



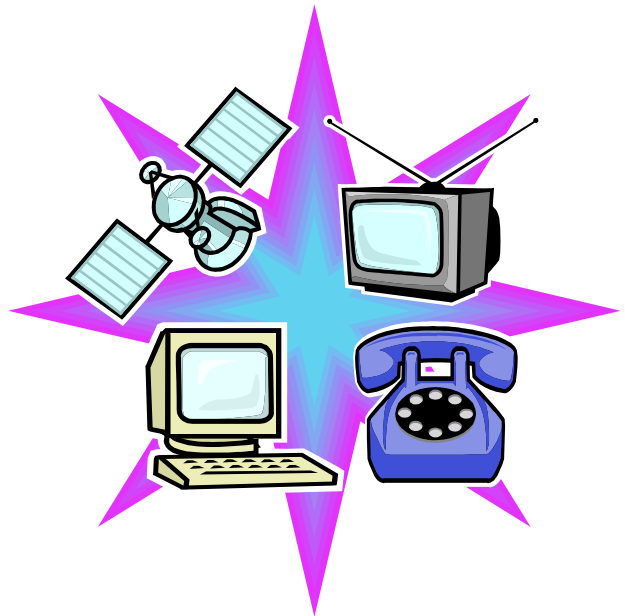
WHITTIER POLICE DEPARTMENT NEIGHBORHOOD WATCH NEWSLETTER

February 2015

Telecommunications Fraud

We live in the age of technology. This technology has changed the ways crimes are committed. We must educate ourselves and know how to prevent scams. The National Crime Prevention Council has focused it's annual campaign on crime prevention tips in the Information Age. This month's articles focus on the different forms of fraud that are associated with telecommunications devices such as cell phones, pagers, and voice mail, and on E-mail "Spam."

- Cell phone cloning occurs when criminals monitor radio wave transmissions and steal a cell phone's unique electronic serial number and telephone number, then use it to create a cloned phone
- Cell phone subscription fraud occurs when criminals obtain personal information and use it to sign up for cell phone service in that person's name
- Phone cramming is the practice of placing unauthorized or deceptive charges on a consumer's local or long distance telephone bill
- Phone slamming is the illegal practice of changing a consumer's long-distance telephone service without his/her permission
- Calling-card scams occur when criminals pose as telephone company representatives and ask for "verification" of a calling-card number under the pretense of checking for unauthorized charges. Once the criminals have the card number, it is used to make expensive, international calls
- Voice mail fraud occurs when hackers use a consumer's voice mail system to make long-distance calls without the consumer's knowledge
- Pagers and voicemail scams trick the consumer into making long-distance calls by sending a message that there is a family emergency. When the consumer returns the call, they are charged for an international call
- Modem hijacking happens to people who have dial-up connections to the Internet. Victims are prompted to download a "dialer" program for free. This program then redirects their phone connection, resulting in expensive, long-distance charges



The Federal Communications Commission (FCC) has fact sheets on all of these subjects available via their website: www.fcc.gov and via telephone: 1-888-CALL-FCC (1-888-225-5322). The best defense against telecommunications fraud is knowledge.