



ELECTRICAL DEPARTMENT INTEROFFICE MEMO

To: Robert Healy, City Manager
From: George Fernandes, City Electrician 
Date: November 13, 1998
Sub: Council order #013, dated 11/9/98

RE: Report on telephone scam.

There are and have been many telephone scams in the past of which some continue to reoccur and new ones developed. These scams are impossible to predict when and where they may happen, or what segment of the telephone industry they are meant for.

Based on the information received, this particular scam is targeted for commercial business, because dialing "9" or in some cases other digits prior to making a call, are only a function of a private business exchange (PBX), used by business only. If a person, or supposedly service technician, requests that you dial a "9" which provides dial tone, this implies that they are requesting an outside line, and dialing "0" sends them to an outside operator, allowing them to make an operator assisted long distance call, charged to your telephone. This scenario would not work with a residential telephone, as dialing a "9" would have no function.

Telephone technicians do not need to request dial tone, or require any assistance from a person in order to make a legitimate call to their office, or in relationship to repairing a telephone problem. Technicians have instruments that allow for data communications to their sites for testing, and for reaching their central offices when working on telephone lines. Anytime a person receives a call from a technician in relationship to testing a telephone which requires dialing any digits, the person should ignore the request.

If a person believes there was an attempt from a scam, report it to the person in charge of telephones within their company, or in absences of such a person, their local police, and or phone company.

Cc: Paul Schlaver, Consumer Commission
Ron Watson, Police Department



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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

November 23, 1998

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 41, regarding a report on the recent telephone scam, received from City Electrician George Fernandes.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec
Attachment

Consent Agenda #7

7525

Relative to AR #41, regarding a
report on the recent telephone scam.

In City Council November 23, 1998

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