

Unwelcome Call Stop Request

Once an unwelcome call / SMS stop request has been received by amaysim, we will lodge the request to the appropriate service provider.

If your request is valid, a letter is then sent to the customer by their service provider, requesting that they stop making contact with you. The time period for receipt of the letter by the party making calls takes roughly 15 working days.

Should the unwelcome calls or SMS continue after 15 days have passed, you may contact us again with further examples. Additional warnings can then be sent by the appropriate service provider.

Should I submit a Stop Request?

1. Are the unwelcome calls or SMS threatening in nature? If they are, then you should contact the Police. amaysim do not have the ability to immediately stop or block calls to your number
2. Have you considered a number swap? This is a quick and easy way to stop unwanted people from calling you

To submit a request you MUST be able to satisfy one of the following scenarios:

1. You can supply specific times and dates of 3 or more unwelcome calls that were received over a recent 2 to 5 day period
2. You can supply specific times and dates of unwelcome calls received at exactly the same time of day on the same day of the week over 3 or 4 consecutive weeks.
3. You have received excessive calls / SMS messages in one day period. Excessive is defined as 10 or more instances within a 24 hour period.

If your request does not meet one of the above requirements, it will be rejected

Submitting the request

To submit the stop request, you must provide the following information:

CUSTOMER DETAILS	
SERVICE PROVIDER	amaysim Mobile Pty Ltd
FULL NAME	
Address Line 1	
Address Line 2	
DAYTIME CONTACT NUMBER	
SERVICE NUMBER (Your amaysim service number)	

TYPE OF SERVICE	
WERE ANY OF THE UNWELCOME CALLS RECEIVED OF A LIFE THREATENING NATURE?	
WAS THE CALL AN UNWELCOME WAKE UP CALL?	

You **must** provide the following information:

List the number making unwelcome calls to you: _____

Date of unwelcome contact received	Time of unwelcome contact received	Type of contact (CALL OR SMS)
<i>Example: 29/07/2016</i>	<i>03:00PM</i>	<i>Call</i>

Note: amaysim will facilitate a warning to the mentioned caller, but we cannot guarantee the cessation of unwelcome calls/SMS. If you feel this is inadequate, please contact the Police.

Please return this form to: unwelcome.calls@amaysim.com.au