

End-User Information for Handling Annoying Calls

These three (3) call types are illegal and dangerous! Contact the UTD Campus Police Department immediately at Ext. 2222 or (972) 883-2222.

Bomb Threats

Life Threatening Calls

Obscene Calls

Be prepared to provide the following information:

- Date, time and approximate duration of call
- Caller ID display information
- Best effort recollection of what the caller actually said

Although these types of calls do not present the same immediate dangers they are still often illegal and may need to be reported to the UTD Campus Police Department.

Scams

The UTD Campus Police Department is your **first** contact if you suspect you have been a victim of a scam. If you suspect a scam, report it to the UTD Police Department AND file a complaint with the Federal Trade Commission (FTC). Contact the FTC at 1-877-382-4357 or file online at www.ftc.gov.

Telephony Denial of Service (TDoS)

Recent TDoS attacks are part of an extortion scheme. The organization will be inundated with a continuous stream of calls for an unspecified, but lengthy period of time. The attack can prevent both incoming and/or outgoing calls from being completed. If you suspect that you are a victim of a TDoS attack notify the telecom department at ext. 2700 or via e-mail at telecom@utdallas.edu.

Although these call types can become a nuisance, generally they are not illegal.

Political / Campaign calls

Most political calls are received during the political / election season. You may try asking the caller to remove your name/phone number from the calling list. Some states have specific laws regarding campaign calls. Check with the Texas attorney general for state law information.

Certain calls are exempt from the National Do Not Call List. For example; political organizations, charities, telephone surveyors or companies with which you have an existing business relationship can legally call you even if you have registered on the National Do Not Call List. For more information contact the Federal Trade Commission at www.ftc.gov.

Telemarketing, Charity and Survey Calls

Telemarketing calls are generally legal. Law enforcement does not normally investigate these calls. If the frequency of these calls becomes a nuisance, here are some suggestions to help you manage these types of calls.

Stay on the line and wait for a representative to come on the line. When a live person comes on the line, you can decide if you are interested in the offer. If you are not interested and do not want future calls ask the representative to remove you from their calling lists. You may also choose to have your name added to the National Do Not Call Registry to reduce the number of telemarketing calls you receive from national companies by calling 1-888-382-1222 or via the Internet at www.donotcall.gov.

Certain calls are exempt from the National Do Not Call List. For more information contact the Federal Trade Commission (FTC) at www.ftc.gov.

Beep Tones, Data, FAX, High Pitch Tone Calls

Generally, calls that beep when answered are unintentional and are frequently misdirected faxes but may include other sources such as computers, pagers, alarms, etc. These types of calls are common and can be very annoying but are not illegal. Most of the time these types of misdirected calls are just mistakes and they will usually stop as soon as the person sending the fax or data realizes they are dialing the wrong number.

If you receive these types of calls regularly you can attempt to transfer the call to a fax machine. If you are successful in transferring one of the calls to a fax machine the fax will print a copy. The fax will usually have a phone number on it you can use to contact the company sending the fax.

Debt Collection Calls

Keep in mind collection calls are not illegal. If you have no knowledge of the person they are asking for tell the collector you would like the collection calls to stop. If the calls continue, ask to speak to a supervisor or compliance manager. If you have requested the collection calls stop and they continue contact the Federal Trade Commission (FTC) to file a complaint. Contact the FTC at 1-877-382-4357 or file online at www.ftc.gov.

Phantom Debt Collection Calls

If you suspect the debt collection call is part of a Telephony Denial of Service (TDoS) or some other type of scam please review those respective sections above.

Silent Hang-Up Calls

If you are receiving silent or hang up calls between 8 a.m. and 9 p.m., these calls are usually from telemarketers, collection agencies, or other types of business calls using automated dialers. Many of these calls will display on Caller ID as "UNKNOWN", "OUT OF AREA" or "800 SERVICES." Companies use automatic-dialers to continuously call a list of numbers. The reason there is no one on the other line when you answer the call is because the companies may not have enough operators to answer every call the computer dials. These calls may be annoying but most are legal and legitimate attempts for companies to sell their products or to make contact to customers for other business purposes.

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For NON-EMERGENCY assistance or for additional information you may contact the Telecom Customer Service at ext. 2700 or the IR Help Desk at Ext. 2911.