

Reducing unwanted mail and telephone calls



This easy read document tells you how you can get less mail and fewer telephone calls that you do not want.

The Telephone Preference Service (TPS)



The Telephone Preference Service (TPS) is a list you can join to take you off most telephone sales lists in the UK. This will stop lots of the phone calls you get from people who are trying to sell you things.



It can't stop all the calls you get, and it can't stop calls that come from outside of the UK.

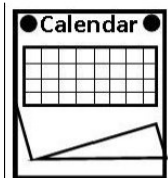


It is free to register with the TPS.



By law, companies are not allowed to make marketing calls to numbers on the TPS list.

28 Days



Once you have joined the TPS list it will take about 28 days to start working.



You can put your home landline phone and mobile numbers on this list but it will not stop SMS (text) messages you get.



You can join the TPS list by:

Phone: 0345 070 0707

or [online using their website](#).

The Mailing Preference Service (MPS)



The Mailing Preference Service is a list you can join to stop companies sending you marketing (people trying to sell you things) post that is addressed to you personally.



The MPS can't stop mail from:

- Companies who you have bought things from in the past.
- Overseas companies
- Unaddressed post
- Post sent to 'The Occupier.'



You can join the MPS list by:

Phone: 0345 070 0707

or [online using their website](#).



It is free to register with the MPS.

Reducing contact from organisations you already know



If you are getting phone calls or post you don't want from a business you already know you should contact them in writing to ask them to take your contact details off their list.



The Fundraising Preference Service (FPS) can stop specific charities from contacting you.



Someone else can register for you or you can register for yourself or someone else.



You can join the FPS list by:

Phone: 0300 303 3517

or [online using their website](#).



If you continue to receive unwanted calls or mail after joining the TPS, MPS or FPS registers, you can contact the [Information Commissioner's Office](#) who can investigate.

Using technology to reduce unwanted calls



You can buy landline telephones on the internet or in shops that have a 'call blocking' option.



You can contact your service provider to activate caller ID which means that the phone number of the person calling you will be shown on your phone.



Criminals can change or disguise their number to trick people into thinking that a call is coming from a genuine organisation.



Call blocking devices are bits of equipment that are separate to your phone that fit between the socket and the landline telephone.



You don't need an engineer to fit the call blocking device.

There are two ways to obtain a call blocking device:



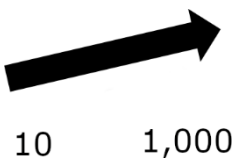
you can buy one, or



you may be able to loan one from Trading Standards, who have a limited number available for loan. For more information, contact them on 0115 804 1147.



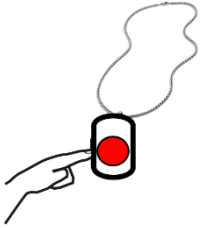
Prices and models of call blocking devices vary.



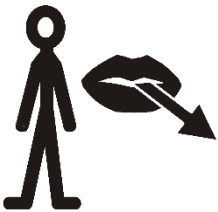
Some devices can block 10 numbers, others can store 1,000.



All call blocking devices need caller ID to be activated on your phone line and your service provider might charge you more money for this.



Many call blocking devices can work with community alarms but after you have installed your call blocker you should check your alarm to make sure that it still works.



You can talk to your service provider to see what they can offer as they might offer a call blocking service.



If you get an unexpected call from a company (cold callers), trying to sell you a call blocking service or device, it is sensible to not use these companies.

Consider going ex-directory



Some companies will use phone directories to get information of people they can contact by phone or by post.



You can ask for your details not to be put in the directory by contacting your phone provider.



This won't stop all unwanted calls and post but it will stop some of the calls and post you don't want.

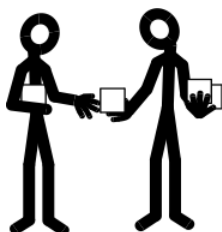
Read the small print when buying things online and using websites



When you give your contact details to a company, especially online, make sure you read the information about how they are going to use your contact details.



You may be given the choice to tick or untick a box that lets a company send you marketing information.



You might also be asked if you will let your contact details be passed on to other organisations.



If you want to reduce the amount of unwanted calls and mail you get you should not give your permission.

Opt out of the open electoral register



The Electoral Register is a list of people entitled to vote. By law, everybody must register to vote.



The law also says that local councils must sell copies of the register. This “open register” is often used by companies to find names and addresses of people to send marketing messages.



You can ask not to be on the open register. You will still be able to vote because your details will be on the “edited register” This is only used for elections and by companies who provide identity checking services.



To opt out of the open register you should contact your local district or borough council. You can find out which your local council is by [using your postcode on the GOV.UK website](#).



Ashfield District Council

Tel: 01623 457321

Email: regelec@ashfield-dc.gov.uk



Bassetlaw District Council

Tel: 01909 533 252

Email: elections@bassetlaw.gov.uk



Broxtowe Borough Council

Tel: 0115 917 3250

Tel: 0115 917 3276

Email: elections@broxtowe.gov.uk



Gedling Borough Council

Tel: 0115 901 3917

Email: elections@gedling.gov.uk



Mansfield District Council

Tel: 01623 463345

Email: elections@mansfield.gov.uk



Newark and Sherwood District Council

Tel: 01636 655459

Email: voting@newark-sherwooddc.gov.uk



Rushcliffe Borough Council

Tel: 0115 981 9911

Email: customerservices@rushcliffe.gov.uk

Reducing the amount of unwanted text messages



It can be difficult to stop unwanted text messages and you should be careful with who you give your mobile phone number to.



Unfortunately there is technology that lets computer programmes generate random numbers until they find an active mobile phone number.



If you receive unwanted marketing texts you can report them to your mobile phone service provider by forwarding the text to telephone number 7726.



You can remember the number because it spells "SPAM" on the telephone handset's letters.

Check your bank statements



It is important to look at your bank statements often so that you can see any unwanted or illegal activity.



If you see a problem you should first contact your local bank.



It is a good idea to make a note of all of your direct debits and standing orders so that it is easy to see ones that have been set up by mistake or are wrong.

Friends Against Scams



To find out more about scams you can visit the [Friends Against Scams website](#).



This offers free online training and enables to register as a “Friend”.



Once you have registered you can send any scam mails you receive to the national trading standards scams team to be used as evidence in future investigations.

More help and information



If you are worried about the post or telephone calls you or your family members are getting you can contact Citizens Advice who will send details of scams to Trading Standards. To do this:



Call 0808 223 1133 or visit the [Citizen’s Advice website](#).

Links in this document

Telephone Preference Service (TPS)

tpsonline.org.uk

Mailing Preference Service (MPS)

mpsonline.org.uk

Fundraising Preference Service (FPS)

public.fundraisingpreference.org.uk

Information Commissioner's Office

ico.org.uk/for-the-public

GOV.UK – find your borough or district council's election team

gov.uk/contact-electoral-registration-office

Friends Against Scams

friendsagainstscams.org.uk/

Citizen's Advice

citizensadvice.org.uk

For plain English web page version of this information, go to:

[Reducing unwanted mail and telephone calls](#)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/reducing-unwanted-mail-telephone-calls

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