

User Information

Malicious Calls

How we can help you

If you are unfortunate enough to receive malicious or nuisance calls on your telephone, we may be able to help you. These calls cause distress and inconvenience whether they are indecent, menacing, silent or annoying.

Precautions to follow

- Answer your calls with a simple "Hello". If in doubt do not give your name, address or telephone number. This will prevent the random number caller calling again.
- Always identify who is calling. If they ask "What number is this?" ask them what number they have called. Do not give any details until you know who you are talking to and you are ready to do so.
- Try to keep calm and stay in control. Most malicious callers get excitement from an emotional response. Do not enter into a conversation.
- If you start to receive verbal abuse leave the hand-set alone (still live) for a few minutes. Replace the hand-set on the telephone after a few minutes.
- If the phone rings again immediately do not speak first. A genuine caller will be quite willing to speak first and to give you details of themselves.
- If you have an answering machine do not give your name or number or the fact that you are on holiday on the message. Suggest that you are 'unavailable' at that moment and will get back to them if they would like to leave their number.
- Use only your surname and initial in the telephone directory.



What we can do to help

- Arrange a change of number (chargeable).
- Provide our customer controlled Caller Identity Withheld blocking.
- Give advice when you telephone our Contact Centre on 700700.

If you wish to involve the Police then we will do everything to assist them with their enquiries.

MAKING A MALICIOUS, MENACING, INDECENT OR GROSSLY OFFENSIVE CALL IS A CRIMINAL OFFENCE UNDER SECTION 16 OF THE TELECOMMUNICATIONS (BAILIWICK OF GUERNSEY) LAW, 2001.

If you are a victim, we aim to help you stop this criminal offence.

Unsolicited Phone & Fax Calls

The Direct Marketing Association (DMA) administers the following registration schemes to enable you to reduce the amount of unwanted ('junk') mail, email, phone and fax calls you receive from organisations based in the UK. You can contact each one direct for more information or to register.

Mailing Preference Service (MPS)

DMA House, 70 Margaret Street,
London, W1W 8SS
Phone 0845 703 4599 Fax 020 7323 4226

Telephone Preference Service (TPS)

Phone 0845 070 0707 Fax 020 7323 4226

Fax Preference Service (FPS)

Phone 0845 070 0702 Fax 020 7323 4322

E-mail Preference Service (e-MPS)

Website www.dma.org.uk

You can also register on-line for any of these schemes via the DMA website on www.dma.org.uk. Although if you have previously given any organisation your contact details you will need to contact them direct to advise them that you no longer want unsolicited communications from them.

Further information and details of how to complain are available from the Data Protection Office, PO Box 642, Frances House, Sir William Place, St Peter Port, Guernsey, GY1 3JE
Phone: 742074 Fax: 742077

Data Protection Commissioner:
Peter Harris

Email dataprotection@gov.gg

Website www.gov.gg/dataprotection

Unsolicited Text Messages

The Telephone Preference Service can accept the registration of mobile telephone numbers, however it is important to note that this will prevent the receipt of live marketing voice calls but not SMS (text) messages. Telemarketing companies who send SMS messages need your prior permission. If you wish to stop receiving SMS marketing messages, please send an 'opt-out' request to the companies involved.

Premium Rate Numbers

If you need to check a premium rate number detailed on your phone bill or have a complaint regarding the content or promotion of a premium rate service please contact PhonepayPlus Web site: www.phonepayplus.org.uk