

## **SUGGESTIONS FOR HANDLING HARASSING PHONE CALLS**

### **Do's and Don'ts of Harassing or Obscene Phone Calls:**

- 1. Your telephone is for your use and service; always use it on your own terms. If the caller does not speak or if you simply don't feel comfortable talking to the caller, hang up. Remember that the telephone is under your control and you are not obligated to speak to anyone.**
- 2. If you hear an obscene or improper question KEEP CALM, if you have caller I.D., write the number down and HANG UP IMMEDIATELY. Crank callers want to get a frightened or angry response from you. So try not to analyze the caller or prolong the call. DO NOT answer if they call back.**
- 3. DON'T slam down the receiver because this lets the caller know s(he) has succeeded in bothering you.**
- 4. DO NOT give any information to strangers over the phone.**
- 5. DO NOT try to figure out who is calling. Extending the call is what the caller wants.**
- 6. DO NOT tell others of the calls. Many obscene or harassing calls are made by acquaintances, family members, or a boyfriend/girlfriend. ONLY discuss the calls with the proper authorities.**
- 7. NEVER give your phone number to strangers or anonymous callers.**
- 8. If you receive or have received late night or early morning calls, unplug the phone or turn the ringer off.**
- 9. If the calls are received on an answering machine, SAVE the calls and share them with the proper authorities.**
- 10. If you receive the telephone calls on Wake Forest University, notify University Police immediately and make a report of the matter.**
- 11. If you receive the telephone calls off of Wake Forest University, notify local authorities. Report the calls to the local authorities and contact your service provider and request assistance on having the calls blocked, traced, or any assistance they can provide.**
- 12. DO NOT engage in conversation with the caller if you do not know them. YOU are in control, not the caller. DO NOT argue with; attempt to justify anything the caller may be complaining about. HANG UP.**
- 13. DO NOT humor the caller, give advice or personal opinions. HANG UP. Once you begin a dialogue with the caller they have succeeded in having a platform to speak on.**
- 14. Contact your local phone service provider to inquire about what other options may be available to you.**