

RESOURCES

The resources listed below provide information on many of the call blocking and labeling tools currently available to consumers.

Wireless/Mobile

- AT&T: Mobile security and call protection services. att.com/features/security-apps.html
- Google Project Fi: Call blocking options for Project Fi wireless. support.google.com/fi/
- Sprint: Call blocking options using My Sprint. sprint.com/en/support
- T-Mobile: Call-protection options to identify or block potential scammers. explore.t-mobile.com/callprotection
- U.S. Cellular: Automatic network call identification, labeling, and blocking app options. us-cellular.com/robocall
- Verizon: Call Filter FAQs for screening and blocking unwanted calls. verizonwireless.com/support/

Landline/Wireline/VoIP

- AT&T: Information on Digital Phone Call Protect service, call blocking, and other features. att.com/support/topic/u-verse-voice/
- CenturyLink: Customer tips and tools to block unwanted calls. centurylink.com/home/help/home-phone/
- Comcast: Call blocking options for XFINITY Voice subscribers. customer.xfinity.com/help-and-support/phone/
- Frontier Communications: Consumer options for call blocking tools and services. frontier.com/helpcenter/

- Spectrum: Guide for using Nomorobo service to block robocallers. spectrum.net/support/voice/
- Verizon: Customer options for stopping unwanted calls to residential lines. verizon.com/support/residential/homephone/

PLEASE REPORT SCAMS

If you get scam calls or illegal robocalls, please report them to the Federal Trade Commission.

- Call the FTC at 1-877-FTC-HELP (1-877-382-4357) or TTY 1-866-653-4261.
- Go online: ftc.gov/complaint
- Report the sender by forwarding the texts to 7726 (or "SPAM").

Your report can help protect other people. By reporting fraud, you can help the FTC's investigators identify the scammers and stop them before they can get someone's hard-earned money. It really makes a difference.

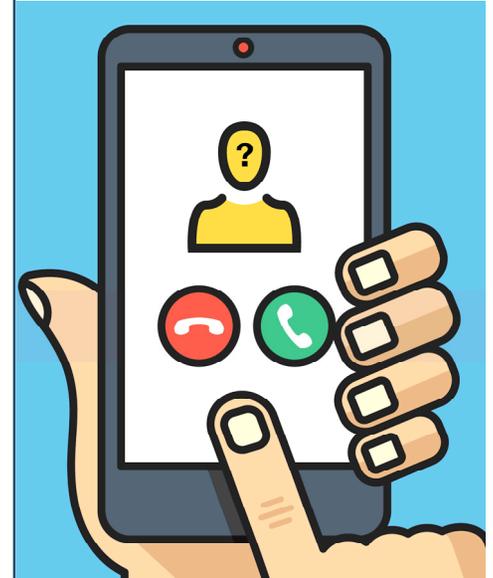
Whitewater Police Department
312 West Whitewater Street
Whitewater, WI 53190

Non Emergency Phone: 262-473-0555
E-mail: police@whitewater-wi.us
www.whitewater-wi.us/police

Emergency Call 9-1-1

Whitewater Police
Department

HOW TO STOP UNWANTED CALLS



312 West Whitewater Street
Whitewater, WI 53190

Non-Emergency Phone: (262)473-0555
Emergency Phone: 9-1-1

UNWANTED CALLS

Here's how they work:

You pick up the phone and hear a recorded message — a robocall — or a live person selling something. Maybe it's not who your caller ID said it was. It's frustrating, and you just want it to stop.

Recorded sales calls are illegal, unless you give a business written permission to robocall you. If your number is on the Do Not Call Registry, you're not supposed to get any sales calls — live or recorded. But scammers ignore the rules about when and how they can call you.

Scammers can use technology to make their calls look like they come from anywhere: the IRS, a business you know, a neighbor, or even your own number. Because phone numbers can be faked, you can't trust your caller ID. So now what?

Here's what you can do:

1. **Don't answer calls from unknown numbers.** If you answer such a call, hang up immediately.
2. **Don't press a number.** Just hang up the phone on unwanted calls. Consider call-blocking services to reduce the number of unwanted calls you get. Ask your phone carrier about call blocking and read expert reviews about your options. Learn more at ftc.gov/calls.
3. **Do not respond to any questions,** especially those that can be answered with "Yes."

4. **Never give out personal information** such as account numbers, Social Security numbers, mother's maiden name, passwords, or other identifying information in response to unexpected calls or if you are at all suspicious.
5. **Verify Caller Identity.** If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
6. **Block telemarketing calls** by registering your number on the Do Not Call List, 1-888-382-1222 or visit donotcall.gov. Legitimate telemarketers consult the list to avoid calling both landline and wireless phone numbers on the list.
7. **Pass this information on to a friend.** You may know what to do about unwanted calls, but chances are you know someone who doesn't.

*WANT TO KNOW MORE?
SIGN UP FOR CONSUMER ALERTS AT
ftc.gov/subscribe.*



How to stop unwanted calls ON YOUR HOME PHONE:

- See what **call-blocking** and **call-labeling services** your carrier offers.
- Is your carrier an **internet** or **VoIP** provider? Look into **internet-based call-blocking** and **call-labeling services**.
- Have a **traditional landline** that doesn't use the internet? Install a **call-blocking** and **call-labeling device**. (Not sure? Ask your carrier.)
- Some services are **free**, but others charge a monthly **fee**.
- With blocking services, calls might be **stopped, ring silently**, or go straight to **voicemail**.

How to stop unwanted calls and texts ON A CELL PHONE:

- See what **built-in features** your phone has.
- See what **call-blocking** and **call-labeling services** your carrier offers.
- Download a **call-blocking app**.
 - Some apps will **access your contacts**.
 - Some apps are **free**, but others charge a monthly **fee**.
 - Calls might be **stopped, ring silently**, or go straight to **voicemail**.

