

Fake Cell Phone Bills Flood In-Boxes

May 29, 2012 - Nashville, TN - Email is the new wave for keeping up with invoices and other means of business communication, but lately scam operators are using this method to flood in-boxes with fake cell phone bills in an attempt to commit identity theft.

The emails appear to be coming from Verizon Wireless or AT&T Wireless and indicate the recipient's wireless bill is ready for viewing or thanks the recipient for scheduling a payment. The email then provides links to view the alleged bill, pay online, or access the account; however, the links lead to a third party website that requests personal information which then provides the scam operator with the data needed to steal your identity. View samples of the fake cell phone emails below.

IS THE EMAIL REAL OR FAKE?

BBB has issued numerous alerts about scammers using legitimate, reputable business names to target unsuspecting consumers with phishing emails, so how can YOU tell if the email is real or fake?

The answer is in learning how to look at links and recognize strange looking destinations... especially if they end in .php, .exe, .zip or some executable file that will trigger an action caused by your click. Simply opening and reading an email (even one that contains malware) is not going to cause the malware to start doing its evil deeds. The danger is clicking on a link for instance that says one thing, but has an executable file that does another. Most web browsers and email programs will give you the ability to hover your mouse over a link and the URL (the website address) will reveal itself. In the email that appears to have come from Verizon Wireless (see below), hovering your mouse over the www.verizon.com link brings up the fraudulent URL of www.fenixconstruccion.com.ar/NMNgm2ci/index.html

verizon

Thank you for your scheduled payment

Dear verizon.com customer,

Thank you for using verizon.com to make your scheduled direct debit payment. Please keep a copy of the confirmation below for your records.

Scheduled Payment Confirmation

| | |
|------------------------|-----------|
| • Payment Date: | 5/29/2012 |
| • Payment Amount: | 1685.39 |
| • Confirmation Number: | 364378817 |

It's always a good idea to schedule your payment at least 3-4 business days prior to your bill due date to allow time for processing and avoid late payment charges

If you find that you like the convenience of direct debit billing, why not [sign up](#) for automatic bill payment with Verizon every month? It's fast, free, and you'll never have to worry about missing a payment again.

Thank you for allowing us to serve you.

Sincerely,
Verizon

YOU MAY QUALIFY FOR AN UPGRADE.

New offers and services may be available to you.

UPGRADE TODAY

Play over 2,000 games FREE on Verizon Games

Get your free 7 day Mega Pass to access popular games Bejeweled® 3, PAC-MAN™, FarmScapes™ and more!

7 DAY MEGA PASS

Having trouble with the links in this email? You can also copy and paste the following address into your browser to view your account: <http://www.verizon.com/myaccount>

Ensure Verizon emails reach your inbox by adding verizon-notification@verizon.com to your "safe" email list. Your email or Internet provider can provide instructions on how it works.

This email has been sent from an auto-notification system that cannot accept incoming email.

[Sign In](#) | [Forgot Your Password?](#) | [Customer Service](#) | © 2012 Verizon

Your wireless bill is ready to view

Dear Customer,

Your monthly wireless bill for your account is now available online.

Total Balance Due: \$1144.99

Log in to myAT&T to view your bill and make a payment. Or **register now** to manage your account online. By dialing *PAY (*729) from your wireless phone, you can check your balance or make a payment - it's free.

Smartphone users: download the free app to manage your account anywhere, anytime.

Thank you,
AT&T Online Services
att.com

Contact Us
AT&T Support - quick & easy support is available 24/7.



Get Peace of Mind

Set up secure AutoPay from your checking account.

Learn more

Go Paperless

Save time, money and the environment.

Learn more

Online Deals!

Shop the Best Deals in your area for Phone, TV, Internet and Wireless.

Learn more



Device Tutorials

Information specific about your phone

Smart Controls

Block calls, set mobile purchase limits, manage usage, and more

Payment Arrangements

Explore your options for arranging a payment plan

BBB offers the following tips to avoid becoming a victim of a phishing scam:

- Don't trust unsolicited emails, even if they appear to be from familiar businesses or agencies. If you're concerned about the validity of an email, contact the business or agency directly by phone or through its website to ask about it.
- Don't open any attachments in suspicious emails and don't click on any links or give any personal information unless you are confident where it is going. If you have concerns, run your cursor over a link (but don't click it) to determine if the actual link is the same as the one shown.
- Delete any suspicious email from your in-box and from your trash or recycling folder.
- Don't give your Social Security number, bank account number or any other personal information to unfamiliar persons contacting you by phone or by mail.
- Be wary of misspellings, poor English or other signs that the person or persons contacting you may not be legitimate.

When in Doubt, remember to check with BBB for information on businesses you can TRUST by visiting

www.Nashville.BBB.org