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Sparklight Encourages Customers to Be Aware of Phishing Scams

SEPTEMBER 06TH 2021 BY DEE LOFLIN

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SPARKLIGHT® ENCOURAGES CUSTOMERS TO BE AWARE OF PHISHING SCAMS

With phishing scams on the rise, Sparklight® encourages customers to be vigilant about their online safety.

Phishing emails, sent by scammers, appear to be from a trusted source in order to collect confidential account information. Customers may occasionally receive phishing emails that look as if they are from Sparklight or another trusted company, but instead are designed to collect confidential account information. Sparklight will never ask customers for account information via email.

"Scammers and hackers will try to take advantage of any scenario to collect personal information," said Ken Johnson, Senior Vice President of Technology Services.

"Unfortunately, that includes preying upon vulnerabilities of consumers during a pandemic. We encourage our customers to always be aware, and exercise caution before clicking links or sharing personal information."

Signs of a suspicious email include:

A sender's email address or URL that points to a different company

Grammatical or spelling errors throughout the email

Requests for personal information or to click on a link

If customers receive suspicious emails that appear to originate from the Sparklight network, they are asked to forward the original email to **abuse@cablone.net**.

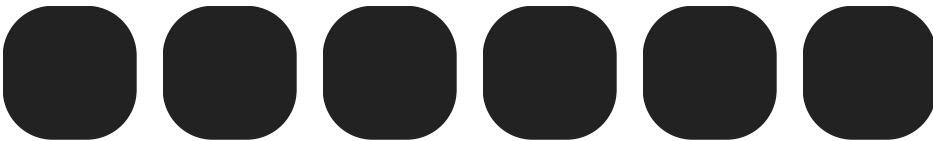
Any suspicious email should be deleted, and users should empty their deleted items folder to ensure the email is completely gone.

More information about phishing emails and online safety can be found at support.sparklight.com.

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