

Fight Robocalls

Nevada Attorney General's Office

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Education is your first line of defense

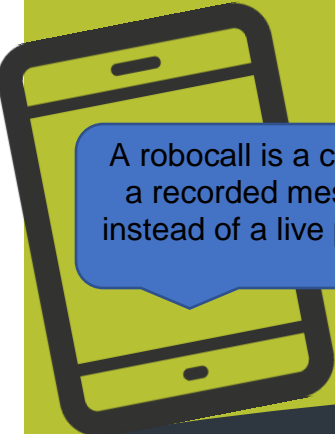
How do I File a Complaint?

- **For Violations of the National Do Not Call Registry:**

File a complaint with the Federal Communications Commission (FCC) online at WWW.FCC.GOV or by phone at 1-888-225-5322.

- **For Threatening Telemarketing Calls:**

File a complaint with the Nevada Attorney General's Office at WWW.AG.NV.GOV under the complaint tab, or at any one of our office locations.



A robocall is a call with a recorded message instead of a live person.

Just say NO

Tired of getting those annoying robocalls and unwanted telemarketing calls? We're here to provide you with some tips to help. You can cut down on the number of unsolicited calls and texts you receive by learning where to go to

Just Say No

The Law:

Nevada law provides guidelines for telephone solicitation calls. A complaint may be filed against a solicitation call if the salesperson:

- Uses threatening, intimidating, profane, or obscene language;
- Repeatedly or continuously conducts the solicitation or presentation in a manner that a reasonable person would consider to be annoying, abusive, or harassing;
- Solicits a person by telephone at his or her residence between 8 p.m. and 9 a.m.;
- Blocks or otherwise intentionally circumvents any service used to identify the caller when placing an unsolicited telephone call; or
- Places an unsolicited telephone call that doesn't allow a service to identify the caller by the telephone number or name of the business (unless such identification isn't technically feasible).

Tips for Handling Unwanted Calls:

Technology has made it easier for people to place scam or illegal calls. Internet-based phone calls make it easy for callers to spoof a number, which helps them hide from law enforcement.

- Hang up the phone;
- Don't press 1 to speak to a live operator, or any other number to get your number off the list;
- If you respond by pressing any number, it will probably lead to more robocalls;
- If you receive the call on your cellphone, you can manually block the call. You may also contact your phone provider to ask them to block the number; and
- Telemarketers frequently change Caller ID information, so it might not be worth paying a fee to block a number that will change.

Do Not Call Registry:

This registry gives you a choice about whether to receive telemarketing calls.

- You can register your home or mobile phone for free at donotcall.gov
- After you register, other types of organizations may still call you, such as charities, political groups, debt collectors, and surveys.
- This registry only stops *sales* calls from real companies. The registry is a list that tells telemarketers what numbers not to call, and cannot stop calls from scammers who ignore the registry.
- Your registration on this list will never expire. Your number will only be removed if it's disconnected, reassigned, or if you ask to remove it.

The ONE RING Scam

The Federal Communications Commission is advising consumers of the "one ring" scam, where the victim will receive a call from an unknown number that only rings once and hangs up before they can answer. The scammer is hopeful that the victim will call back, allowing the scammer to collect on an expensive international phone call.

Resources Available to You

Call Blocking Mobile Apps

These mobile applications allow you to create lists of numbers to block from calling your cell phone.

- Many of these apps also create their own lists from numbers that have received significant consumer complaints.
- Some apps let you choose which types of calls you want to block, for example, all calls except contacts.
- Contact your phone provider for more information on these apps.

Cloud-Based Services

Cloud-based services can block unwanted calls for mobile phone lines or phone lines that operate over the Internet.

- Cloud-based services reside on large, shared computer systems that can collect data from many users and use it to build crowd-sourced blacklists.
- Contact your phone provider for information about these services.

Carrier Services

Consider using services provided by your phone provider.

- Many carriers allow you to block between 10-30 numbers, but you are responsible for identifying these numbers.