

CONSIDER GOING EX DIRECTORY

Speak to your service provider about this option.

INSTALL AN ANSWERING MACHINE

Answering machines can be helpful in screening incoming calls.

CALLER ID DEVICES & CALL SCREENERS

ID devices are helpful in that you can see the number of the person calling; these can be stand alone, integrated into your phone or by a payment of a small monthly fee provider. Screeners are devices which do not permit calls from unrecognised numbers and ask people to identify themselves before you answer the phone.

Stopping Unwanted Telephone Calls



TELEPHONE PREFERENCE SERVICE

The Telephone Preference Service (TPS) is a central opt out register whereby individuals can register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that companies do not make such calls to numbers registered on the TPS.

This service is free to register and takes about 28 days to be effective.

Call the TPS Registration line to successfully reduce calls – **0845 070 0707**. Or register by post or online at:

TPS
DMA House
70 Margaret Street
London
W1W 8SS

Email: tps@dma.org.uk
Website: www.tpsonline.org.uk

Be aware! - TPS will not call you to ask for personal details or payment to complete a registration. If you do receive a call from someone claiming to be from TPS asking for personal information or charging you for this service, it will not be the TPS you registered with but another organisation offering similar services.



SPEAK TO YOUR TELEPHONE PROVIDER

BT - Anonymous Call Rejection - you can stop calls from people who have withheld their number. They'll only get through if they reveal their number.

Choose to Refuse - enables you to choose who gets through helping you put a stop to nuisance or unwanted calls. You can block up to ten numbers.

Call BT about these and other services on 0800 800 150. Some calls from international destinations can not be barred as we do not always receive the number from the overseas network that the call originated from.

Virgin Media –Nuisance Call Bureau (NCB) will help you, if you have been a victim of a nuisance and/or malicious phone call. You will need to call their free phone number and ask for the NCB on **0800 953 3333**.

Anonymous Caller Rejection - is a service that will reject callers who withhold their numbers, although you will still receive calls from other networks that are unable to give out the caller's telephone numbers - such as calls from abroad, analogue mobile phones or pay-phones.

You can call **150** for free from your Virgin Phone (or call **0845 454 1111** from a non-Virgin Phone) to add this service.

SILENT CALL GARD

If you are getting silent calls, which can be generated by automatic dialling equipment in call centres, you can register with the Silent Call-gard service, but you need to renew it every 12 months.

This adds you to a database used by the major telemarketing companies that use predictive diallers therefore reducing the number of silent calls.

To register for silentgard you can do so by telephone on **0844 372 2325** or online at <http://www.silentgard.com/register.aspx>

TRUECALL

Please see the enclosed information leaflet on Truecall.



This is a device which can be purchased and which sits between your telephone and telephone socket and blocks unwanted phone calls whilst allowing calls from friends and family.

For more information you can free phone 0800 0 336 339.

Please note that Croydon Trading Standards does not endorse a particular product or service and that this leaflet is aimed purely an advisory guide to help consumers.
