

Handling Spam Calls

Learn how to manage spam calls.

1. What Are Spam Calls?

Spam calls are a growing nuisance and issue that affect millions of Americans. Different agencies are looking to regulate and put a stop to these sorts of calls.

Spam calls take a few different forms but can include the following:

- Scams
- Telemarketers
- Spoofed numbers
- Robocalls

Basically any unwanted or unsolicited call can be considered spam!

2. What Are Some Signs of Spam Calls?

Here are a few different signs of spam calls. Knowing what to look for can help you better identify and avoid spam callers:

- Calls from unknown numbers
- Calls labeled as spam. Many wireless carriers are getting better at actually labeling spam or suspected spam calls coming in, so you can avoid the call
- Robocalls or recorded calls
- Calls that ask you to answer yes or no questions or press numbers to go through a menu
- Calls with suspicious offers or threats. Scam calls often center around money that you allegedly owe, for instance
- Calls that pressure you to reveal your personal information

3. How Can You Handle Spam Calls?

Here are some tips and strategies you can use to handle spam calls:

- Never engage with a spam call
 - Do not give away any personal information or try to speak with someone about the call
- Just hang up if you end up on a spam call. Don't worry about being rude!
- Try to avoid answering calls from unknown numbers or just let these calls go to voicemail
- Be careful with where you give out your phone number online
- Use settings on your phone to block spam calls or to report them
 - Look up options from your particular wireless carrier or your type of cell phone
 - Here is an example from AT&T: <https://www.att.com/help/robocalling/>
- Investigate suspicious voicemails
 - If possible, search the internet for the phone number or the contents of the voicemail to see if it is actually a known scam
- Sign-up for the Do Not Call List (<https://www.donotcall.gov/>) to prevent telemarketers for contacting you

4. Your action plan

What types of spam calls do you tend to receive? Write down your observations here:

What are some steps you can take to better manage your spam calls? List out your action items here: