

## HORSHAM DISTRICT NEIGHBOURHOOD WATCH ASSOCIATION



### Section 1 – General Information and advice

The National Neighbourhood Watch (NHW) website, <https://www.ourwatch.org.uk/>, contains lots of useful information about the Organisation as well as plenty of advice and information about crime prevention, local NHW schemes in your area and so on.

The [Crime Prevention Toolkits](#) section has some useful information links, including ones for [Online Scams](#), [Mail Scams](#) and of course, [Telephone Scams](#).

### Section 2 - primarily useful for Vodafone users

#### Unwanted sales and marketing calls

We recommend registering your landline and mobile telephone numbers with the [Telephone Preference Service \(TPS\)](#), which creates a central **record of your preference not to receive unsolicited sales or marketing calls**. You may also **text the TPS** your email address to **85095** (free from a Vodafone mobile) – they should send you a reply confirming your registration. Some Android devices may state that you have been charged for the text message – we understand this will **NOT** be the case.

Be aware that not all companies check with the TPS before making sales or marketing calls; the telephone networks are monitored for nuisance callers; such callers may be shutdown as they are found. Individuals can help the cause by reporting any nuisance, harassment calls – Vodafone subscribers can text the word **CALL** to **7726** free of charge from your Vodafone mobile – Vodafone should then reply by text asking you for the phone number you're receiving the nuisance calls from.

#### International nuisance calls

If you receive frequent missed calls from an international number, this could be the Wangiri fraud. [Click here to find out more about Wangiri fraud](#)

## Harassing or abusive calls

If you receive abusive or harassing calls, you can refer them to the specialist [Nuisance Call Bureau](#), part of the Which? Organisation. The team offer advice and create case files to start criminal investigations, where appropriate. Simply follow these steps:

- Log the details of each call (at least three) on our [nuisance call log form \[PDF: 318KB\]](#)
- Complete the [data disclosure form \[PDF: 391KB\]](#) as we'll need your permission to disclose data about your account to law enforcement agencies
- Email the completed forms to: [nuisancecallerbureau@help.vodafone.co.uk](mailto:nuisancecallerbureau@help.vodafone.co.uk) or post to: Vodafone HQ, The Connection, Newbury, Berkshire, RG14 2FN

## Vodafone Premium Bar

To bar calls to premium services:

- Log in to [My Vodafone](#)
- Go to **Services and extras and switch the bar on**  
Or call **191** free from your Vodafone mobile or pop in to your [nearest store](#)

## Section 3 – primarily useful for BT users

### What does BT Call Protect do?

BT Call Protect proactively monitors nuisance calls and automatically prevents them getting through to your phone by sending them directly to a junk voicemail. BT will identify nuisance calls on the BT Blacklist which will automatically send them to your junk voicemail.

You can also create your own personal blacklist to send all future calls from unwanted numbers to your junk voicemail.

### How do I add numbers to my personal blacklist?

BT Call Protect makes it very simple to divert nuisance calls. If you receive a nuisance call, hang up the phone, dial 1572 and follow the simple instructions to add it to your Personal blacklist.

You can manage your settings and personal blacklist by logging in to your personal BT account and visiting the Call Protect section → [bt.com/btcallprotect](https://bt.com/btcallprotect); alternatively you can dial **1572 free of charge** from your BT home landline phone.

## **Can BT Call Protect help me deal with 'withheld' numbers?**

Yes - another feature of BT Call Protect is the ability to divert individual call categories. Withheld, International and Unrecognized numbers can all be sent directly to your junk voicemail, which you can manage online or by calling **1572**.

## **How much does BT Call Protect cost?**

BT Call Protect is **free** to all BT landline customers; you will **NOT** be charged to call **1572**; you can also manage your settings and add numbers to your personal blacklist.

## **How do I get BT Call Protect?**

If you are a new or existing customer you can find out more and order the service at [bt.com/callprotect](https://bt.com/callprotect)