

Have you ever had problems signing in?

This frustrating and all too common problem is usually because we have forgotten our user-name and/or password. This will be solved by always writing these down in a dedicated password book such as the ones we have available at the NCRC. They were created from observing a real need from customers. There is a huge feeling of relief when you know you can go to your book and find the correctly written down details. Ours contain an A to Z index so you can easily reference all your passwords from different websites and devices, and useful tips on how to make up a good password. Password books are \$5 each.

What to expect in the future

Technology companies are working on systems that will involve NO PASSWORDS! For the daring these systems are available now, but for ordinary mortals, watch this space...

Telstra 'Peace of Mind' Data

After many years of being the most expensive provider Telstra has finally started to provide some better budget options. The 'Peace of Mind' deal is one of these.

It is a new type of unlimited data download allowance for mobile phones, so if you ever run out of your Included Data in a month, you won't have to pay excess data charges. This data is speed capped at 1.5Mbps, and slowed further in busy periods.

Despite being slower data an NCRC staff member has been using Netflix and Youtube with no problems, after being slowed down. The service was good enough he dumped his satellite internet.

'Peace of Mind Data' is generally only available on new mobile phone 12 and 24 month contracts. It is an included option in selected plans or can be added to other plans for an extra \$10/mth. It is not available on pre-paid plans, or phones on existing contracts.

Phone based scams

A lady claiming to be from Telstra rang offering me a new plans for my landline. I asked her to prove to me that she is from Telstra. She told me my address and the exact amount of my latest bill.

I almost believed her but I had this funny felling and told her that I would ring back later. She gave me her number and a personal ID number to get back to her. Luckily I rang the official Telstra number from my invoice. They said they never rang me!

The Telstra guy was surprised when I told him that they knew the exact amount of my latest bill.

Some common phone scams at the moment:

- Telstra - "We would like to offer you a discount"
- Emergency text scams "Please call me back right away. It is an Emergency I need your help!"
- NBN - "If you don't take action your phone will be cut off within 7 days."
- Tax office - "You are about to be arrested for an unpaid tax debt."
- Tech support and Microsoft - "There is a problem with your computer."

Tricks to beat the suspected scammers:

- Be suspicious
- Ring them back on the official company number (look this up yourself on their website or on your latest invoice - don't take their word for it)
- If they try to convince you they are genuine by telling you your personal details, ask yourself if you can be sure how they got this information. You would be surprised how much information scammers can obtain before calling.
- Research on scamwatch.com.au and the internet
- Ask the NCRC and friends for advice before agreeing to anything or giving out your details.

Report and research scams here:

scamnet.wa.gov.au

scamwatch.gov.au

article by Catrin

Monday, Tuesday, Wednesday 10 am to 5 pm • Thursday 10 am to 6 pm • Friday 9 am to 6 pm