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MEDIA RELEASE

Strengthening scams awareness during nbn upgrades

As nbn upgrades continue across Australia, Scams Awareness Week 2024 serves as a timely reminder for communities – particularly in regional Australia – to stay vigilant, recognise nbn impersonation scams, and protect vulnerable friends and family.

Australians aged 65 and above accounted for 86 per cent of losses due to nbn impersonation scams reported to the National Anti-Scam Centre via Scamwatch from January to July 2024.

Scammers are finding increasingly sophisticated ways to deceive residents and businesses by impersonating nbn staff and technicians, both remotely and in-person, to extract money and personal information.

One common tactic is the ‘Remote Access Scam’, where impersonators randomly call customers, claiming they need to pay for new internet hardware, postage costs, or offering free internet or speed upgrades.

Scammers have also been reported to have started targeting areas where nbn technicians are actively working on nbn fibre installations and upgrades. They have been door knocking or cold calling homes, falsely seeking fees to fix or upgrade equipment, schedule appointments or conduct inspections.

This Scams Awareness Week, nbn’s top tips for 2024 are:

- **F – Focus on the details:** nbn will never call to ask to remotely access your devices, such as your mobile phone or computer, or to ask you for payment.
- **I – Ignore:** If the call is unexpected and you suspect the caller is not really from nbn, hang up immediately.
- **T – Take action:** If you do answer the call, hang up on a suspected scammer and don't respond to their texts or emails. Then report them to the National Anti-Scam Centre via [Scamwatch.gov.au/report-a-scam](https://scamwatch.gov.au/report-a-scam)



Darren Kane, nbn Chief Security Officer, said:

“While the decrease in reported losses related to nbn impersonation scams is a testament to growing scams awareness among Australians, it’s crucial that we continue to educate the public, especially those around us, who might be susceptible to deceitful tactics.

“Just like you might share tech advice with your friends and family, share scams advice and your own experiences too. With the right knowledge and actions, we can protect ourselves and our loved ones from becoming the next victims of nbn impersonation scams.”

Notes to Editors

- From January to July 2024, Scamwatch received 863 reports of scams mentioning nbn, with financial losses of more than \$411,000.
- nbn is delivering better broadband for homes and businesses across Australia through nationwide network upgrades, pushing fibre deeper into communities and replacing legacy copper connections, as well as extending and accelerating Fixed Wireless and satellite coverage and capabilities.

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Resources

Video

[Watch nbn’s top tips for 2024.](#)



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