| | CALL | | TYPE OF | | | | VOICE | | | | | | | | | | BACKGROUND NOISE (DESCRIBE) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Date | Time | Hung Up | Threatening | Obscene | Nuisance | Male | Female | Old | High | Low | Accent | Intoxicated | Nervous | Camouflaged | Other (Describe) | |
| 1 | | | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | | | | | | |
| 10 | | | | | | | | | | | | | | | | | |
| 11 | | | | | | | | | | | | | | | | | |
| 12 | | | | | | | | | | | | | | | | | |
| 13 | | | | | | | | | | | | | | | | | |
| 14 | | | | | | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | | | | | | |

PHONE NUMBERS

Law Enforcement: _____

Telephone Co.: _____

Nearest Neighbors: _____

THE INFORMATION RECORDED MAY GIVE VALUABLE CLUES TO THE IDENTITY OF A CALLER AND COULD ESTABLISH A PATTERN THAT COULD HELP IDENTIFY THE SOURCE OR THE REASON FOR THE CALLS.

ORANGE COUNTY
**SHERIFF**
*Sheriff Jerry L. Demings*

*It's 3 a.m. and the phone rings again!*

# How to Handle Obscene, Harassing, and Annoying Phone Calls

10-1017 (9/10)

# How to Cope With a Crank Caller

The phone rings. It's 3 a.m. You are greeted by a string of obscenities, heavy breathing or silence. You have just become another victim of the crank caller. Some authorities estimate that over a million crank calls are made very year. Most of these calls are the ring and hang up variety. A growing number are either obscene or threatening.

Now that you've become a victim of the crank caller, here are a few ideas to prevent a repeat all.

**1) Hang up.** As soon as you hear an obscenity, improper questions, or no response to your sleepy "hello?" - HANG UP!

**2) Don't talk to strangers**. Be careful when the caller says that he/she is taking a survey. If you have any concerns about the legitimacy of the survey, ask the person for his/her name, firm name, and telephone number. Say that you will call back after you verify the authenticity of the survey.

**3) Keep cool.** Don't let the caller know you are angry or upset. This will only encourage the caller.

**4) Don't play detective.** Don't extend the call trying to figure out who is calling. This or any type of reaction is exactly what the caller wants and needs!

**5) Don't panic when the phone rings.** It may just be a wrong number. If it is a crank call, follow these suggestions.

**6) Don't try to be clever.** A witty response may well be interpreted as a sign of encouragement.

**7) Don't try to be a counselor.** The annoying or obscene caller certainly needs professional help, but he/she will only be encouraged by your concern and will continue the late night calls.

**8) Don't tell everyone about your calls.** Many calls of this type are sometimes made by friends, family members, or even your closest girlfriend or boyfriend.

**9) Place ads with caution**. When placing an ad in the newspaper, use a newspaper or post office box number if possible. If you must use your phone number, do not list an address. Crank callers are avid readers of the classified ads.

**10) Never volunteer your name or your phone number to an unknown caller.** This is an invitation to call again. If your number is the wrong number, the caller does not need to know your name and/or number.

**11) Report harassing calls to the customer service center of your telephone company.** They may require that a log be kept for at least a week prior to placing a trap and trace on your phone line. The phone company may ask you to call your law enforcement agency to file a report.

**12) Purchase an answering machine.** As we all know, there is nothing more discouraging than dialing an answering machine. This would allow you to screen all calls and receive messages while away or asleep.Just turn your phone down. Plus it will provide a recorded voice analysis and a record of what was actually said.

**13) Avoid listing your full name in the telephone directory.** When applying for telephone service, have only your initials and last name printed in the directory.

## To report a crime, call:

**Non-Emergency**
**407-836-HELP(4357)**
**or**
**Emergency 9-1-1**

**Visit us online at www.ocso.com.**

TAKE A BITE OUT OF CRIME

**Florida State Statute 365.16**
Obscene or harassing telephone calls
(1) Whoever:
(a) Makes a telephone call to a location at which the person receiving the call has a reasonable expectation of privacy; during such call makes any comment, request, suggestion, or proposal which is obscene, lewd, lascivious, filthy, vulgar, or indecent; and by such call or such language intends to offend, annoy, abuse, threaten, or harass any person at the called number;
(b) Makes a telephone call, whether or not conversations ensues, without disclosing his identity and with intent to annoy, abuse, threaten, or harass any person at the called number;
(c) Makes or causes the telephone of another repeatedly or continuously to ring with intent to harass any person at the called number; or
(d) Makes repeated telephone calls, during which conversation ensues, solely to harass any person at the called number, is guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.