

What To Do About Pre-Recorded Calls

If you answer the phone and hear a recorded message instead of a live person, it's a [robocall](#).

Recorded messages that are trying to sell you something are generally illegal unless you have given the company written permission to call you.

If you get a robocall:

- Hang up the phone. Don't press 1 to speak to a live operator or any other key to take your number off the list. If you respond by pressing any number, it will probably just lead to more robocalls.
- Consider asking your phone company whether they charge for blocking phone numbers. Remember that telemarketers change Caller ID information easily and often, so it might not be worth paying a fee to block a number that will change.
- Report your experience to the [FTC online](#) (Federal Trade Commission) or by calling 1-888-382-1222.

If you get phone service through internet or cable, you might want to look into services that screen and block robocalls. Try doing an online search for “block robocalls.”

Source: [Federal Trade Commission website](#)