

## How to Contact phone/website providers

### Mobile phone providers

All UK mobile phone operators have nuisance call centres and/or procedures to deal with bullying. They may be able to change number of person being bullied. Action against the bully's phone account can only be taken with police involvement:

- **Orange** - 07973 100 450, or 450 from an Orange phone
- **Vodafone** - 08700 700 191, or 191 from a Vodafone phone
- **O2** - 08705 214 000 or 4445 from an O2 phone
- **Virgin Mobile** - 0845 6000 070, or 789 from a Virgin Mobile phone
- **3 Network** - 08707 330 333, or 333 from your 3 Network phone
- **T-Mobile** – Call 150 from T mobile phone or 0845 412 5000

### Landline Providers

Bullying phone calls through landlines can be dealt with by using the numbers below:

- **British Telecom** -Nuisance Call Advisor - freephone 0800 661 441
- **Virgin** - 0845 454 1111

### Email account providers

- If you are experiencing cyber-bullying through your email account, contact your Internet service provider for help e.g. BT, Virgin, Tiscali.

### Instant Messaging sites

IM sites can investigate and shut down any accounts that have been misused

- **Yahoo**- When in Yahoo Messenger, click the *Help* tab and use the *Report Abuse* button
- **MSN**-When in windows Live Messenger, click the *Help* tab and use the *Report Abuse* button

### Social networking sites

- Facebook- use the **Click CEOP** link located on pages throughout the site or email [abuse@facebook.com](mailto:abuse@facebook.com)
- MySpace- click on the **Contact MySpace** link at the bottom of every page or user profile and select *Report Abuse* option. Inappropriate images can be reported by clicking on the image and selecting the *Report this image* option. Schools can contact MySpace direct at [schoolcare@myspace.com](mailto:schoolcare@myspace.com)
- Bebo - use the '**Report Abuse**' link below the offender's profile photo (top left) Specific media content e.g. photos and videos can be reported by clicking on the link located below the content you wish to report

### Video and Photo hosting sites

- Youtube- Logged in members can use the **Flag inappropriate content** button that appears under every video

- Flickr- use **Report Abuse** link that appears at the bottom of each page. Logged in members can use *Flag this photo* link to report individual photos