

## What Is A Call Blocker And How To Apply For A Free Unit

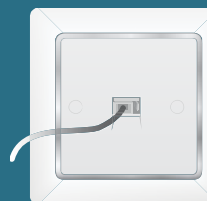
A trueCall Secure call blocker is a unit that filters unwanted scam and nuisance phone calls from your landline. It allows you to set a trusted caller list for friends, family members, GPs and any other trusted contacts. The unit plugs into an existing phone and phone line and can work alongside broadband or lifeline/pendant devices that are already installed.



Existing Phone



Call Blocker



Phone Socket

### Level 1 protection against scam or nuisance phone calls



The call blocker unit checks the caller's number; if it is a trusted caller, then it allows the phone to ring as normal. If the caller isn't recognised, then the call blocker acts as a personal assistant by intercepting the call and asking the caller to identify themselves.



*If you are a friend, family member or invited caller please press 1. If you are a cold caller please hang up and don't call us again*



Effectiveness in trials :

**95%+ of scam and nuisance calls blocked**

### Level 2 protection against scam or nuisance phone calls



If you want more protection, the call blocker can completely block calls from unrecognised callers with an automated message asking them to hang up and call a nominated person if their call is important. The phone will only ring if the call is from a trusted number, or the caller knows the code.



*We only accept calls from friends and family members. If you need to get through please call Bob on 07700 900 123 or enter your code now*



Effectiveness in trials :

**100% of scam and nuisance calls blocked**

# How To Apply For A Free Call Blocker



## 1. Referral

If someone is receiving scam and nuisance phone calls in their home and their circumstances may make them susceptible to fall for a scam, a referral can be made via the Friends Against Scams website.

[www.friendsagainstscams.org.uk/callblocker](http://www.friendsagainstscams.org.uk/callblocker)



## 2. Assessment

If the applicant is successful, a referral is made to trueCall who will post the unit to the preferred contact. Information to contact the installer QubeGB, is given with every unit to schedule a date for free installation.



## 3. Installation

A professional installer from QubeGB will visit, install, configure and test the call blocker. They will ask the consumer to complete a consent form and a survey that is supplied with the unit. Alternatively, information will be sent on how to self install the call blocker.



## 4. Monitoring

At three and sixth months, a member from the National Trading Standards Scams Team may contact the consumer to conduct a short survey relating to the call blocker.

On a weekly basis, each call blocker will send information to trueCall. This allows each unit to be monitored and updated over the internet.



## 5. Analysis

Data from the call blockers is analysed to spot trends and identify the most frequent scam and nuisance phone numbers.

This helps intelligence teams investigate the criminals and nuisance callers.

The unit is FREE and can be kept by the consumer!



@FriendsAgainst



@AgainstScams  
@NTSScamsTeam