

For more information on unwelcome phone calls, contact your phone company or local police station

Telstra

www.telstra.com.au

For fixed telephones ph 13 22 00

for mobiles ph 125 111

Optus

www.optus.com.au

For mobiles ph 1300 300 937

Vodafone

www.vodafone.com.au

ph 1300 650 410

Virgin mobile

www.virginmobile.com.au

ph 1300 555 100

Orange

www.orange.net.au

ph 133 488

If you want to complain about how your phone company has handled the issue, first contact your phone company and then contact the:

Telecommunications Industry Ombudsman

Freecall: 1800 062 058

Freefax: 1800 630 614

TTY: 1800 675 692

Translator & Interpreter Service

131 450

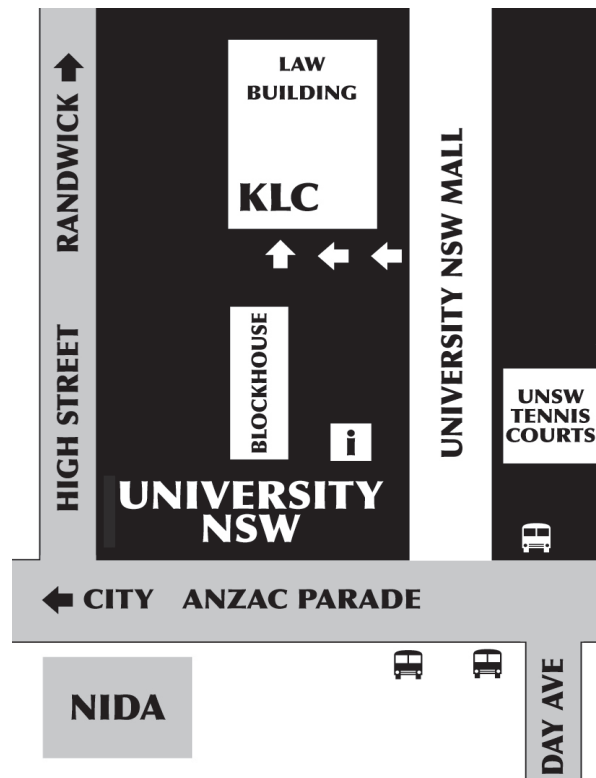
Fax: (03) 8600 8797

Email: tio@tio.com.au

Website: www.tio.com.au

Street Address: 15/114 William Street

Melbourne VIC 3000 Australia



LOCATION

Kingsford Legal Centre is located on the ground floor of the Law Building, University of New South Wales, Anzac Parade, Kensington.

Enter the university at the main entrance on Anzac Parade, walk down the main walkway and turn down the 2nd path on the left. The entrance to the legal centre is opposite the Uni Bar.

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Unwelcome phone calls

THE UNIVERSITY OF
NEW SOUTH WALES



WHAT ARE UNWELCOME CALLS?

- when someone hangs up when you answer
- when someone rings you and is silent
- hoax, obscene, abusive calls or text (SMS)
- repeated calls from a fax machine/modem

You do not have to put up with unwelcome calls.

WHAT CAN YOU DO WHEN YOU RECEIVE UNWELCOME CALLS

- Hang up on the caller immediately
- Use an answering machine or voicemail to screen callers
- Use calling number display facilities to screen calls
- Some phone companies provide identification services: Dial *10# if you are with Telstra or *69 with Optus Direct on your home phone. This will identify the phone number of the last call. This is not available for blocked calls or on mobile phones.
- Compile a list of unwelcome calls and contact your phone company about the list. They can forward calls to an answering machine or voicemail, or block the selected numbers when someone on the list calls you.
- If unwelcome calls are from a fax machine, divert the calls to a fax machine to identify the calling fax.
- On some mobile phones, callers can have different ring tones to screen calls. Some phone companies can give different rings to numbers on your house phone.
- It may also be possible for someone to download information stored on your phone using Bluetooth, without you knowing. Bluetooth cannot be traced by the police or your phone company. If you have a phone with the Bluetooth feature, the only way to

protect against this is to turn the Bluetooth feature off.

- Change the service number and have the new number unlisted in the directory.

WHAT YOU CAN DO BEFORE MAKING A COMPLAINT

- Some phone companies can block incoming SMS to your number. This will block all SMS.
- Change your phone number and make it silent.
- Fixed Telstra lines can forward calls from selected numbers to an answering machine or voicemail.
- Optus can block unwanted calls. Compile a list of unwelcome numbers- you can change the list at anytime. When someone on the list calls you, a recorded message tells them that calls to your number are restricted.
- On some mobile phones, callers can have different ring tones to screen calls. Some phone companies can give different rings to numbers on your house phone.

HOW TO COMPLAIN TO YOUR PHONE COMPANY

- Almost every phone company has signed the Australian Communications Industry Code on unwelcome calls. This means they generally deal with these calls in the same way.
- If you have received at least 3 unwelcome calls that you think are from the same person make a record of the date, time, duration and content of the calls. Ring your phone company or fill out an inquiry form on its website to complain and give it the details.
- Any personal information given to the phone company over the phone or via the internet is protected under the Federal Privacy Act.

WHAT YOUR PHONE COMPANY WILL DO

- Your phone company will usually try and resolve the matter without starting a criminal investigation.
- If there is a pattern to the calls, your phone company can identify the phone number that is making them. The phone company will not tell you the details of the person making the unwelcome calls.
- The phone company will send a letter asking the person to stop the calls. If the calls persist, contact your phone company. It will send another letter warning the person that further complaints may lead to a police investigation.
- If the calls continue, the phone company may stop the caller using its phone service and refer the matter to police.

IF YOU AREN'T HAPPY WITH HOW YOUR PHONE COMPANY HANDLED YOUR COMPLAINT,

- You can lodge a complaint to the Telecommunications Industry Ombudsman (their numbers are on the back of this leaflet)

HOW TO COMPLAIN TO POLICE

- You can report unwelcome phone calls at your local police station at any time. You need to provide a record of the date, time, duration and content of the calls.
- The phone company will help the police identify the unwelcome caller. The police may arrest and charge a person with a crime.

CRIMINAL CHARGES

- In NSW it is a crime to make repeated calls to people with the intent to cause fear of physical or mental harm.