

The Senior Medicare Patrol is.....

LOOKING OUT FOR YOU

DATE: 6/15/14

2014-3

SUBJECT: No Blocked Calls When Calling Toll Free

- Toll-Free and Pay-per-Call numbers will almost always know your phone number even if you use call blocking when you call them. This is true whether you use your home or cell phone, or if your number is private, or unlisted.

-Whether or not you block your caller ID, the owners of toll-free telephone numbers -- 888, 877 and 866 -- can collect your telephone number through a technology called "Automatic Number Identification," or ANI. While not every company offering a toll-free number is interested in capturing your personal information, many companies do profit greatly from collecting and distributing your name, phone number and spending habits. Pay-per-call numbers -- 900 calls or other area codes starting with "9" -- fall under the same guidelines. However, with 900 numbers, you not only pay for the call, but also give out your number so it can be sold to others.

-A business that is paying for a 800 series or other toll free number is entitled to know who is calling them since "they are paying the phone company" to have a toll free number. Therefore, a blocked number will no longer be "blocked."

WHAT YOU SHOULD DO:

- * Remember, if you call a toll free number, that number's owner will have your number even if you block (*67) the call or hang up. They will call back.
- * Report unwanted calls from medical supply companies or insurance sales agents to Medicare at 1-800-633-4227, or call Senior Medicare Patrol (SMP Hawaii) at 586-7281 or 1-800-296-9422.
- * Get help for other types of harassing calls by contacting your telephone company or the Office of Consumer Protection (808-586-2630).



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