

Computer Tips

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Michael's Computer Services

Beware...It's a Scam!

Over the past couple of weeks, customers have contacted us, wanting to find out about calls they have received from people identifying themselves as being from IT Support, or Microsoft Tech Support. The caller usually begins by offering to fix a problem with a Windows Update, or help remove viruses from their computer. The caller then requests that they connect their computer to the Internet. If the customer agrees to this, the caller then directs them to a 'log me in' website, and provides a password for them to enter. Then the caller then supposedly goes through the customers computer, and 'removes' the viruses or fix the 'problem'. Most of our customers however grew suspicious as to the caller's motive for access to their personal computer, and refused, hanging up on the caller.

It is a good thing that our customers refused these callers, as these calls are scams. The callers are not actually interested in fixing any computer issues at all, but want to skim off personal information such as account details, passwords, email addresses, and other personal information. NO reputable computer business will call people out of the blue, and request access to their personal computer. Microsoft has released a statement regarding these scam calls, and I quote:

"We do not send unsolicited e-mail or make unsolicited phone calls to request personal or financial information or fix your computer. If you receive an unsolicited e-mail message or phone call that purports to be from Microsoft and requests that you send personal information or click links, **delete the e-mail or hang up the phone.**"

These scams are currently going around our area. The best thing to do is ONLY accept technical support from someone you have called first. DO NOT accept any calls unsolicited regarding problems with your computer.

Another scam that is prevalent in our area, is a letter received in the mail, offering a website domain name for a highly inflated price. Usually customers who already own a domain name will receive the letter. The letters look like either a genuine invoice requesting renewal, or an offer for a new domain name very similar to the customer's existing one. However, the prices demanded for the domain names are greatly inflated. A genuine Australian domain name sells for \$24 to \$48 dollars per year. The scam letter however attempts to sell you a domain name for \$199 to \$299 dollars. If you agree to the letter and pay up, you either become the victim of a scam, receiving nothing, or become the unwitting owner of a grossly over-priced domain name. If you receive one of these letters, simply tear it up.

If you are needing assistance with identifying a computer problem, or need to have your computer repaired, call our office on 4171 0981, or email us at info@mcsit.com.au.



Michael's Computer Services

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- Virus Removal
- PC Troubleshooting
- Onsite Service
- Internet Setup
- Custom Built Systems
- Software & Hardware
- Networking
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