

10 WAYS TO PUT A STOP TO NUISANCE CALLS

Nuisance calls and unwanted sales messages affect millions of Britons every day. From pushy salespeople trying to flog double-glazing or mobile phones to 'silent' calls and pre-recorded messages telling you that you have won a trip of a lifetime – providing you pay a 'small' deposit to claim your prize, of course - these unsolicited sales calls are frightening for the elderly and annoying for everyone else.

Across Britain 70% of people claim they have been victim of a phone scam while the total number of nuisance and silent telephone calls made to UK households every year has topped the 3 billion mark.

Nuisance calls come in a variety of forms. They can be intimidating, obscene, silent or downright abusive. But with some UK households receiving as many as 20 or even 30 nuisance calls each month, what can you do to put a stop to these unwanted calls once and for all?

Our 10 tips will show you how.

1. Keep calm

Always keep your cool and resist the temptation to let the caller know how infuriated they make you feel – this is precisely the reaction they want to hear. And no matter how annoying these calls can be don't blow a whistle down the phone – it rarely works and gives the caller the satisfaction that they have wound you up

2. Walk away from the phone

Once you realise that this is not a normal call, simply place the handset down next to the phone and walk away. Then after ten minutes or so return to the phone and replace the handset without listening. This will infuriate the caller who probably won't bother calling you again

3. Avoid entering into a conversation with the caller

The sales people employed by these disreputable companies are highly skilled at keeping you engaged in a conversation. And regardless of how many times you say *No, I'm not interested thank you*, they keep coming back for more. So avoid getting into a conversation in the first place

4. Don't give out any personal information

If it's a wrong number and the caller asks you to clarify your name and telephone number, this could be a trick. Simply ask them what number they want and confirm if they have got it right or wrong

5. Change your answer phone message

Be careful not to leave your name or contact telephone number on your answer phone message. This can then be used by some companies to verify your personal details and give them an excuse to keep calling you...as if they needed an excuse!

6. Ask the caller to identify themselves

If the caller is genuine they will have no objection to providing you with their name and company details. Then it is up to you to decide whether the caller is reputable or not

7. Keep a record of all numbers

Note down the numbers of re-offending callers, including date, time and details of what was said. This information could prove very useful if further action is taken

8. Report nuisance calls to your phone provider

If you have obtained the number from your caller display or by dialling 1471 report it to your telephone service provider initially. And if the call was abusive and you believe there is a genuine risk to your safety, call the Police

9. Block silent calls

If the number was withheld and you are continuing to receive a high volume of calls your telephone service provider will be able to put a trace on your phone line which will enable the Police to take action against the offending companies who are calling you

10. Let someone else take action for you

If you are still receiving a lot of nuisance and telemarketing calls and don't want to involve the Police, you should consider registering with the Call Prevention Registry (CPR). CPR is an organisation that maintains a list of people who do not wish to receive any telemarketing calls and has the highest success rate in blocking nuisance calls than any other anti- nuisance calls service provider in the UK. CPR is also the only organisation that can block unwanted calls from sales companies in the UK *and* overseas and has a 95% success rate – higher than any other service in Britain.

ENDS

Media contacts:

Paul MacKenzie-Cummins is available for interview. For all media enquiries, please contact Paul MacKenzie-Cummins, Head of Public Relations on:

t: 01792 467 679

m: 07772 497 378

e: paul@mackenzie-cummins.co.uk

e (2): paul@callpreventionregistry.co.uk

About Call Prevention Registry:

The Call Prevention Registry was established in 2005 and has since become the UK's market leading service provider in stopping nuisance calls. Call Prevention Registry is totally independent from any marketing or telephone sales agencies and are entirely funded by our members. This ensures our impartiality and guarantees our obligation to uphold our customer's requests for protection from unwanted nuisance calls.

The Call Prevention Registry is the only organisation with the capacity to block unwanted calls from telemarketing companies based in the UK and overseas.

The Call Prevention Registry supplies more than 1,500 data houses around the world with our do-not-call lists free of charge, whilst the Telephone Preference Service will charge each company up to £11,250 for their lists.