



Did you know that toll fraud, or theft of long distance service by an unknown third party, is still part of a growing, illegal global trend? Hackers can access your phone service and make long distance, even international calls, through your phone system without your knowledge.

Securing your phone system and protecting against toll fraud charges is an imperative step in protecting your company from toll fraud.

We would suggest you call your phone equipment vendor/support provider to review your existing setup to ensure you are protected. We also offer useful tips and precautionary steps on our website that you can take on your own.

Protect Your System

While no telecommunications system can be made immune to toll fraud, you can take steps to mitigate your system's vulnerability to this type of fraud, including implementing safeguards, monitoring your system and enlisting the help of your employees. Here are some general precautions you can take to help secure your system:

- Change passwords on your telecommunications equipment so they are not left at the manufacturer's default settings
- Change passwords regularly, and have employees refrain from using simple passwords (e.g. 1111) or easily guessed passwords such as their office phone or extension number. Rather, use passwords that are a minimum of six characters, which are more difficult to guess
- When assigning a phone to a new employee, never make the temporary password the employee's telephone number
- Delete any unassigned mailboxes and disconnect any unused phone extensions
- Limit the number of consecutive log-ins to voicemail
- Block or restrict overseas access or restrict access to certain country or area codes
- Review your billing and call detail records, including unexplained 900 calls
- Educate your staff on toll fraud detection. Ask them to take note of any calling changes, such as an increase in wrong numbers calls, crank calls, silent hang-ups or long holding times
- Establish procedures for reporting suspect activity and security breaches

For more information on how you can protect your business from toll fraud, call **1-877-813-1727** to speak with one of our Business Service Consultants.