

Reporting Malicious and Nuisance Calls



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Reporting Malicious and Nuisance Calls

1. Introduction

This document is intended to assist users within UCD to correctly report and tackle instances of malicious or nuisance calls and SMS/MMS messages. Although such incidents are relatively rare, when they do occur they may be of an abusive, threatening, annoying or offensive nature and therefore upsetting for the recipient.

Where deemed appropriate, Telephone Services may report incidents to An Garda Síochána. The user will be required to provide the Gardaí with a formal statement to progress any investigation. The Gardaí can follow various procedures including requesting public network operators to trace the source of the calls. UCD can provide limited tracing of calls involving UCD infrastructure however under existing data protection legislation, public network operators are restricted from releasing call detail records unless these are formally requested by the Gardaí.

Note: Under Irish legislation, the sending or making of a threatening, obscene, offensive, indecent or menacing call is illegal under Section 13 of the Post Office (Amendment) Act 1951 and Section 10 of the Non-Fatal Offences against the person Act 1997.

2. Recommendations

Telephone Services have drawn up the following recommendations to deal with instances of malicious or nuisance call and SMS/MMS message

- Never respond to unsolicited SMS/MMS messages or answer any questions posed by an unidentified caller. If the call becomes offensive or unpleasant, hang up or put down the phone for a period before hanging up. If the caller calls again, avoid answering the phone.
- Stay calm. Most malicious or nuisance callers seek an emotional response from the person they call and it is therefore recommended that you remain calm and show no emotion.
- Record the date, time and calling number of all malicious or nuisance calls received. Do not delete the phone's call logs or any voicemail or SMS/MMS messages received. You may need this information if needed later for investigation.
- If the problem persists, it is recommended that you contact Telephone Services at 01 716 1800 or telephone.services@ucd.ie. It is important that you can provide a record of malicious or nuisance calls received.

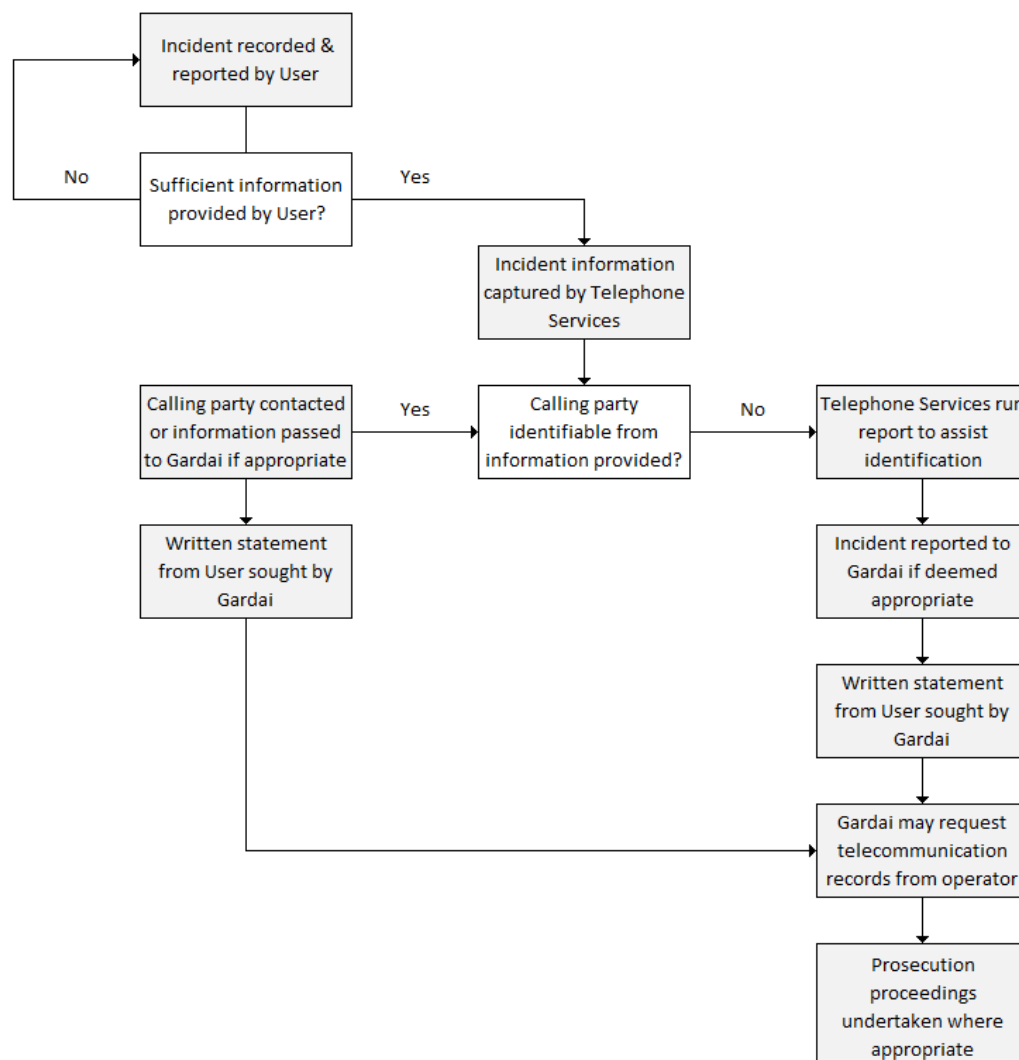
3. Useful Tips

- When recording your voicemail welcome message, avoid providing surplus information with regard to your location.
- Do not publicise personal information or answer the phone with your name or number to unrecognised calling parties.
- Do not reply to unsolicited text or picture messages.
- Be careful of who you give your mobile phone number to.
- Do not engage in conversation or reply to the caller or sender, as this may only encourage more malicious communications.

4. Changing Number

1. Telephone Services can arrange for your mobile or fixed telephone number to be changed free of charge. To do so please contact Telephone Services at 01 716 1800 or telephone.services@ucd.ie

5. Flowchart following incident reporting



6. Document History

This document was last updated on 01 June 2017.

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