

# CONSUMER ALERT

Wisconsin Department of Agriculture, Trade and Consumer Protection

datcp.wi.gov



## Watch Out for Fake AT&T Customer Service Calls

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MADISON – The Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) has received a number of recent contacts from Wisconsin consumers about a robocall imposter scam that claims to come from AT&T.

The calls have been spoofed to show AT&T’s actual customer service phone number on recipients’ caller ID displays. The automated message in the calls warns recipients of an issue with their internet service related to a security breach. Call recipients are asked to press a button in order to speak to a representative about the situation.

Regardless of what your caller ID says, these calls are not from AT&T and are not legitimate. If you receive a similar call, hang up immediately and do not press any buttons. If you do press a button to speak with a “representative,” your number will likely be added to a future call list and you may be pressed for money or personal information from a scammer.

If you have any questions or concerns regarding your AT&T service, contact the company directly by using the contact information listed on your monthly billing statement.

To read more about imposter scams, review DATCP’s [imposter scams fact sheet](#).

For additional information on consumer protection issues, visit the Consumer Protection Bureau at <http://datcp.wisconsin.gov>, send an e-mail to [datcphotline@wisconsin.gov](mailto:datcphotline@wisconsin.gov) or call the Consumer Protection Hotline at 1-800-422-7128.

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