

Handling Spam Calls

In This Module

- What are spam calls, and how do they work?
- What are some of the signs of a spam call?
- How can you handle spam calls?

Spam Calls

Spam calls are calls that are unwanted and unsolicited. Many spam calls are scams or schemes aimed at fooling you into revealing your personal or financial information

Activity

What kinds of spam calls have you received lately?

Do you notice any trends in the types of spam calls that you receive?

Signs of a Spam Call

- Calls from unknown numbers
- Calls from spoofed numbers
- Calls labeled as spam
 - Many wireless carriers are getting better at labeling spam or suspected spam calls

Signs of a Spam Call

- Robocalls or recorded calls
- Calls that ask you to answer yes or no questions
- Calls that ask you to press numbers to go through a menu

When Receiving a Call or Voicemail

- Avoid answering calls from unknown or unfamiliar numbers
- Use voicemail to screen the call
- If you answer the call and it shows signs of being spam (such as a recording), just hang up! Do not engage with the caller
- If you aren't sure if the call is spam or some sort of scam, you can also hang up and investigate further to determine if the caller is legitimate or not

After Receiving a Call or Voicemail

- If you determine that the call is spam, block the caller
- Use settings on your phone to help you block and report spam calls
- If you receive voicemail, investigate to see whether or not it is a scam or a known spam caller

Ways to Avoid Getting Spam Calls

- Sign up for the Do Not Call registry to stop telemarketers from calling you
- Use a third-party app like RoboKiller or services from your wireless carrier to manage, block, and report spam calls
- Be careful about where you give out your phone number online

Digital Security and Reducing Spam

Many digital security best practices can actually help you avoid spam calls as well:

- Practicing things like digital minimization can help
- Managing things like ads, cookies, and browser history can also help you reduce the places where your personal information is available online

Takeaways

- Spam calls are a huge and growing annoyance for millions of people
- Remember that there are strategies you can use to manage and reduce the number of spam calls that you receive
- Use different best practices:
 - Check the settings on your phone
 - Sign up for the Do Not Call registry
 - Use data minimization practices

Resources

National Do Not Call Registry ([link](#))

FCC Guide to Robocalls ([link](#))

Questions?

NYC Digital Safety

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