

Stop Unsolicited Telephone Calls

The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) would like to offer some advice on preventing unwanted telephone calls.

Tick boxes on forms

Check forms that you fill in for tick boxes that say something like “I give permission for you/third parties to contact me by phone”. Don’t tick the boxes if you don’t want to be contacted.

Register with the Telephone Preference Service (TPS)

The TPS is a **free** opt-out register where you can state your preference to not receive unsolicited sales and marketing calls.

All organisations (including charities, voluntary organisations and political parties) must not call any number registered on the TPS unless they have consent to do so. The Information Commissioner’s Office can issue hefty fines to those breaching this legal requirement.

Register for the TPS at www.tpsonline.org.uk or on 0345 070 0707. You can also sign up from your mobile by texting ‘TPS’ and your email address to 85095.

Contact your service provider

Telephone service providers offer different free or low-cost options to stop unsolicited calls including activating a protection service such as BT Call Protect, Sky Talk Shield, TalkTalk CallSafe or Plusnet Call Protect. Give your service provider’s customer services a call to see what they can do for you.

Invest in a call blocker

These small devices fit between your telephone handset and the socket on the wall and are proven to stop over 95% of nuisance sales, marketing and scam calls. An alternative is to purchase a new telephone handset with the call blocking technology built-in.

For support and advice on scams call Citizens Advice Consumer Service on **03454 04 05 06**
<https://www.citizensadvice.org.uk/>

To report a fraud, or suspected fraud, and share information to help stop others from becoming victims, call Action Fraud on **0300 123 2040** www.actionfraud.police.uk