

BLOCKING UNWANTED CALLERS IN TEAMS


Since we are subject to Sunshine Laws, all of our contact information is available from our SPC contact directory – meaning, our telephone numbers and emails are exposed to unwanted callers and scammers.

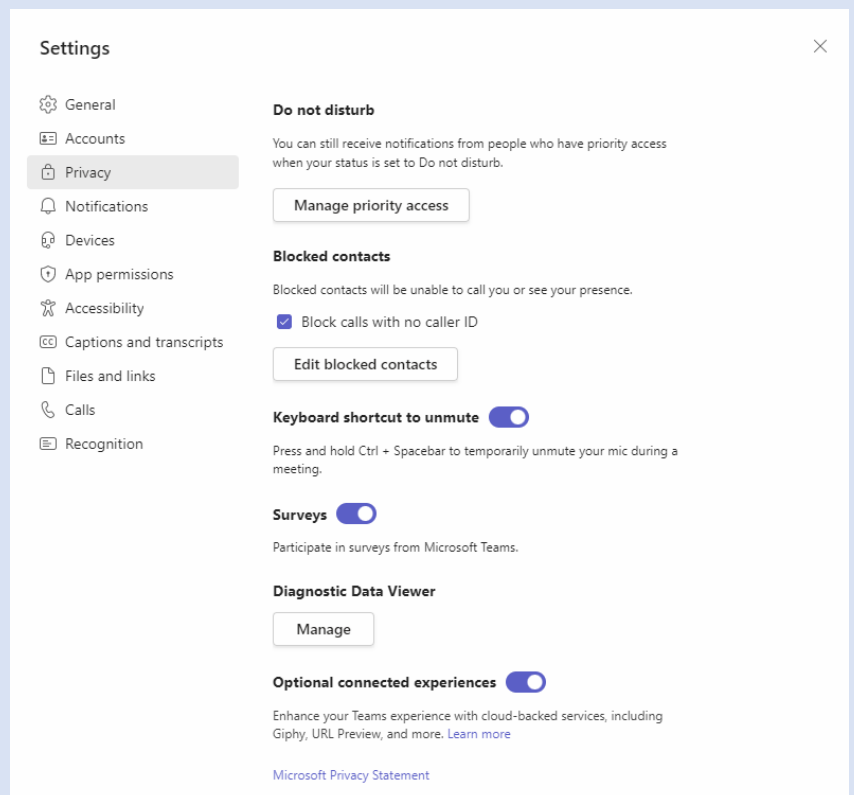
Unfortunately, the Florida Do Not Call list is only for residents and only covers home & mobile phones.

The Florida Department of Agriculture and Consumer Services (FDACS) maintains the state-specific Do Not Call list for residents who do not want to receive solicitations through their telephone. It is free to subscribe and the number remains on the list indefinitely.

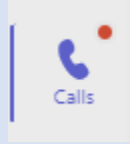
There are ways to help avoid receiving unwanted calls from unidentified numbers by blocking their numbers in your Teams settings.

- **Blocking Contacts with No Caller ID**

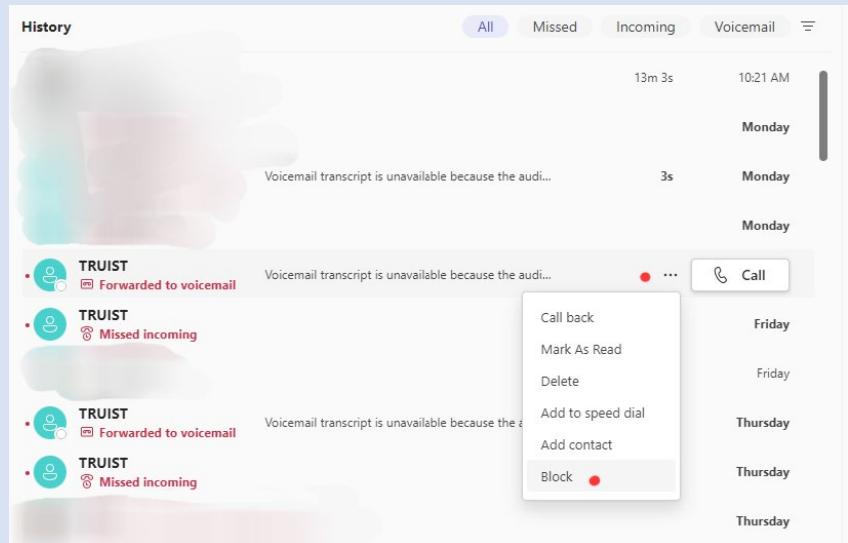
- Click on the three dots by the photo of your Profile Photo at the top right-hand corner of your Teams window 
- Click on Settings
- Click on Privacy
- Check the box for 'Block Calls with no caller ID'



- Blocking Callers Manually
 - Click on the 'Calls' icon on the left-hand pane in Teams



- Click the 3 Dots on the caller you'd like to Block to reveal the options menu



- Select 'Block' to add them to your Blocked Contacts list

Robocalling trends are on the rise, despite 2022 legislation meant to curtail it. "Criminals use number spoofing, the process of intentionally falsifying the phone number and name displayed on the recipient's caller ID, to coerce unsuspecting individuals into revealing sensitive personal information like bank account data, social security numbers, passwords, and more." (Stone, 2023)

According to the FCC, the best ways to stop unwanted calls and to avoid phone scams are:

- Don't answer calls from unknown numbers. If you answer such a call, hang up immediately.
- You may not be able to tell right away if an incoming call is spoofed. Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- Use caution if you are being pressured for information immediately.

References: Stone, Katherine. "Stir/Shaken: An Overview of What It Is & Why It Is Important." *Cloud Communication Solutions: User Reviews, Expert Guides*, 26 Aug. 2021, getvoip.com/blog/stir-shaken/.
 Federal Communication Commission "Stop Unwanted Robocalls and Texts", 23 Jan. 2023, <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>