETE

You have submitted your company profile for registration in the National Do Not Call Registry on 8/8/2012. You will receive an email from TMRegister@donotcall.gov. To complete your registration, you must open the email and click on the link provided.

Important: If you do not click on the link in the email within 7 days, your account will be deactivated.

Important: Print this page for your records and safeguard your passwords. You must have these to use this site.

Your Organization ID:	1000000-00000
Your Representative Password:	XXXXXXXX
Your Downloader Password:	XXXXXXXX

[Click here for an explanation of the various passwords.](#)

You may change your password [HERE](#).

You may now [Manage/Renew Subscriptions](#).

After you select area codes, you will also be assigned a [Subscription Account Number \(SAN\)](#).

[BACK](#)

STEP EIGHT

Login to your email and activate your account by following instructions within email

STEP NINE

Select "Manage/Renew Subscriptions"

The screenshot shows the 'National Do Not Call Registry' website. On the left is a navigation menu with buttons for HOME, REVIEW PROFILE, MANAGE/RENEW SUBSCRIPTIONS (highlighted), DOWNLOAD PHONE NUMBERS, FREQUENTLY ASKED QUESTIONS, PRIVACY AND SECURITY, and CONTACT HELP DESK. The main content area is titled 'ORDER AREA CODES FOR YOUR CURRENT SUBSCRIPTION' and 'STEP 4. SUBSCRIPTION COMPLETE'. It displays the following information:

Organization Name:	Independent Seller
Organization ID:	10000000-00000
Subscription Account Number (SAN):	10000000-00000-00
SAN Expiration:	30 Jun 2013
Today's Date:	08 Aug 2012
Payment Amount:	None
Order Number:	

Below the table, it says 'You may now [Download Phone Numbers](#)' and a 'BACK' button.

STEP TEN

Log in using your Organization ID and Password provided.

Select "Representative"

The screenshot shows the 'National Do Not Call Registry' website. On the left is a navigation menu with buttons for HOME, REGISTER NEW USERS, REVIEW PROFILE, MANAGE/RENEW SUBSCRIPTIONS, MANAGE CLIENTS, DOWNLOAD PHONE NUMBERS, FREQUENTLY ASKED QUESTIONS, PRIVACY AND SECURITY, and CONTACT HELP DESK. The main content area is titled 'PLEASE LOG IN FOR ACCESS TO THIS AREA OF THE NATIONAL DO NOT CALL REGISTRY'. Below the title is a warning: 'For problems with your password, please contact the Help Desk by email at rm2-FTChelp@lmbps.com. Your email should include your complete company name and address and/or your organization ID. Do not include any personally identifiable information, such as your Social Security Number.'

The login form contains the following fields and options:

- Organization ID:
- Password:
- Representative
- Downloader
- LOG IN button
- [Change My Password](#)
- [Forgot My Password](#)

At the bottom, there is a note: '* The Browser cipher strength has to be set to 128-bit.'

STEP ELEVEN

Select "Subscribe to Area Codes"

National Do Not Call Registry

HOME
REVIEW PROFILE
MANAGE/RENEW SUBSCRIPTIONS
DOWNLOAD PHONE NUMBERS
FREQUENTLY ASKED QUESTIONS
PRIVACY AND SECURITY
CONTACT HELP DESK

MANAGE/RENEW SUBSCRIPTIONS

- **Subscribe To Area Codes Or Add Area Codes To Your Current Subscription (Expires: 30 Jun 2013)**
Click this link to select and subscribe to area codes, either for your organization or for your clients. After you select the system will calculate the fee you owe, if any. See information about [paying for access](#).

If you owe a fee, have a credit card or your bank account ACH number available. Enter the information required for your payment is processed, you may access the list of registered telephone numbers in the area codes to which you have subscribed.

If this is your first order and you are subscribing 5 or less area codes, after submitting the subscription, above link will be deactivated until your subscription is approved. This approval process might take one business day. You can download a list of registered telephone numbers after your subscription is approved.

- **Check Status**
Click this link to determine if your subscription has been accepted. If you have paid by electronic funds transfer with a bank account ACH number, you must wait three business days following the submission of your payment information for acceptance. If you are an exempt organization, you must wait three business days for acceptance while the FTC reviews your application.
- **View Area Codes**
Click this link to view the area codes to which your organization has subscribed. If you want to see your client's area codes click the Manage Clients button on the left.
- **View SAN Sharing**
Click this link to view the organizations with whom your Subscription is sharing.
- **Request a Refund**
Click this link to learn more about the requirements for obtaining a credit card refund.

STEP TWELVE

Choose Area codes to subscribe to

National Do Not Call Registry

HOME
REVIEW PROFILE
MANAGE/RENEW SUBSCRIPTIONS
DOWNLOAD PHONE NUMBERS
FREQUENTLY ASKED QUESTIONS
PRIVACY AND SECURITY
CONTACT HELP DESK

ORDER AREA CODES FOR YOUR CURRENT SUBSCRIPTION (EXPIRES: 30 JUN 2013)

You must identify the organization on whose behalf you are subscribing to the National Registry. If you are subscribing for a client, you must select the client's name from the pull-down list. Then, select the area codes you need.

