

99109016176001

# Complaint about unwanted telephone calls (private households)

Heruntergeladen am 01.07.2025

<https://fimportal.de/xzufi-services/6000598-99109016176001/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99109016176001
Leistungsbezeichnung I	Complaint about unwanted telephone calls (private households)
Leistungsbezeichnung II	Complaint about unwanted telephone calls (private households)
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	

Modul	Sachverhalt
Lagen Portalverbund	
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> <li>• § 7 Gesetz gegen den Unlauteren Wettbewerb (UWG) – Unzumutbare Belästigungen</li> <li>• § 8 UWG – Beseitigung und Unterlassung</li> <li>• EU-Richtlinie über unlautere Geschäftspraktiken</li> </ul>
Teaser	Unsolicited advertising calls are not permitted and are also anticompetitive. Only if you as a customer have given your consent to the use of your data may you be called for advertising purposes.
Volltext	<p>Unsolicited advertising calls are not permitted and are also anticompetitive. Only if you as a customer have given your consent to the use of your data may you be called for advertising purposes.</p> <p>As a consumer, you can ask the caller not to call you again without your consent. You also have the option of contacting the consumer advice centre. Under certain circumstances, the consumer advice centre can issue a warning to the calling company (claim a "cease and desist order").</p> <p>When is an advertising call permissible?</p> <ul style="list-style-type: none"> <li>• if you have expressly asked the calling company by telephone or in writing for information on a product or service by telephone</li> <li>• if you show your consent by "conclusive behaviour". This means that you are a customer of the calling company, have concluded a contract with them and have provided your telephone number. However, even then, advertising calls are only permissible to the extent that they concern the already existing contractual relationship</li> </ul> <p>Example: Your telecommunication service provider, with whom you have concluded a contract for a fixed</p>

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	network connection, may not call you to advertise a mobile phone contract.
Erforderliche Unterlagen	Notes as shown under procedure.
Voraussetzungen	You receive an advertising call without having given your consent.
Kosten	none
Verfahrensablauf	<p>If you have received an advertising call from a company without your consent, you should pass on the following details to the consumer advice centre:</p> <ul style="list-style-type: none"> <li>• Name of the company</li> <li>• Name of the caller</li> <li>• Date of the call</li> <li>• Time of the call</li> <li>• Reason for the call</li> </ul> <p>In especially serious cases, the consumer advice centre will request the company not to make any unsolicited advertising calls in the future. If the company does not agree to do so, the consumer advice centre can enforce the competition law claim against the company in court.</p> <p>If the company does not comply with its declaration or the court decision, it must pay a contractual penalty or an administrative fine.</p>
Bearbeitungsdauer	
Frist	none
weiterführende Informationen	
Hinweise	
Rechtsbehelf	non applicable
Kurztext	
Ansprechpunkt	
Zuständige Stelle	

Modul	Sachverhalt
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Formulare	
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Ursprungsportal	
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