

Unwanted messages and calls

Talking points

- If you get a nuisance call, stay calm. Most people who make these calls want to upset you, so showing no emotion might put them off.
 - Avoid sending a message when you're upset or angry. Remember, once you've sent it, you can't take it back.
 - When you answer your mobile, just say "hello". Let callers identify themselves to you before you start talking. If you receive a malicious call, put the mobile down and ignore it for a few minutes, then hang up. This wastes the caller's time and money and can put them off. If your phone rings again, don't say anything.
 - You can always reject a call if you don't recognise the number that comes up on the screen, or if the number has been blocked.
 - Many people like to personalise their voicemail greeting, but to be on the safe side it shouldn't include your name or any other personal details.
 - You don't have to reply to texts or picture messages you don't like. Make sure you show them to someone you trust, like a parent, guardian or teacher, or to your best friend.
- Keep a note of the times and dates of any abusive messages you get, and remember to keep the message itself. It can be useful as evidence and to explain to others what has happened.
 - If you have Bluetooth on your mobile, you could receive unwanted messages from other Bluetooth mobiles nearby. If you've been sent a message from someone you don't know, don't accept it. You can also turn your Bluetooth off and become 'invisible' to other Bluetooth mobiles.
 - If you're worried or upset, talk to your parent or guardian. If you don't want to do that, you could tell a teacher at your school. They'll know what to do.
 - Suggest that they turn their phone off when they don't need it.