



Hacker Alert Notice

A Phone or Voicemail system may be open to attack by hackers. This can result in an unwelcome phone bill as a result of hackers capturing phone lines to place international calls on pirated lines.

Measures you can take to protect your phone or voicemail system from such intrusions and to prevent unexpected bills include the following:

- ***Password Protection.*** The first and easiest step is to make certain you have secured your phone or voicemail system is with password protections. If you are uncertain whether you have that, please contact your phone or voicemail vendor.
- ***Block International Calls.*** You will be most fully protected from international calling phone fraud if you block all outbound international calls through your phone or voicemail system. Your phone or voicemail system vendor can arrange that or RS Fiber Cooperative could help you do it.
- ***Know Your Exposure.*** It is important to be aware that if you choose not to block outbound internal calls through your phone or voicemail system and as a result charges accumulate on your account you will be responsible for those charges.

This information is provided to you to help our Phone or Voicemail system customers combat international calling fraud. We have also posted the Federal Communications Commission Fraud Alert notice to our website which provides more detail on how the scam works and protective steps at rsfiber.coop/support/documents-links or you can visit www.fcc.gov/guides/voice-mail-fraud for FCC's official site.

Should you have questions please contact your local RS Fiber Cooperative sales representative or customer service at **(800) 628-1754**.

Our goal is to help our customers protect their phone system.