

ChargeltSpot response to @FBIDenver

Free phone charging came under scrutiny recently after [@FBIDenver](#) tweeted a warning that “Bad actors have figured out ways to use public USB ports to introduce malware and monitoring software onto devices.”

At ChargeltSpot, we appreciate opportunities like this to remind the public that not all charging stations are created equal, and that **security is – and always has been – our top priority**. Since 2011, ChargeltSpot has been aware of the ways that USB charging can be maliciously exploited, which is why we’ve built (and patented) several safeguards for consumers.

You can read through some of our articles about ChargeltSpot’s safety measures on our [blog](#), and at [securecharging.org](#) to get more details, but in short, ChargeltSpot is the only network of free phone charging kiosks that provides:

1. One-way electrical charging only, with no way to access or transfer data - made possible by our proprietary charging boards.
 - **Tip:** Your phone should never display a USB data connection warning when you’re plugging into a power-only system! If you get a message like this, DO NOT charge your phone - you’re not using a ChargeltSpot, and you’re not protected.
2. Steel lockers and kiosk housing that prevent unauthorized access to USB ports - so, “bad actors” cannot ever tamper with the cords providing power to phones.
3. 24/7 monitoring via integrated security camera. Yep, we can see who is accessing our charging stations, which doesn’t fare well for people trying to commit crimes.
4. Dropping off a phone at ChargeltSpot requires the owner to create a 10-digit password + security image via the touchscreen interface. This is not your generic USB in the wall setup!
5. Many ChargeltSpot kiosks require an SMS passcode to be verified before charging, in addition to the above standard security features. This is known as two-factor authentication, or 2FA.

We support all efforts to continue to make phone charging secure, because we’ve all been in a situation where a phone charge has been critical to our safety or peace of mind. Here at ChargeltSpot, we’re doing our part to make phone charging safe and secure.

- ChargeltSpot