

1st STOP CHECKLIST:

TELEPHONE SALES

Checklist

- The **Federal Trade Commission (FTC)** regulates **mail** sales. You must follow the **FTC's Mail or Telephone Order Merchandise Trade Regulation Rule**. If you have any questions about federal regulations, please call the **FTC's Cleveland Regional Office** at **(216) 263-3410**. The FTC is also on-line at www.ftc.gov.
- The **Federal Communications Commission (FCC)** also regulates **telephone** solicitations (especially fax transmissions and auto dialers). For more information, please contact the FCC at **(888) 225-5322**. The FCC is also on-line at www.fcc.gov.

State Regulations

- If you are making **telephone** sales, you may need a **certificate of registration** from the **Ohio Attorney General**. You may also need a surety bond.
- If you have questions about state laws, please contact the **Ohio Attorney General's Office** at **(800) 282-0515** or **(614) 466-4320**. The office is also on-line at <http://www.ohioattorneygeneral.gov/>.
- Whether you are selling goods via the **mail**, **telephone** or **Internet**, you will need a **TRANSIENT VENDOR LICENSE**. Contact the **OHIO DEPARTMENT OF TAXATION** at **(888) 405-4039** for **Business Tax Assistance**; **888-405-4089** for **Tax Registration**; or **(800) 282-1782** for the **Forms Request Line**. Information is also on-line at <http://tax.ohio.gov>.
- Like any other business, **mail** merchants must comply with the **Ohio Consumer's Sales Practices Act**. The act prohibits unethical and devious sales practices. For full text, please read the **Ohio Revised Code (ORC) Section 4719.14** or online at <http://codes.ohio.gov/orc/4719>
- Mail businesses also must comply with the **Ohio Telephone Solicitation Sales Act**. The act can be found in the **ORC Section 1345.21** or online at <http://codes.ohio.gov/orc/1345> .
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THIS CHECKLIST IS ABOUT STATE REQUIREMENTS. *REMEMBER TO CHECK LOCAL GOVERNMENT AGENCIES*

*The information contained in this site is for general guidance on matters of interest only and reflects solely the information about the requirements of the State of Ohio. Note, there may be additional local and federal requirements. Accordingly, the information on this site is provided with the understanding that ODSA is not herein engaged in rendering legal, accounting, tax, or other professional advice and services. Before making any decision or taking any action, consult a professional. For more help, contact your local **Small Business Development Center (SBDC)** at www.ohiosbdc.ohio.gov Also, remember to check local government agencies. This checklist is about state requirements. Funded in part through a grant with the U.S. Small Business Administration.