



# Unwanted Calls and Text Messages

## Here's how they work:



You pick up the phone and hear a recorded message — a robocall — or a live person selling something. Maybe it's not who your caller ID said it was. Or you get an unexpected text message saying you won a prize, have a package waiting, or must contact your bank.

Recorded sales calls are illegal unless you give a business written permission to robocall you. If your number is on the Do Not Call Registry, you're not supposed to get any recorded or live sales calls. But scammers ignore the rules about when and how they can call you.

Scammers use technology to make any name or number show up on your caller ID: the IRS, a business you know, or even your own number. You can't trust caller ID because phone numbers can be faked. Scammers send text messages to trick you into clicking links and giving personal information.

## Here's what to do:

- 1. Hang up on unwanted calls and ignore unexpected texts.** Don't press any numbers or click on links. Blocking services might reduce unwanted calls and texts. Ask your phone carrier about call and message blocking. Read expert reviews about your options. Learn more at [ftc.gov/calls](https://www.ftc.gov/calls).
- 2. Pass this information on to a friend.** You may know what to do about unwanted calls and texts, but you probably know someone who doesn't.



Want to know more?  
Sign up for Consumer Alerts  
at [ftc.gov/ConsumerAlerts](https://ftc.gov/ConsumerAlerts).

The logo features the text "...PassItON" in a white, cursive-style font on a dark teal speech bubble background. The speech bubble is partially overlapping a larger, lighter teal circle.

...PassItON

## Please Report Scams

If you get scam calls, illegal robocalls, or unwanted text messages, please report them to the Federal Trade Commission.

- Go online: **ReportFraud.ftc.gov**
- Call the FTC at 1-877-FTC-HELP (1-877-382-4357) or TTY 1-866-653-4261.

Your report can help protect other people. By reporting fraud, you can help the FTC's investigators identify the scammers and stop them before they can get someone's hard-earned money. It really makes a difference.



**FEDERAL TRADE  
COMMISSION**

[ftc.gov/PassItOn](https://ftc.gov/PassItOn)