The fees for the area codes will be displayed. If you are subscribing to more than five area codes, you will need to pay for them by [credit card or electronic funds transfer \(direct debit\)](#) from a bank account. **IMPORTANT: You must use only a U.S. credit card or bank account. The payment web site, Pay.Gov, does not accept international credit cards or bank account numbers.** Please note that once you confirm your order, you will not be allowed to remove or exchange any area codes. You may add area codes to your subscription at a later date. The first five area codes are provided at no cost but please note that if the total number of area codes in your subscription exceeds five, you will need to pay the applicable fee.

No fees are charged for exempt organizations or for access to five or fewer area codes.

You may also use this page to add new area codes during the [Annual Subscription Period](#).

STEP 1 OF 4: CHOOSE TYPE OF SUBSCRIPTION

SUBSCRIBE FOR:

My Organization (Exp: Jun 2013)
 My Clients

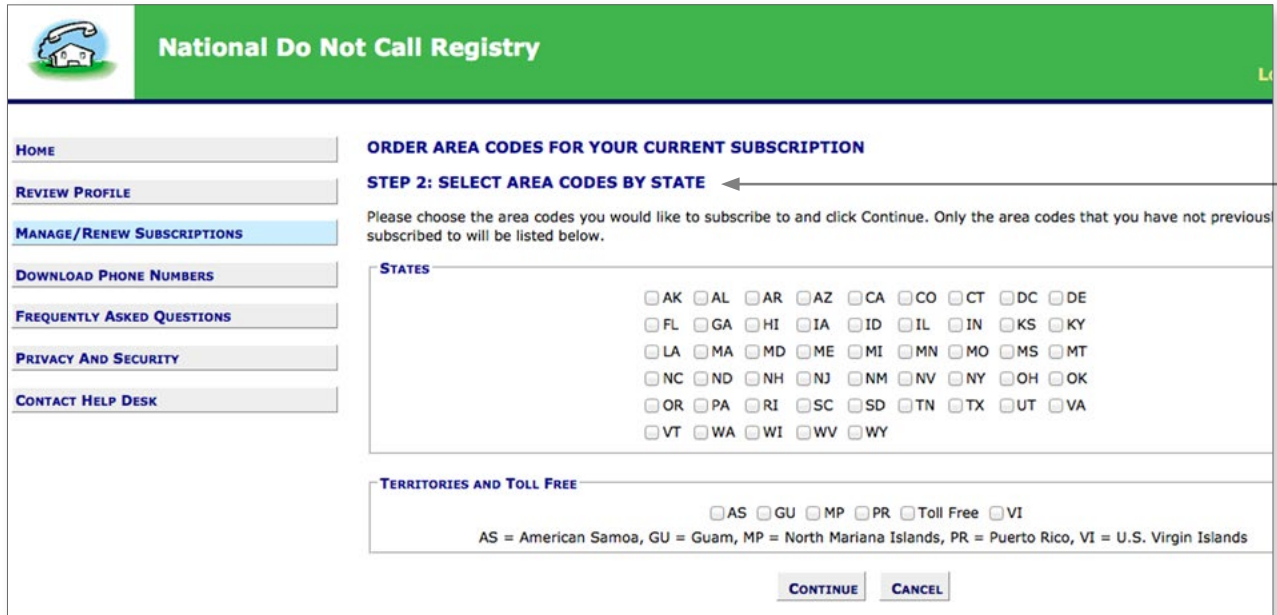
SUBSCRIBE TO AREA CODES

All Area Codes in the US - Fee: \$15,503
 All Area Codes within a State - Fee: \$56 Per Area Code over 5
 Area Codes by Area Code Number - Fee: \$56 Per Area Code over 5
Hint: Use this option to renew based on your last subscription.

SUBMIT

STEP THIRTEEN

Select "Area Codes" and click "Continue"

