



Telecommunications Bulletin

Customer Service Center (CSC)

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New Calling Scam

Verizon Wireless reports an increase in calls from customers who are receiving calls from an international number that all carriers are seeing. The caller does not leave a voicemail message but the number appears as a missed call. When customers call the number back, it results in international charges on the bill. Customers do not realize they are dialing an international number because the outbound call does not require an international dialing pattern.

Verizon Wireless has received inquiries about this from customers after seeing odd charges on their bills. In noted cases, the number left on caller ID that the customer dialed back was 473-520-9753. If you Google this number, you'll see that this is one of the numbers that has been reported as part of this scam. There have been several warnings about this on Facebook, and there was a blurb about it on the news last week.

We have been advised to make our customers aware of this scam as the vendors will not be issuing credits for these calls because the customer did dial the number. I encourage you to advise your users immediately of this scam and not to return calls to numbers they do not recognize – particularly if they have an unfamiliar area code.

If you have any questions, please contact:

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