

## **Fake phone calls**

After speaking to a few of our customers and then reading about other people's experiences with persistent fake callers pretending to be from BT, Microsoft and other establishments, we thought that we might just add some advice for any of you in a similar situation.

Please remember that none of the phone or email companies (ISPs) will ever phone you without your prior knowledge of that phone call and none of them should be reporting to you that your computer is not secure or is sending out any kind of malicious emails – if there is a problem, they might simply block or limit your account with them and then wait for you to contact them. A genuine professional caller should never be offended by your cautious attitude towards a phone call, so never feel pressured.

If you are unfortunate enough to be on the receiving end of one or more of these phone calls, simply: stay calm, provide them with absolutely no information what so ever and hang up, then find the real phone number of your phone provider from an invoice or bill and phone them. You could ask your phone provider if there is a problem and possibly ask them to monitor incoming phone calls – never trust the phone number being displayed and never trust any cold caller.

Remember that the likes of Microsoft or any other company related to anti-virus software, computer protection, broadband or any of the telephone/ISP companies are likely to ever genuinely want to contact you – think about how hard it is for you to contact many of these companies yourself and then realise that it is almost impossible to contact any of these companies when you have a genuine problem.

Often and from our experience, you might suddenly receive a phone call from someone from a different country that is suggesting that your computer has a major issue – they then allege that they can assist you and will offer a remote connection. Do NOT accept their remote connection because they will very likely install a `backdoor` access for them into your computer and then you certainly will have a problem, when very likely you did not have a problem at all.

If in any doubt, simply contact Dibtech Computers and discuss the apparent problem with us and we will genuinely assist you.

**Information provided by Dibtech Computers in Devizes.**

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