



Telephone system fraud is a growing problem in the UK and with estimates that fraud costs British businesses up to £1 billion a year, it's more important than ever to ensure you have a robust risk strategy in place to deal with telecoms fraud. There are two types of hacks which affect PBX systems; Voicemail dial-through fraud and PBX dial-through fraud.



### PBX dial-through fraud

- Many PBXs have external ports, enabling remote maintenance to take place.
- Hackers can enter the PBX system through the port by using or breaking passwords.
- Hackers can make calls through the PBX system, incurring call charges.



### Voicemail dial-through fraud

- A hacker dials a number and goes through to voicemail.
- A hacker enters the voicemail password.
- This gives the hacker access to an outside line.
- Hackers can now make calls through the PBX system, incurring call charges.

### How Incom Helps You to Prevent Telephone Fraud

At Incom, we help you limit the damage a hacker can inflict on your business, via your PBX systems. All our network services customers benefit from a free-of-charge email fraud alert which provides a basic level of protection against hackers. All your numbers with us are monitored 365 days a year for fraudulent activities, such as:

- Calls to specific known fraudulent destinations.
- Calls to specific known fraudulent numbers.
- Locked calls and high cost calls.



## INCOM FRAUDGUARD - Complete Protection and Peace of Mind

Incom FraudGuard offers complete protection against telephone fraud, by monitoring your calls for unusual or potentially fraudulent activity. For as little as 69p per month\*, Incom FraudGuard monitors calls and takes immediate action to temporarily suspend lines, bar outgoing calls on all lines, or apply International and premium barring on lines, based on call activity which breaches the thresholds you define for your business. Using Incom FraudGuard, you can proactively avoid potential fraud which could cost your business thousands of pounds.

### TOP TIPS TO SAFEGUARD YOUR BUSINESS

- 1 Change the security settings and passwords on your telephone system from the default or factory settings.
- 2 Change voicemail and DISA (Direct Inward System Access) passwords regularly to protect them and your access codes from unauthorised use.
- 3 Remove or de-activate any telephone system functionality you don't need, including remote access ports.
- 4 Never publish the remote access phone numbers that connect callers to your voicemail system.
- 5 Programme your telephone system to disallow access after three invalid attempts.
- 6 Remove redundant mailboxes.
- 7 Deactivate access codes and voicemail passwords for staff leavers.
- 8 Monitor your monthly phone bills for anything that looks unusual.
- 9 Conduct regular audits of your telephone systems including privileges and restrictions.
- 10 Restrict access to equipment and limit systems access to the minimum level required.
- 11 Gain additional protection from telephone fraud with **Incom FraudGuard**.

#### About Incom Business Systems

Incom Business Systems designs award-winning business communications solutions that enable people to collaborate more effectively, while reducing operational costs and capital expenditure. Our expertise in voice and data convergence and contact centre technologies enables us to address the evolving needs of SMEs, enterprises, Not for Profit and government organisations.

**To take advantage of Incom FraudGuard, visit [www.incomtele.com](http://www.incomtele.com) or call us on 0161 788 0000.**