

NUISANCE CALLS AND MESSAGES:

Fax-in-error calls



Sometimes you may answer your phone only to hear fax tones at the other end of the line.

Most fax-in-error calls are the result of a mistake by the person carrying out the fax marketing. It may be that the previous owner of the number had a fax machine connected to the line, or that the organisation added your number to their fax list by accident.

What can you do?

Registering with the **Fax Preference Service** may help reduce the number of fax calls you receive, as organisations will have to remove your number from their fax distribution lists.



You can register to the FPS, by

- Ringing: 0845 070 0702.
- Going **online**: www.fpsonline.org.uk
- Or by post: Fax Preference Service (FPS), DMA House, 70 Margaret Street, London, W1W 8SS

What if you continue to receive fax-in-error calls?

If you continue to receive fax in error calls after registering your number with the FPS you should complain to the FPS.

The FPS will attempt to contact the sender and inform them that no fax machine is connected to your number and they should stop sending you fax messages.

Complain to the FPS

You can complain to the FPS by:

- ringing: 0845 070 0702
- going **online**: <http://complaints.tpsonline.org.uk/FConsumer/>
- or by post: Fax Preference Service (FPS), DMA House, 70 Margaret Street, London, W1W 8SS

The FPS also keeps records of all the complaints it receives about fax in error calls, and these records help determine future enforcement action.