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# Internet Dumping

“Internet Dumping” (also known as Modem Jacking) occurs when a user is disconnected from their usual “Internet Service Provider” untimed local call and reconnected to another line – usually an international or premium rate number, such as the 190, 191, 192 prefix numbers.

“Internet Dumping” is achieved by inducing users (often by promising adult content) to click on an element of a “Web Page” that automates the disconnect-reconnect process. This often occurs without the user’s knowledge and hence people can stay connected to the expensive rate for long periods of time, unaware of the charges that they are billing up.

## How do I deal with Internet Dumping?

Try the following to reduce the chance of “Internet Dumping” happening to you:

- barring access to international and 190 numbers on your telephone
- installing anti-virus software that blocks IDD access
- reading carefully any Internet messages that offer downloads
- putting long expiry dates on the “Internet History” folder in your browser, so dumped calls can be traced
- turn off the computer and disconnect modem when not in use.

## Who can I contact for help?

- Contact your “Internet Service Provider” and ask what procedures they have in place to protect you from “Internet Dumping”.
- Report any complaints online to [www.190complaints.com.au](http://www.190complaints.com.au).
- If you believe there has been misleading or false advertising on a 190 site, you should contact the Telephone Information Services Standards Council (TISSC) on 1300 139 955.
- All other complaints and inquiries other than 190 numbers should be directed to the Telecommunications Ombudsman on free call 1800 062 058 or online at [www.tio.com.au](http://www.tio.com.au).



Australian Government  
NetAlert Limited

Australia's Internet Safety Advisory Body

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