

Helpful information to reduce the number of 'junk' mail and nuisance telephone calls you receive at your home.



Mailing Preference Service

www.mpsonline.org.uk

The Mailing Preference Service (MPS) is a free service set up 20 years ago and funded by the direct mail industry to enable consumers to have their names and home addresses in the UK removed from lists used by the industry. You can register for the service at the above website or if you are not comfortable using the internet you can register by telephoning **0207 291 3310**. Once through you can register using their automated service ('Option 1' then '0' then 'Option 1' then '1'). The whole process takes about 3 minutes.

Royal Mail's Door-to-Door Opt-Out

This is a free service that will stop unsolicited, unaddressed mail delivered by the postman. Signing up to the scheme is the single most effective measure you can take to reduce junk mail. You can download the opt-out form as a PDF document from their website or if you don't have a printer call them on **0345 266 0858**. If you would prefer you can also request to opt-out via email. Send an email to optout@royalmail.com.

'Your Choice' Preference Scheme

To opt out from deliveries from other unaddressed mail distributors you may wish to register with the 'Your Choice' preference scheme run by the Direct Marketing Association. They can be contacted at:

'Your Choice' Preference Scheme Direct Marketing Association (UK) Ltd
DMA House, 70 Margaret Street, London

Telephone: **0207 291 3300** Email: **yourchoice@dma.org.uk**

Fundraising Preference Service

www.fundraisingpreference.org.uk

The Fundraising Preference Service is a free service that allows you to stop e mail, telephone, post and or text messages from selected charities. You can do this online or call **0300 3033 517**.

Telephone Preference Service

www.tpsonline.org.uk

The Telephone Preference Service (TPS) is a free service. It is the official central opt out register on which you can record your preference not to receive unsolicited sales or marketing calls. You can register for the service at the above website or if you are not comfortable using the internet you can register by telephoning 0845 070 0707. Once through you can register using their automated service or you have the option to speak to an advisor who will happily do it for you. The whole process takes about 3 minutes.

The TPS may not block all unwanted calls but specialist devices are available to buy which improve the chances of blocking such calls. There are many call blockers on the market, two recommended by Which? magazine are:

CPR All-in-One Call Blocker (from £29.99)

The CPR Call Blocker model is preprogramed with 200 known numbers which have been allocated as nuisance callers and will block any call originating from any of these numbers.

CPR Call Blocker is ideal if you don't want any more calls from Silent Calls, PPI Calls, Robo Calls, Recorded Messages, Overseas Call Centres,

Harassment calls, Malicious Calls, Junk Faxes, Withheld numbers, International Numbers, VOIP Numbers & Unavailable Numbers.

The CPR **V108**, can be ordered directly from CPR. Call freephone **0800 652 7780** for free delivery and a discounted price of £36 (normal price £39.99). Please quote discount code **"NW10"**

TrueCall - The Nuisance Call Blocker (from £99)

TrueCall stops nuisance telephone calls, but lets your family and friends straight through. TrueCall is the complete solution to all types of nuisance phone call - telemarketing, silent calls, calls from overseas call centres, fax calls, robocalls, market researchers, offensive or threatening calls, misdials, wrong numbers and recorded message calls. It's about the size of a paperback book. It plugs into your phone line at home and checks every call you receive before letting your phone ring.

Call Truecall free on **0800 0336 330** stating that you have been referred by Trading Standards for a discount of £20 off the Truecall "Secure" unit (normal price £119.99).

Call blocker telephone handsets

It might be easier or more cost effective to replace the telephone handsets within your home. Many cordless handsets now come with 'nuisance call blocker' facilities built in and are available locally or online. Prices start from around £14.99 for a single handset.

Service Provider Call blockers

You can also block unwanted calls via your landline provider, for example: **SKY Talk Shield** is Sky's personalised call-screening service that is free to Sky Broadband and Talk customers. You can also add numbers to your star or block lists to allow you to create your own list of trusted or nuisance callers.

You can activate Talk Shield by signing into your account or dial 1780 on your landline, then press 1. Alternatively, you can call **0333 759 3582**.

For more information visit: <https://www.sky.com/help/diagnostics/sky-talk-shield/using-sky-talk-shield>

BT Call Protect automatically diverts calls that BT believe to be from nuisance callers and also allows you to compile their own personal blacklist of numbers they wish to block. You can also block numbers by categories like international, withheld or unrecognised.

To sign up for Call Protect call **0800 789456** and say 'Call Protect'. If you would like advice about your BT handsets you can get free advice on how to use them by calling 0800 1456789 (option 1) free.

Useful Links

- www.which.co.uk/consumer-rights/advice/how-to-stop-nuisance-phone-calls
- www.which.co.uk/reviews/nuisance-calls/article/nuisance-calls-call-blocker-reviews/nuisance-calls-call-blocking-options-Which?
- www.cprcallblocker.com
- www.truecall.co.uk/product-p/cb1.htm
- www.thinkjessica.com

Dundee Trading Standards Service

Phone: **01382 436260**

Email: trading.standards@dundeecity.gov.uk

Dundee Trusted Trader Scheme

Phone: **01382 436260**

Web: www.trustedtrader.info

Trusted Trader is an online directory of local traders who have made a commitment to treat their customers fairly . The scheme is managed by Dundee City Council's Trading Standards . As the scheme is managed by Trading Standards, in the unlikely event problems do arise—and you have initially complained to the trader in writing we will do our best to resolve complaints on your behalf.