



Some Dos and Don'ts for Safely Navigating Cyberspace

There are literally millions of families around the world using the Internet every day to learn, research, shop, buy, bank, invest, share photos, play games, download movies and music, connect with friends and countless other activities. And while cyberspace presents numerous benefits, opportunities and conveniences, it also presents an increasing number of risks, with many new threats emerging daily.

Recent reports show that Internet crime was up 33% in 2008 and only continues to grow with the advancement of technology and sharing of data across multiple devices.¹ In fact, research shows that hackers are attacking PCs with Internet access every 39 seconds.²

From virus threats to identity theft, Windstream is dedicated to keeping our customers informed and well equipped to protect their families and computers from malicious Internet activity. Read through the "dos" and "don'ts" below to make sure you're ready for whatever cyberspace delivers to your desktop.³

The Dos:

1. **Do** use a secure browser to help safeguard the privacy of your details.
2. **Do** choose complicated passwords and not the normal birthdays or pet names. Change your passwords regularly.
3. **Do** verify the site's privacy policy before providing any personal and/or financial information.
4. **Do** have a look at disclosures around the Web site's refund and shipping policies before purchasing items.
5. **Do** contact the company when you are in doubt about anything on the site.

6. Do install an effective anti-virus software program.

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7. **Do** update your software regularly.
8. **Do** activate a firewall and make sure it is active at all times when transacting.
9. **Do** keep record of all your online transactions.
10. **Do** check your credit card and bank statements.
11. **Do** trust your common sense and rather be safe than sorry.
12. **Do** report problems immediately to the company on whose site you are transacting on!

And now for the Don'ts:

1. **Don't** allow your Web browsers to save or remember your user name and password.
2. **Don't** do transactions like banking on a computer you're not familiar with (such as a computer at an Internet cafe). Strangers use those computers and may download software that can be harmful to the next user.
3. **Don't** disclose personal information, which includes: telephone number, bank details and physical address, unless you know who is collecting the information, why they are collecting it and how they will use it.
4. **Don't** give payment information to businesses you don't know or trust. Only provide such information when appropriate - like an order form for instance.
5. **Don't** give your password or payment information to anyone online – not even your Internet Service Provider.
6. **Don't** download files sent to you by strangers or open hyperlinks from people you do not know. Opening such a file could expose your system to a computer virus or a program that could hijack your modem.
7. **Don't** open junk mail (usually described as any e-mail received where you are not sure of the source/origin) or unsubscribe to it. Rather delete it immediately. On this point it is very important to note that cyber criminals use many ploys with junk mail intended to lure you (or children) to open the mail so it might have 'too good to be true' promotions etc - just delete these mails!

2. Don't do transactions like banking on a computer you're not familiar with (such as a computer at an Internet cafe). Strangers use those computers and may download software that can be harmful to the next user.

Windstream Internet Security Center

For more helpful online tips as well as the latest information about online security threats, visit the Windstream Internet Security Center at <http://www.windstream.com/security>.

² *Hackers Attack Every 39 Seconds - James Clark School of Engineering at the University of Maryland.*

³ *Internet Dos and Don'ts* source: WorkOnInternet.com, Date published: 2009-01-17