

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.
-
-

Updated 28 April 2025 12:20:20 by Eryn Richardson