

## Protect Yourself and Your Business from Unauthorized Service Transfers

Port-out fraud and “Slamming” are two types of unauthorized phone number transfers. In both instances, numbers are transferred to new providers without the knowledge or consent of the current account holder.

Port-out fraud, although more commonly seen with wireless numbers, can affect landline numbers as well. With this type of fraud, a scammer pretends to be the account holder of the current phone number(s), opens a line of service with a new provider, and has the phone number(s) transferred (ported).

Once transferred, the scammer is able to take control of the numbers and intercept calls and texts. Since many payment services, banks, and businesses use automated calls and text messages to confirm identity (think of the verification messages with pin codes), scammers can gain access to accounts. They often change credentials immediately to prevent victims from being able to log in, and since communications are now re-routed, the victim is unaware and does not receive any activity alerts. For more information on port-out fraud, visit the FCC consumer guide at <https://www.fcc.gov/port-out-fraud-targets-your-private-accounts>.

“Slamming” is the term used for switching a landline subscriber’s local and/or long-distance provider, to another provider, without permission. The Federal Communications Commission (FCC) imparts strict requirements on telephone companies regarding the change of providers, requiring clear consent to transfer numbers, and prohibits misrepresenting services.

### Steps to Secure your Accounts

Be careful with the information that you share. With the common use of social media, it’s easy to share information without realizing that you are sharing it. For example – is your date of birth public on your profile? How about your pet’s names, your maiden name, or a picture of the car you drive? This information is often what account security questions are asking. With a little scrolling and a few clicks, these answers can often be found on many social



media accounts. Also, don’t be quick to answer calls and messages that you do not recognize. If you ever doubt the validity of a sender, hang up and call them back on a known number.

Find out what safeguards your providers offer. Make sure that you have your account secured with as many layers of protection as possible, with any passwords or passcodes

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## 2024 Annual Meeting

The date for Pineland Telephone Cooperative’s 72nd Annual Meeting has been set!

This year’s meeting will be held on Thursday, June 13, at the Metter Pre K-8 Educational Complex Cafetorium, and will feature entertainment, door prizes, cash prizes, and bill credits for member attendees.

Mark your calendars and stay tuned for more details!

SAVE  
THE  
DATE

not reflecting obvious information (ex. date of birth, anniversaries). Take advantage of email notifications if they are available.

Review the details of your phone bill each month. If the name of the telephone company or long-distance carrier has changed, contact that provider to find out why. Also, call your authorized telephone provider and request to have your services transferred back. The FCC provides protection for charges resulting from slamming, including ones you may have already paid. For more details, visit the FCC's Consumer guide for Slamming at <https://www.fcc.gov/slamming>.

To help protect our customers, Pineland offers a Port Freeze option for business and residential accounts. When a port freeze is activated, if a request is made to transfer (port) a number to another provider, Pineland will contact the account holder or specified individuals to confirm the request is valid, and verify an account passcode. There is no cost for this service. To add this protection to your account, contact one of our Customer Experience Associates during our regular business hours at [800.247.1266](tel:800.247.1266).

## Do Not Call Registry for Georgia Residential Customers

Georgia residential consumers who want to reduce the number of unwanted telemarketing calls from telephone solicitors trying to get you to purchase, rent or invest in property, goods or services are encouraged to register with the free Federal Do Not Call Registry.

Consumers are placed on the Georgia Do Not Call List free of charge simply by registering their phone numbers with the Federal Registry. You may register your phone number with the federal list online at [www.donotcall.gov](http://www.donotcall.gov) or by calling toll-free, 1-888-382-1222, TTY 1-866-290-4236 from the number you wish to register.

While being on the Do Not Call Registry may significantly reduce the number of unwanted solicitations you receive, it will not prevent you from receiving calls from:

- Businesses that have an established relationship with you. An established relationship exists if you have purchased, leased or rented goods or services from the business within 18 months preceding the call, or if you have submitted an application or made an inquiry to the business within the three months preceding the call;
- Recognized charitable or religious organizations; or
- Political pollsters or candidates for public office.

Federal law requires telemarketers to search the Registry every 31 days and synchronize their call lists with the phone numbers that are on the Registry. If you receive telemarketing calls after you have registered your telephone number and it has been in the Registry for 31 days, you can file a complaint at [DONOTCALL.GOV](http://DONOTCALL.GOV) or by calling 1-888-382-1222, TTY 1-866-290-4236. You will have to know the company's name or phone number to file a "do not call" complaint.



**BECAUSE  
PRIVACY  
MATTERS**

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THE APP STORE  
AND GOOGLE PLAY**

**APP FEATURES**

- SEE WHAT DEVICES ARE CONNECTED TO YOUR NETWORK
- UPDATE SSID AND PASSWORD
- ADD A GUEST NETWORK
- INDIVIDUAL DEVICE SCHEDULING
- RUN A SPEED TEST
- SEE NETWORK USAGE