Telelisting Service Instructions

Using Telelisting for Do Not Call Compliance and Prospecting

Purpose:

This SOP outlines the process for Century 21 Heritage Group agents to properly use **Telelisting** — our designated tool for accessing phone numbers, organizing prospecting lists, and complying with Canada's **Do Not Call List (DNCL)**regulations.

Scope:

All licensed sales representatives and brokers at Century 21 Heritage Group must use Telelisting for outbound prospecting calls, including daily lead generation and long-term farming strategies.

Policy:

• **Century 21 Heritage Group** subscribes to the National **Do Not Call List (DNCL)** for all agents.

• **Telelisting** is provided to every agent **free of charge** to ensure full legal compliance.

• **Telelisting** also offers powerful organizational tools to help agents efficiently track and manage prospecting activities.

Procedure:

1. **Accessing Telelisting:**

• Agents can find the **Telelisting login link** inside the **Brokerage Hub** in **Remarketer**.

• Login credentials were sent during onboarding to each agent's **Century 21 email address** (e.g., firstname.lastname@century21.ca).

• **Important:** Always use your Century 21 Heritage Group email address to log in.

2. **First-Time Login:**

• After clicking the link, you will land on the Telelisting login page.

• Enter your **Century 21 email** and password.

• If you experience issues logging in:

• Click **"Forgot Password"**.

• Enter your **Century 21 email address** to reset your password.

• Follow the reset instructions sent to your inbox.

3. **Navigating Telelisting:**

• Once logged in, click on **"Access the Phone Book"** to begin.

• A simple way to start is by using the **Map Search** feature:

• Enter the **city** you want to call.

• Draw a line around the **specific area or street** you want to target for calls.

• Telelisting will generate a list of phone numbers within that area.

4. **Understanding the DNCL Indicators:**

• **Anything highlighted in RED** indicates a **Do Not Call (DNCL) number**.

• *You must not call any number that is marked in red.*

• Focus your calling efforts on numbers that are not flagged.

5. **Organizing and Tracking Calls:**

• Create call lists (e.g., “Today’s Leads,” “Farm Area Follow-Up,” etc.).

• Record the outcome of each call (e.g., “Spoke to Owner,” “Left Voicemail,” “Not in Service”) directly within Telelisting.

• Use Telelisting’s tracking features to monitor your daily, weekly, and monthly call activities.

Compliance Reminders:

• **Always verify** your call list against Telelisting before dialing.

• **Never call** a number flagged as DNCL (in red).

• **Do not share** Telelisting login information or downloaded call lists with anyone.

• Following this process protects you and the brokerage from potential legal and financial penalties.

Support:

• If you experience login problems:

• First try the **“Forgot Password”** reset.

• If further help is needed, contact the **Century 21 Heritage Group Administrative Team** or your **Sales Manager** for assistance.

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