

Beydler, Van

To: Soil & Water Conservation Program
Subject: RE: Spam Calls

From: Soil & Water Conservation Program <soil&waterconservationprogram@swcd.mo.gov>
Sent: Wednesday, October 2, 2019 2:46 PM
To: DNR.Soil and Water Conservation Districts staff <dnr.soilandwaterconservationdistrictsstaff@dnr.mo.gov>
Cc: DNR.SWC Staff <dnr.swcstaff@dnr.mo.gov>
Subject: Spam Calls

It is our understanding that some districts are getting calls regarding toner for printers – we have not requested that toner be sent to districts. Please do not give your credit card information out.

We received the email below from OA regarding spam calls. If you have any questions, please contact your coordinator.

Thank you.

Soil & Water Conservation Program

We understand that many Agencies are reporting a slew of SPAM calls. Unfortunately we do not have a way to control these calls. The UC group is continuing to look at way to eliminate these calls but at this time we do not have a solution. These calls continually change numbers and even spoof valid numbers. We apologize for the inconvenience and certainly do understand the frustration as we are getting them as well.

A couple of suggestions with these types of calls.

- If you answer the call and immediately recognize it as a spam call, simply hang up. Do not press any keys or provide any information. This makes them aware that they have found a live person and could continue to spam you with calls.
- If you recognize the number as a previous spam call, do not answer. You can hit the decline key which will immediately send them to VM (if your line has VM) or hit the ignore key.
- If you do not recognize the calling number, do not answer. Allow it to go to VM and if it is a valid caller, simply return the call.

Please share this with your staff.

Again, we apologize for this inconvenience and understanding as this is out of our control.

Thank you,

Unified Communications Support Manager
OA/ITSD

