

How to use the Telephone Preference Service



An **EasyRead** Guide





Sometimes you might get people phoning you that you don't know and that you haven't asked to phone you.



It might be a company trying to sell you something or someone asking if you have had an accident. Someone might ring you to ask about PPI and sometimes charities ring to ask if you want to give them money.



These phone calls are called unsolicited calls and they can be annoying and upsetting.



The Telephone Preference Service (TPS) tells companies that you don't want to have these calls. You need to register first.



You can register your home phone number and your mobile but it will only stop phone calls, not text messages.



It can take up to 28 days to stop all unsolicited calls but you should notice that you get less calls straight away.



It's free to register, you need to go to www.tpsonline.org.uk



You can phone on 0845 070 0707. You might have to pay money to ring this number.

If you change your phone number you will have to register again.

This booklet was made by those who need accessible information working with btm.

For more information or extra copies please contact:

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