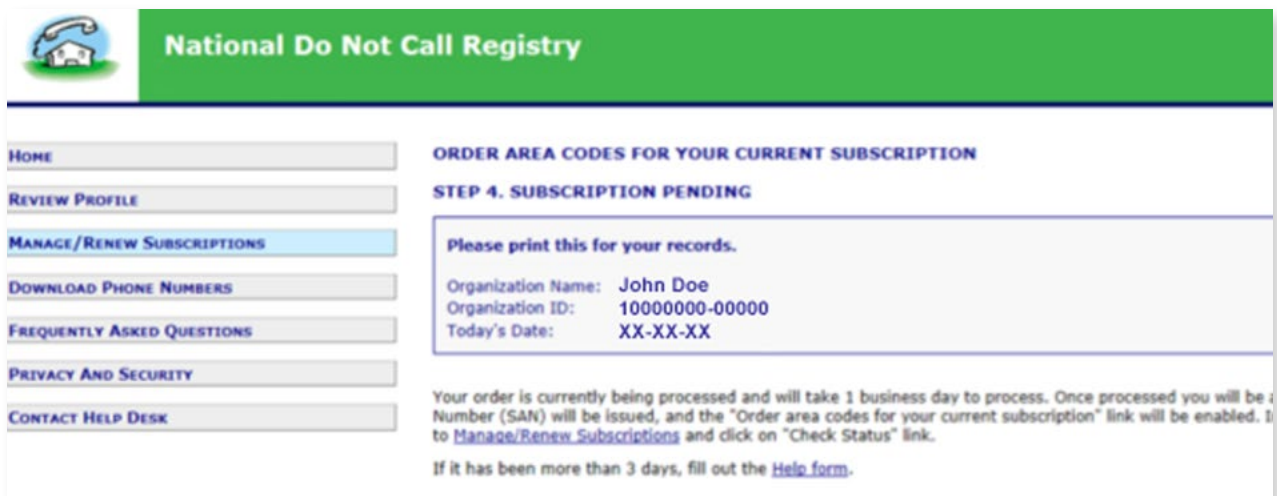


The screenshot shows the "National Do Not Call Registry" website. On the left is a navigation menu with links: HOME, REVIEW PROFILE, MANAGE/RENEW SUBSCRIPTIONS (highlighted), DOWNLOAD PHONE NUMBERS, FREQUENTLY ASKED QUESTIONS, PRIVACY AND SECURITY, and CONTACT HELP DESK. The main content area is titled "ORDER AREA CODES FOR YOUR CURRENT SUBSCRIPTION" and "STEP 2: SELECT AREA CODES BY STATE". Below this, there is a text instruction: "Please choose the area codes you would like to subscribe to and click Continue. Only the area codes that you have not previously subscribed to will be listed below." There are two sections for selecting area codes: "STATES" and "TERRITORIES AND TOLL FREE". The "STATES" section contains a grid of checkboxes for each state: AK, AL, AR, AZ, CA, CO, CT, DC, DE, FL, GA, HI, IA, ID, IL, IN, KS, KY, LA, MA, MD, ME, MI, MN, MO, MS, MT, NC, ND, NH, NJ, NM, NV, NY, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, WY. The "TERRITORIES AND TOLL FREE" section contains checkboxes for AS, GU, MP, PR, Toll Free, and VI. Below this is a legend: "AS = American Samoa, GU = Guam, MP = North Mariana Islands, PR = Puerto Rico, VI = U.S. Virgin Islands". At the bottom right are "CONTINUE" and "CANCEL" buttons.

STEP FOURTEEN

It can take up to 1 business day for you to receive your SAN Number.

Wait until you receive your SAN Number to continue onto Step Fifteen.



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STEP FIFTEEN

Once you have received your SAN click “View Area Codes”

National Do Not Call Registry

MANAGE/RENEW SUBSCRIPTIONS

- **[Subscribe To Area Codes Or Add Area Codes To Your Current Subscription \(Expires: 30 Jun 2013\)](#)**
Click this link to select and subscribe to area codes, either for your organization or for your clients. After you select the area codes, the system will calculate the fee you owe, if any. See information about [paying for access](#).

If you owe a fee, have a credit card or your bank account ACH number available. Enter the information required for payment. After your payment is processed, you may access the list of registered telephone numbers in the area codes to which you have subscribed.

If this is your first order and you are subscribing 5 or less area codes, after submitting the subscription, above link will be deactivated until your subscription is approved. This approval process might take one business day. You can download a list of area codes after your subscription is approved.

- **[Check Status](#)**
Click this link to determine if your subscription has been accepted. If you have paid by electronic funds transfer with a bank account ACH number, you must wait three business days following the submission of your payment information for acceptance. If you are an exempt organization, you must wait three business days for acceptance while the FTC reviews your application.
- **[View Area Codes](#)**
Click this link to view the area codes to which your organization has subscribed. If you want to see your client's area codes, click the Manage Clients button on the left.
- **[View SAN Sharing](#)**
Click this link to view the organizations with whom your Subscription is sharing.
- **[Request a Refund](#)**
Click this link to learn more about the requirements for obtaining a credit card refund.

If you have any difficulty during the process, select “Contact Help Desk”

National Do Not Call Registry

CONTACT HELP DESK

To request assistance, you must complete the form below. The Help Desk responds by email only, and automatically copies all correspondence for your organization. The Help Desk can offer only technical assistance, not legal opinion. For legal advice, you may need to consult an attorney. See [Help Desk hours](#). Also, [More Information](#) may help answer your questions.

PLEASE IDENTIFY YOURSELF

*First Name: *Last Name:

*Your Email Address:

*Organization Name: Independent Seller

*Organization ID: 10162085-73086

PLEASE TELL US ABOUT YOUR PROBLEM

CAUTION:
Do not provide sensitive information such as an EIN or SSN, a credit card number or a bank account ACH number. Do not repeat sensitive information in a reply email. Email sent over the internet is not secure.

Instructions:

Now that you are finished the registration process and have received a SAN, you are ready to place your order.

Please call your InfoUSA representative at 866.805.1691 for immediate assistance.

Or, if you need additional help with your SAN, please contact our Customer Service Experts a call 866.382.2555.