Telstra SMS Scam Filter

In an effort to combat the number of scams targeted at consumers via SMS, Telstra has introduced an "SMS Scam Filter" as part of their Cleaner Pipes Initiative. This involves deploying capabilities to detect and block SMS messages identified as scams and stopping the message before they reach the end users. This will reduce the volume of scam messages that are sent to end users on the Telstra Mobile Network using SMS.

It will not block all scam messages and there is a risk that messages that are not scam will be incorrectly blocked. End-users can control this by opting out.
To opt-out of the blocking action, the end user must send an SMS message "FILTER OFF" to the number 0438214682.

Use of Short code 7226 to report Scams

A short code with number 7226 has been enabled. This short code number can be used by end users to send an SMS Scam message for review. Telstra manage content received from end users via this channel to continuously update their Scam Filter and minimise the number of Scam messages that get through the network. The number 7226 accepted as part of the Australian National Numbering Plan. Any end user traffic to 7226 will be treated as Toll free and consequently there will not be any event records generated. The number 7226 spells out "SCAM" on a phone keypad.

Automated forwarding of reports from iOS users

Telstra has worked with Apple to enable the iOS feature "Report Junk" within the Messages app. Selected messages will be automatically forwarded to Telstra for review, and where appropriate, update the SMS Scam Filter. This feature is enabled on select devices from version 16.4 of iOS.