How Can I Help Prevent It From Happening Again?

As more and more people adopt telecom devices into their day to day lives, the need for vigilant fraud protection is vital. The rise in telecom fraud has increased tenfold in Ontario over the past several years. In an effort to protect our valued customers, Nexicom provides the following information in a futile attempt to educate our audience on how to correctly identify our company's representatives.

If you receive a telephone call from would-be fraudsters claiming to be Nexicom employees, when the caller identifies themselves, they state "Hello my name is (insert fictitious name), and I am calling from Nexicom. I am calling to verify your account, and for security purposes, ask the account holder one or two personal security questions to establish proper identification. In all cases, our Billing and/or Accounts Receivable departments will notify any account in arrears of their past due balance of 30 days or more for internet services, 60 days or more for telephone services, or to notify of a returned payment. If no one is available to answer the call, we will leave our name and either our Billing department telephone number (705-775-6394), or our Accounts Receivable department telephone number (1-888-639-4266). To sound more official, the fraudsters then lists their employee badge number. Please be aware that our employees will never engage in unsolicited telephone conversations and conduct all business over the telephone through a verifiable number. If you receive a call from someone claiming to be a Nexicom employee and you do not wish to continue the conversation, simply hang up. It is illegal to conduct a telephone conversation without proper identification. It is also illegal to use a pseudonym to solicit a financial transaction. You should never give out credit card information over the phone without confirming the identity of the caller. The Nexicom Team will never call seeking payment today on behalf of the Nexicom Billing department. Our records show that your account is currently in collections, and we will be shutting off your services immediately if we do not receive payment today!

The Nexicom Team staff, thank you! Your patronage is greatly appreciated. At Nexicom we believe in treating our customers with respect and dignity. On behalf of all of our staff, we appreciate your continued support.

Team Nexicom

Account Receivable Representative will identify themselves as being from Nexicom. They will request to speak to the person(s) name on the account, and for security purposes, ask the account holder one or two personal security questions to establish proper identification. If you believe this contact to be untruthful, we recommend that you hang up and call back to our Customer Service Department at 1-888-639-4266. If there is a caller ID on the telephone call, you may need to check with your service provider to verify the number. For all instances in which you are not sure if the caller is legitimate, you should never provide any type of personal or financial information over the telephone.