



Mobility



Internet

# Protecting yourself from phishing and unwanted communications

## How to recognize a phishing attempt

- > Terms like “ALERT” and “URGENT” are used to rattle you and create a sense of panic.
- > Scammers may refer to current events to get money out of you, for example by impersonating a member of a charity doing a fundraiser.
- > The message contains spelling errors.
- > You're led to believe you've won a prize in a fake contest, and you're asked to provide personal information in order to claim it.

## How to protect yourself from unwanted communications

- 1 Avoid entering your email address or cellphone number on a promotional website or contest.
- 2 Do not share personal information without verifying the source of the communication.
- 3 Always check the reliability of the company's site before completing online transactions.
- 4 Report and delete communications that appear fraudulent.
- 5 Update your software, including Adobe Flash Player, Adobe Reader, your antivirus and operating system.
- 6 Block numbers sending unwanted text messages, if necessary.

## Recognizing communications from Videotron

- > Text messages from Videotron are identified with the number **445120** , and not with a phone number.
- > Our email addresses always contain **@videotron.com**
- > When our communications include links, they begin with one of the following:

<https://www.videotron.com>

<https://videotron.com>

[liens.communications-videotron.com](https://liens.communications-videotron.com)

<https://go.videotron.com>



For more information on unwanted communications, please visit our support website

