

Telecoms Provider Scams

Cold calls where callers pose as staff from telecoms providers such as SKY, Virgin Media and BT are some of the most frequently reported phone scams in Scotland.

what do telecoms provider scams sound like?

The aim of these scam calls is to obtain your personal and banking information and, in some cases, to gain remote access to your computer. They may say the following:



Your broadband is going to be disconnected due to suspicious activity on your account. Press 1 to speak to an advisor.

We have discovered a problem with your internet connection. Visit this website and download software which will allow us to access your computer remotely to perform tests and fix the connection.



Your set top box is due to be replaced. Please provide your bank details so that a new box can be sent out.

I'm calling about the issues you've been having with your router. Download this app to your mobile phone so that I can check your broadband speed. Please also provide your bank account details so that I can take a payment of £300 for a new router.



Your broadband bill is going to be increased. Press 1 to discuss your account with an advisor. If you do not press 1 your internet access will be disconnected.

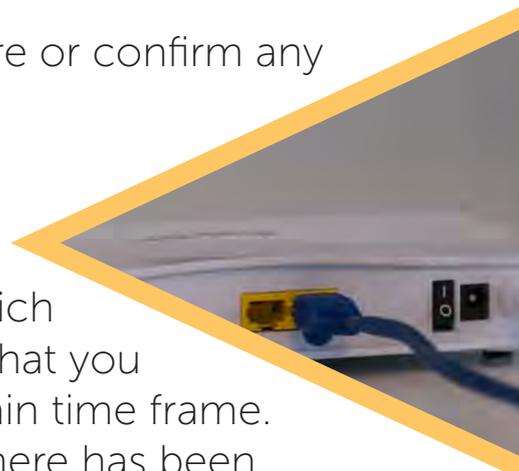
how can I tell if a message about my telecoms provider is a scam?

Legitimate telecoms providers will never phone you unexpectedly to ask you to provide your personal or banking details.

Be suspicious of any cold caller who asks you to share or confirm any details.

Scam calls usually ask you to **act urgently** in order to avoid having your internet access cut off or losing access to your account. Be suspicious of any call which claims to be from a telecoms provider and tells you that you must provide your details or a payment within a certain time frame.

Scammers may try to scare you by telling you that there has been suspicious or illegal activity on your account.



what should I do if I get one of these calls?



If you receive an unexpected call claiming to be from your telecoms provider which asks for personal information, a payment, or for remote access to your computer, **do not give out any details.**

Do not press 1 or follow any other instructions given in an automated message.

Never follow instructions from an unsolicited caller to **download an app or software** which would allow them to access your computer remotely.

If in doubt, hang up and contact your provider using details found on their official website or on a recent statement/bill.

Report all scams to **Advice Direct Scotland** using their free consumer helpline: **0808 164 6000** or via their website at **www.consumeradvice.scot**.

If you have lost money or are worried that you have given your bank details to scammers, contact **Police Scotland on 101.**

Find more information and advice on avoiding scams:

Advice Direct Scotland - www.consumeradvice.scot

Police Scotland - www.scotland.police.uk/keep-safe

Trading Standards Scotland - www.tsscot.co.uk/latest-scams

The National Cyber Security Centre - www.ncsc.co.uk

