



VIDEOTRON



Time required:

2 to 3 minutes



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://go.videotron.com>



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

Last update: 2024/07



Account no.:

Temporary PW:

Telephone no.:

Email:

Advice at your fingertips

How to protect yourself from phishing

Notes

[illegible]

Need help?

Find all our tips at

www.videotron.com/en/support



On your compatible phone or tablet, open the integrated Camera app. Direct the camera towards the QR code. Tap the banner that appears on your phone or tablet. Follow the on-screen instructions to finalize the connection.