

BT Telephone Scam

A man claiming to be from 'BT' telephoned an individual and informed them he would disconnect the phone line due to an unpaid bill. He demanded payment immediately of £31.00 or it would be £118.00 to re-connect at a later date. The scam caller was completely unfazed when the individual told him his contract was with Virgin Media. The scammer falsely claimed 'Virgin Media have to pay BT a percentage for line rental'

The scammer gave the name of John Peacock and spoke in an African accent. He offered to demonstrate that he was calling from BT. He told the individual to hang up and try phoning someone and claimed that the individual would be unable to do so as the line would have been disconnected. When the resident attempted to hang up and dial out, the line went dead and there was no tone, giving the impression that the line had been disconnected. The scammer then called again and claimed this was proof that he was calling from BT and that he has the power to disconnect the phone line. He demanded credit card payment of £31 there and then. Fortunately, the individual did not believe him and hung up the phone. When they dialled 1471, the number was withheld. The individual phoned the police to report the incident and apparently this has been happening to lots of people.

How did the scammer make the line appear disconnected?

When the scammer asked the individual to make a new phone call, they remained on the line (on mute), this way the line was kept open and the phone call was still 'live' without the individual realising. The scammer then listened as the individual tried to dial out and when the individual gave up, the scammer then hung up and called again.

If you get a phone call like this – please hang up and let Croydon Trading Standards know.

trading.standards@croydon.gov.uk