



# How to get fewer phone calls you do not want



This is an EasyRead leaflet of:

**Nuisance calls and messages - Consumer guide.**



## About us



We are called the **Office of Communications**. Or **Ofcom** for short.



We make sure phone companies follow rules and tell you things in an honest and fair way.

## About this leaflet



Sometimes people get phone calls and texts from companies that they don't want.

For example you might get:

- a phone call from a company asking you to buy something
- a silent call where no one talks to you
- a text saying you can claim some money



You do not need to worry about these phone calls or texts.

This leaflet tells you how you can get fewer of these phone calls or texts.



This is an EasyRead leaflet of another leaflet called **Nuisance calls and messages - Consumer guide.**



If you get a nasty call from a person, **call your phone company** straight away and ask for their **nuisance calls team**.

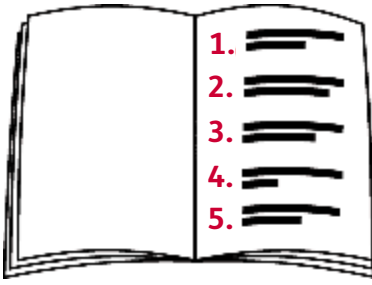
It doesn't matter if you know who the person is or not, tell them what they said and the nuisance calls team will help you.



If it is very bad, they might say you should call the police.



# What is in this leaflet



**Top tips for getting fewer phone calls you do not want 1**



**What to do when you get a phone call you do not want 6**



**What to do about text messages you do not want 10**



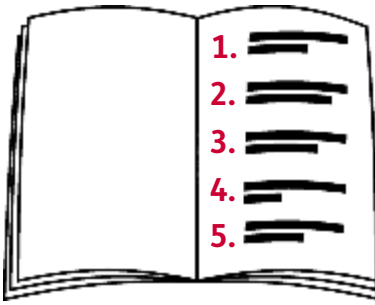
**A story 11**



**How to find out more 14**

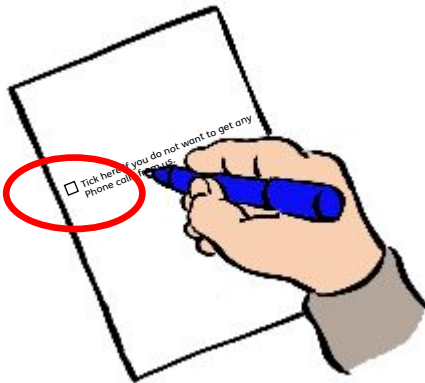






# Top tips for getting fewer phone calls you do not want

## 1. Be careful which boxes you tick



Sometimes when you fill in a form they have a box for you to tick. Sometimes you may need to untick a box.

It looks a bit like this.

They will ask if it is ok for companies to get in touch with you.



Read things through carefully before you tick the box.



You might want to ask someone to help you.

## 2. Put your phone number on a list with a company called TPS



If you put your number on this list then lots of companies should not phone you, unless you say they can.

To put your number on the list phone **0845 070 0707**.

It might cost you some money to phone this number.



It will not cost you money to put your number on the list though.



Or you can go on the internet to put your phone number on the list.

Go to **[www.tpsonline.org.uk](http://www.tpsonline.org.uk)**

This website is not in EasyRead.



### 3. Check the number of who is phoning before you answer

You might choose to only answer the phone if you know who is phoning.



If you do not know who is phoning you could wait for them to leave a message.



Then you can choose if you want to phone them back.

### 4. Stop some types of phone call



For example you can choose to stop all phone calls:

- from another country



- where you can't see their phone number.



But this might mean some phone calls you want don't get through.

For example a phone call from your friend on holiday in another country might not get through.



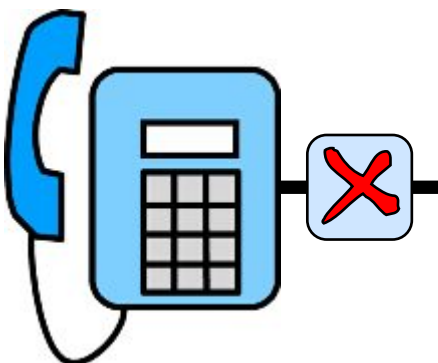
If you want to stop some types of phone calls, get in touch with your phone company.



Ask them if they can stop the type of calls you don't want.



You might have to pay money for this.



You can buy machines to put on your phone that stop some companies phoning you.

These are called blockers.



Or you can buy a special phone that stops some companies phoning you.

They can do things like:



- stop some types of phone calls



- stop phone calls from 10 numbers you choose.



You can go on the internet here to find out more:

<http://tinyurl.com/nc2c58u>

This website is not in EasyRead.



## 5. Take your number out of the phone book

You can do this by phoning **0800 800 150**.

This will not work for mobile phones because they are not in a directory.

# What to do when you get a phone call you do not want



If this happens:

- ask who is phoning you



- do not give them any information about you, including bank details



- say you are not happy about the call and **make a complaint**



- ask them not to phone you again



- hang up.



## 1. Ask who is phoning you

If you know who they are it might help you decide if you want to carry on talking to them.



## 2. Don't give them information

Only tell people you know and trust things like your name and phone number.



Never give out your bank details.



### 3. Say you are not happy about the phone call

This is called **making a complaint**.



When you get a call or message you do not want, you can write down some useful information like:

- what date and what time you got the call
- if the caller gave you their details.



You can call the Information Commissioner's Office (ICO) to complain about most calls you do not want from companies on **0303 123 1113**.



If you get a silent phone call, you can tell Ofcom about it. You can:

- phone them on **0300 123 3333**



- go on their website at **<http://tinyurl.com/OfcomSilentCalls>**





#### 4. Ask them not to phone you again

Make sure you ask who you are speaking to.

Or you can ask for their email address and send them an email asking them not to phone you.



#### 5. Hang up

If you decide you don't want to speak to the person on the phone you can hang up.



If they are asking you to do something, hanging up can give you time to think.



If you think you might want to speak to them again, ask for their phone number.



## What to do about text messages you do not want

Sometimes you can get text messages from companies you do not know.



To stop these forward the text to **7726**.



Do not reply to the text.

If you reply then the company will know you read their text.

They might get in touch with you again.

## A story



**Sarah got lots of phone calls she did not want**

Sarah had been getting lots of phone calls from people she did not know.

Sometimes they were from people who wanted to sell her something.



Sometimes they were not a real person but a recorded voice.



Sarah did not like getting these phone calls.



They were annoying and sometimes they worried her.



## Sarah did what the tips in this booklet said

She was careful to tick the right box, so companies could not call her.

She phoned TPS and put her number on their list.



If she got a phone call from someone she did not know, she asked them who they were.



If it was not a company she wanted to speak to she asked them not to phone her again.

She never gave callers her bank details.



She made a complaint when the same people kept phoning her.

## Now Sarah gets fewer phone calls from companies she does not know



When she does get them, she finds out who she is speaking to.



She asks them not to phone her again.



Then she hangs up.



## How to find out more

If you want to know more about stopping phone calls and texts you do not want you can go on our website. It is here



<http://tinyurl.com/Callsyoudontwant>

## Remember



You can call the Information Commissioner's Office (ICO) to complain about most calls you do not want from companies on **0303 123 1113**.



Or if you get a silent phone call where no one talks, you can call Ofcom on **0300 123 333**.





## Credits

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