

# Guide to Call Blocking Options



Stopping scam calls coming through is almost impossible, the scammers always seem to be one step ahead.

What we can do is protect ourselves by using the technology available to us.

Trading Standards have done some research and have a few options that could help you stay scam call free!

- If you are a **WightFibre**, **Sky** or **TalkTalk** customer they all offer a **free** call blocking service – you just need to contact them to set this up.
- You can purchase phones that block scam calls and allow through calls from friends and family that are stored in the memory. There are a variety of phones and the following comparison has been taken from the internet and may help to clarify which one suits you best.

	BT Premium Phone	Panasonic KX-TGH260	BT Halo	Siemens Gigaset C620A	Panasonic KX-PRW120
Individual numbers blocked	1,000	50	1,000	15	100
Blocks which calls?	All but those in address book, selected	Anonymous, number withheld, groups, selected	All but those in address book, selected	Selected, anonymous silencing	Withheld, selected
Address book	200	Up to 3,000	2,000	250	500
Answerphone capacity	60 minutes	30 minutes	60 minutes	55 minutes	40 minutes

Trading Standards do not recommend any particular phone or call blocker however they do endorse **TrueCall** technology

- Call Blocking Units can be purchased online or from reputable traders. Always ensure that if purchasing one of these that you use a trusted online site as scammers are starting to realise that we block their calls and can pose as call blocking companies to try to scam you this way

Do some research and find which option suits you best.



## Other top tips for dealing with scam calls

- If you have caller display on your phone and you don't recognise the number – don't answer it – let it go to answerphone or just ignore it.
- Any unexpected/out of the blue phone call is likely to be a scam
- Never give bank or personal information over the phone to somebody you don't know.
- Never be rushed into making a decision – scammers don't like to give you time to think.
- If something sounds too good to be true – it probably is.