



## I had a call from an unknown number which charged me. Is it a scam?

Increasingly, we are hearing stories from consumers who have received calls from unknown numbers, withheld numbers or numbers from other countries. Often, when answering the call to these numbers, a charge is incurred or otherwise, if the user tries to call the number back, then they will incur a charge.

If a service provider is going to charge you a fee for using their service, then they have to tell you this upfront in advance and be able to prove that you agreed to accept the charge. As such, these kinds of calls definitely fall foul of the law and into the category of 'scams'. But how can you avoid them?

Well, unfortunately, it is difficult to avoid receiving these calls in the first place but there are some steps you can take to avoid receiving unwanted charges on your bill:

1. Register for the **Telephone Preference Service**. It's free to sign up and should remove your number (both landline and mobile) from receiving any unsolicited sales and marketing calls in the first place.
2. If you do receive a call from an unknown, withheld or international number, ignore it. If it is important they will either leave a message or call back.
3. If you do answer the call, there may be no one on the other end. DO NOT call the number back. Again, if it is important, they will leave a message or call back another time.

If you do fall foul of these charges what can you do? Well, due to the nature of these scams, and the people running them, it may be difficult to prove who applied the charge and the likelihood is that they are not a reputable service provider nor registered with the Phone-paid Services Authority.

If you do receive unwanted charges from these types of scams, use the service-checker facility on [PhoneCharges.Org](https://www.phonecharges.org) to see if you can identify who has charged you. If you are unable to do this, speak to you network operator and ask if they are able to remove the charge for you as there is no evidence that you agreed to the charge.

<https://www.phonecharges.org/i-had-a-call-from-an-unknown-number-which-charged-me-is-it-a-scam/>

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