



## **Malicious Calls**

Although malicious and nuisance calls are relatively rare, we know that when they do occur they sometimes upset the recipient. They can range in style, silent calls, abusive, threatening, annoying or offensive. Here are a couple of precautions you can take to try and tackle the problem.

### **Step 1**

Never answer any questions on the phone unless you know exactly who it is.

### **Step 2**

When recording your voicemail try not to provide too much information with regard to your location. Sometimes using a male voice on your voicemail can deter nuisance calls. (Female mobile users)

### **Step 3**

Stay calm. Most malicious or nuisance callers seek an emotional response from the person they call. Its better you remain calm and show no emotion.

### **Step 4**

Don't respond. If the call becomes offensive or unpleasant, say nothing. Either hang up at once or put down the mobile phone and leave it for a few minutes before hanging up. If they call again, try not to answer the phone.

### **Step 5**

Go ex-directory, this means your number is not listed in telephone books or through ringing directory enquiries.

### **Step 6**

Contact the Gardai. They can follow various procedures including requesting eMobile to trace the source of the calls.

The making of malicious and nuisance calls is a criminal offence under Section 13(1) of the Post Office (Amendment) Act 1951, as amended by the Postal and Telecommunications Services Act, 1983. The penalties can be severe.

### **Step 7**

We can also block numbers for customers who receive unwanted calls. You can request texts, picture messages, voice and video calls from a particular number to be blocked. Email communication (other than an MMS to an email address) cannot be blocked at this time. If you feel you need to avail of this service, simply contact our Customer Care team

<https://secure.emobile.ie/app/contactUsCustomer>

