SOLUTION IP
BUSINESS COMMUNICATIONS SPECIALISTS

INFORMATION SHEET:
Fraud Prevention

What you can do to protect your phone system from the threat of fraud

What is the threat to my business?

It is important to be aware of the threat of Fraud. Fraudulent calls- calls that are made by hacking into your business phone system or voicemails- are increasing in regularity.

These individuals place long distance and international calls through major telecom networks using your systems. If your business is a victim of this type of fraud, it would be responsible for all phone charges, and these bills can sometimes be significant.

What can I do?

There are things you can do in the short term to help protect against fraud.

Passwords and Access

Ensure that the password you are using for your phone system is not a default or obvious password, and is kept updated regularly.
You can also limit the number of times a password can be entered incorrectly before locking down.
You could also disable outgoing line access features for incoming callers on your system and within voicemail.

Credit limits

You should be able to set credit limits, meaning that anyone making fraudulent calls from your system will only be able to do so up to a certain limit. When these limits are nearly reached, an alert via email or phone call will be sent to you to notify you of possible fraud.

Call Barring

You can consider:

- Barring calls for premium rate numbers and international calls if this is not something you use regularly. This can be done at network and system level. Going forward, we will be doing this as standard for all our customers. If you would like more information on this please contact us.
- Remove any unnecessary call forwarding options on your phone system and at network level.
- Don't use 3-way calling features unless necessary.

Reporting

If you experience fraud, please don't forget to report it to Action Fraud. You can use this link to enter information about your situation- this information helps the Police to continue fighting fraudulent activity.

Fraud checklist

We've provided a simple checklist to make sure you have covered the key areas of fraud prevention with your phone system.

☐	**Software**	Software should always be the latest version, with the latest security patches enabled.
☐	**Passwords**	All passwords are changed from default passwords to complex ones.
☐	**Access**	Ensure access is limited to known IP addresses only. If you are running SIP across your own equipment, we can provide port forwarding on firewall to restrict access to the network.
☐	**Extensions**	For all non-public facing extensions, make sure these are accessible via your internal network
☐	**Call Limits**	These can be limited at Trunk and Extension level to a maximum number of calls.
☐	**Call Barring**	For premium rate and international calls.
☐	**Credit Limits**	Set appropriate credit limits to suit your organisation.

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