



Don't Let Scammers Steal Your Pot of Gold

At NNTC, we want to make sure you're aware of ongoing scam emails targeting customers with NNTC email addresses. You may also be receiving similar messages claiming to be from other trusted businesses. Unfortunately, email scams are not going away anytime soon. As long as scammers find success, they will continue their attempts.

How Does This Happen?

According to NNTC IT Specialist Mark Krug, once scammers obtain a list of email addresses, that list is often sold or shared.

"Email addresses are readily available online if someone knows where to look," Krug said. "Once a list is created or purchased, it can be reused over and over."

That is why the same individuals may continue receiving scam emails for years, even if an account is no longer active.



NNTC's IT Specialist: Mark Krug

Does NNTC Share Email Addresses?

NEVER. NNTC is required by the Federal Communications Commission (FCC) to protect your private information. More importantly, as your local cooperative, protecting your information is simply the right thing to do.



This is also why, when you call about your account, we walk through a verification process before discussing any details.

Will NNTC Email Me Asking to Update My Account Information?

In one word: NO.

We will not send unsolicited emails asking you to click a link to update personal or payment information. If you ever receive a form from us, it will only be after you have spoken directly with our staff.

From: NNTC Security Alert <frierich@southslope.net>
Sent: Wednesday, February 4, 2026 11:42 AM
To: security@email.com
Subject: ⚠ Your account has been temporarily placed on hold.

Who is that?

Seems pretty urgent!



Hello User,

We are working to improve and update our services at Northeast Nebraska Telephone Company. According to our amended terms and conditions, accounts that have not been updated will be permanently terminated on February 09, 2026. Our data show that your account still needs to be updated. Please update the billing address on your account to avoid being disconnected.

Visit the link below to see the latest update's security and settings options.

UPDATE NOW

Do NOT click! Always call us first!

Please verify to ensure that the billing information you provided is correct.



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Does NNTC Send Emails?

Yes, we do.

- Paperless billing customers receive a monthly billing email around the first of the month from: customerservice@nntc.net
- Our monthly marketing newsletter is sent on the first of each month through our third-party email provider, Constant Contact, from: marketing@nntcemployee.com
- Our customer service staff doesn't send out blanket emails, but when you converse with our CSRs via email, it's normally from: nntc@nntc.net



What About Artificial Intelligence (AI)?

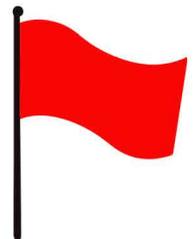
In the past, poor spelling and grammar were common warning signs of scam emails. Today, cybercriminals often use Artificial Intelligence (AI) to make their messages appear more professional and convincing.

Because of this, grammar alone is no longer a reliable indicator. Always look at the sender's address and the nature of the request.



Red Flags to Watch For

- Messages that create extreme urgency or threaten service interruption
- Requests for personal, password, or financial information
- Unexpected links or attachments
- Email addresses that look slightly altered or unfamiliar



What Should You Do?

If you know it's spam, delete it. Do not click links or open attachments.

If you're unsure, contact us. Email us at nntc@nntc.net or call our office directly. We are always happy to help verify a message.



NNTC exists to provide reliable & efficient Broadband services for our customers.