Spam and Robo Calls

Issue

Spam and Robocalls are automated calls that often appear to come from local numbers. Typically claiming to sell something, many of these calls are scams, and possibly illegal. While you may receive them on your University phone, these calls are not related to the campus telephone system or the campus network. There are ways to minimize the disruption, as our local and long distance carrier cannot block the original source of these calls.

Resolution

From Your University Phone

- Hit "Decline" or "Ignore" to send calls from unrecognized numbers directly to voicemail
- Program your phone to forward your calls directly to voicemail
- Clear your Missed calls log if desired

Report a Spam or Robocall

- If you are receiving excessive calls, you can report them to ITS by emailing askIT@albany.edu with the incoming phone number(s). This will assist ITS in identifying, confirming and blocking repeat callers.

Additional Information

Actions Taken by ITS

- Working with our local and long distance carrier to provide better solutions and minimize disruption

FCC Tips to Avoid Scams and Robocalls:

- Do not answer calls from numbers you do not recognize
- If you suspect a spam or robocall, hang up immediately
- Beware of Caller ID: a local number no longer signifies a local caller
- Hang up instead of pushing a button to stop receiving calls. Scammers often use this trick to identify potential targets
- Never respond to any questions, especially those that can be answered "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
- If you get a call from someone claiming to 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. Legitimate sources will usually contact you in writing, particularly if a payment is requested
- Use caution if you are being pressured for information immediately

More Resources

The Federal Communication Commission (FCC) is working at the federal level to combat robocalls and spoofing (https://www.fcc.gov/about-fcc/fcc-initiatives/fccs-push-combat-robocalls-spoofing)


Spoofing: https://www.fcc.gov/consumers/guides/spoofing-and-caller-id

Recent Scams

Google does not call to verify Google Business phone numbers. Calls claiming to come from Google are a scam (https://support.google.com/faqs/answer/2952493#telemarketing)

SEFCU does not ask for your debit pin in order to close your account due to fraud: https://www.sefcu.com/Scam-Alert-Phone-and-Text

Need more help? Contact the ITS Service Desk.