O2 OUTAGES – DON'T GET CAUGHT OUT

ThinkMarble 7th December 2018

As we are all aware, yesterday (06/12/18) at 5:20am, mobile network operator O2 began experiencing outages on their 4G network. Lasting nearly twenty-four hours this outage resulted in approximately 32million customers being unable to access its data services. Marielle Lindgren, CEO of Ericsson UK & Ireland (O2's equipment supplier), has announced that the cause of the issue was a fault in their software.

Ultimately with technology, these things will happen, and there will always be criminals waiting to take advantage.

In the last week we have received numerous enquiries from organisations who have been subject to various phishing attacks and, in some cases, lost money as a result.

The O2 incident presents these criminals with a golden opportunity to send phishing emails and launch fraudulent websites professing to allow you to claim compensation.

We don't want you to get caught out so please remain vigilant and ensure that you:

1. Think before clicking.
   Does the email look genuine? Keep an eye out for messages that, contain spelling mistakes, promote urgent action, request sensitive information such as passwords, or are from an email address that doesn't match the organisation.

2. Confirm that the communication is genuine.
   Are you expecting this email? Contact the individual/organisation using trusted credentials to confirm that they have sent you this email.

3. Seek advice.
   If you are unsure, always ask for help. Your IT team will be able to assist you, and many email clients now allow you to report emails that you suspect are phishing attempts.

4. Don't panic if you do click.
   Remain calm and inform your IT team to allow them to take the appropriate action.

If you have any hesitation as to whether an email is genuine DO NOT click any links or respond to the message. Instead, visit the companys website from your browser, contact them directly, and delete the email.

If someone in your organisation has clicked a link in a suspicious email and you are concerned that you may have been hacked, please contact ThinkMarble on 0333 101 4399 and we will be happy to assist you.

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