Do-not-call and consent requests

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Reader group: All agents
In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

When a customer asks us to stop calling or texting them, honor it right away, on that call. Federal rules set strict deadlines for these requests, and Hootline's policy is to process them before the call ends.

How to process a request

1. Confirm what they want to stop: marketing calls, texts, emails, or all contact.
2. In the client CRM, select **Contact preferences** and update them.
3. Add the number to the client's internal do-not-call list.
4. Tell the customer: "You've been removed. You may still get messages about orders you place."

A request to stop can be made in any reasonable way: "stop," "don't call me again," "unsubscribe." Never ask them to call another number or fill out a form.

Outbound campaigns are checked against the National Do Not Call Registry at least every 31 days, as the Telemarketing Sales Rule requires.