

防骚扰电话及垃圾短信指南

1. 如你怀疑收到诈骗/骚扰电话

- 1) 请勿向未知电话透露个人信息（包括姓名、地址、证件号码、银行账户等信息）
- 2) 无论对方声称是海关、物流公司或中国大使馆，都不会以电话方式要求提供个人资料
- 3) 如发现 070 或 076 的未接来电，请勿回电
- 4) 诈骗电话报案可访问页面：<http://www.actionfraud.police.uk/home>

你也可以登记 TPS，用户可选择不接收未经请求的电话销售，网上登记请前往 <https://www.tpsonline.org.uk>；或致电 [0845 0700707](tel:08450700707) 进行登记。免费注册，登记后约 28 日可生效。

方法二：向以下机构报告骚扰电话

2. 如你怀疑收到垃圾短信

- 1) 如你收到来自 5 位短号的垃圾短信，请直接回复“STOP”，如果发信人无法显示号码，请勿回复
- 2) 请将该垃圾短信或钓鱼短信直接转发至 7726
- 3) 你可进行以下手机设置以分离垃圾短信：
 - a. Android 手机（华为、三星）：可按关键字及号码拦截短信：短信—》更多—》骚扰拦截—》右上角设置—》关键字黑名单—》添加，可以一次添加多个关键字，用逗号分开，确定。
 - b. Android 手机（LG）：可按关键字及号码拦截短信：短信—》点击右上角点击更多—》SPAM Manager—》Spam settings—》Spam words—》tap+ to add spam words—》Save
信息—》右上角更多—》垃圾信息管理器—》垃圾消息设置—》垃圾关键字—》点击+以添加垃圾字—》保存
 - c. iPhone 手机（iOS 7 或以上）：设置—》信息—》黑名单—》添加发信人—》确认；或设置—》信息—》过滤未知发件人—》开启（关闭所有来自非联系人的 iMessage 信息通知并将信息单独归类）

3. 投诉

TPS (Telephone Preference Service):

- 致电 [0845 070 0707](tel:0845 070 0707) ;
- 网上投诉 <https://complaints.tpsonline.org.uk/Consumer/>
- 信件投递：Telephone Preference Service (TPS), DMA House, 70 Margaret Street, London W1W 8SS.

ICO (Information Commissioner's Office) :

- 致电 [0303 123 1113](tel:0303 123 1113)
- 网上投诉
<https://www.snapsurveys.com/swh/surveylogin.asp?k=138312369469> ;
- 信件投递：Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Ofcom :

- 致电 [0300 123 3333](tel:0300 123 3333)
- 网上投诉：<https://stakeholders.ofcom.org.uk/tell-us/webflow/silent-calls/>
- 信件投递：Ofcom, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

NUISANCE CALLS AND MESSAGES GUIDE

1. Spam or marketing call

- 1) Don't give out your personal details. Be careful about who you give your personal details (name, passport info. credit card info. etc) to, including when you answer the phone, particularly if the caller asks you to carry out an action which might have financial consequences. Avoid answering the phone by saying your telephone number and name as a greeting and avoid including these details on your answerphone or voicemail.
- 2) No matter whether the other party claims to be a customs, logistics company or Chinese embassy, no personal information will be requested by telephone.
- 3) If you find a missed call from 070 or 076, please do not call back.
- 4) Report spam call online: <http://www.actionfraud.police.uk/home>

2. Spam texts

- 1) If you receive a text message from a sender you are familiar with, or from a shortcode (a shortcode is usually 5 digits long but can be up to 8), reply 'STOP' to the telephone number or short code shown in the text message. However, if the text message is from an unknown sender, or from a sender you are not familiar with, we recommend you don't reply.
- 2) To report a spam text, forward the text to 7726.
- 3) You can make the following phone settings to separate spam messages:
 - a. **Android mobile phone (Huawei, Samsung):** You can block SMS by keyword and numbers: SMS – "More" – Block SMS- in upper right corner click "settings" – "Keyword Blacklist" – click "add". You can add multiple keywords separated by commas, click "OK" to save the settings.
 - b. **Android phone (LG):** can block text messages by keyword and number: SMS - Click on "More" in the upper right corner - "SPAM Manager - "Spam settings - "Spam words" - tap+ to add spam words – Save
 - c. **iPhone (iOS 7 or above):** Settings - "Message" - "Blacklist" - "Add Sender - OK; or Settings - "Message -" Filter Unknown Sender - "Open" (close all non-contacts iMessage information notification and split the texts separately)

3. Complain

TPS (Telephone Preference Service):

- Call 0845 070 0707 ;
- Online complaints: <https://complaints.tpsonline.org.uk/Consumer/>
- Letter delivery: Telephone Preference Service (TPS), DMA House, 70 Margaret Street, London W1W 8SS.

ICO (Information Commissioner's Office):

- Call 0303 123 1113
- Online complaints: <https://www.snapsurveys.com/swh/surveylogin.asp?k=138312369469;>
- Letter Delivery: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Ofcom:

- Call 0300 123 3333
- Online complaints: <https://stakeholders.ofcom.org.uk/tell-us/webflow/silent-calls/>
- Letter delivery: Ofcom, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA