

Stopping nuisance calls and unwanted contact

Young people can sometimes receive nuisance calls and other unwanted calls. In many cases, the calls are simply annoying, but they can also be upsetting and frightening, especially if the calls are in any way threatening.

It's important that young people know and understand that you don't have to put up with these calls. They can be stopped and they should be stopped.

You can talk to O2 if your child is receiving nuisance calls or some other form of unwanted contact. We have a team of dedicated, specially trained people who can help you. Please call customer services for more information.

 See page 27.

Talking points

Some things you might like to discuss with your children about nuisance calls:

- Anybody who receives a nuisance call should stay calm. Most people who make these sorts of calls want to upset you, so showing no emotion might put them off and they won't try to bother you again.
- When answering the phone, just say "Hello." Let callers identify themselves to you before you start talking to them.

- If you receive a malicious call, put the phone down and ignore it for a few minutes before hanging up. This wastes the caller's time and money and can put them off. If your phone rings again, don't say anything when you answer it. A genuine caller will speak first.
- If you have a Bluetooth phone, you may receive unwanted messages from other Bluetooth users who are nearby. If you think you've been sent a message from someone you don't know, it's best not to accept it.
- Remember that you can reject a call if you don't recognise the number that comes up on your handset or if the number has been withheld.
- If you're worried or upset by any call you receive, it might be a good idea to talk to a parent or guardian about it. If you don't want to do that, you should tell a teacher at your school.

