

PBX TOLL FRAUD

Thank you for taking the time to read this very important article.

The following information has been posted on our website to educate all customers with any brand PBX about Toll Fraud. We would like to let you know what Toll Fraud is and what Data Mobility Voice can do about this issue. Toll Fraud is to be taken seriously and is your responsibility, however we can help.

Toll fraud is, and should be, a concern for any business with a PBX. There are many scams that hackers may use to attempt to hack your PBX, potentially costing your business thousands of dollars. The purpose of this article is to discuss what Toll Fraud is, how to minimise any risks and what Data Mobility Voice can do to help.

Toll fraud is defined as the unauthorised use of a company's phone system. It is usually an unknown person hacking into a phone system illegally enabling them to dial in and get transferred to any telephone number (usually overseas). This results in the end customer - YOU - receiving an enormous phone bill.

PBX toll fraud is very big and very organized. The "hackers" have their own communication network on the Internet. These "hackers" have experience with several well known PBX brands. Some of them have even programmed PBXs, voice mail systems, ACDs and other telecommunication equipment. They know how to enter your system, access passwords and manipulate data, long-distance routing tables and even "personal" mail boxes.

How can Data Mobility Voice minimise the risk?

Data Mobility Voice can confirm that all programming is at the necessary level to minimise Toll Fraud and is up to date. This can include:

- Changing Passwords for system access
- Changing Passwords to Voicemail
- Restricting numbers from being dialled (1831, 12456,1900)
- Checking Voicemail Ports capability
- Checking DISA is disabled
- Checking Class of Restriction Policy

What should I do as a customer to be proactive and minimise risk?

Contact the Data Mobility Voice Helpdesk (**1300 731 123**) and advise that you would like to minimise Toll Fraud on your PBX. With your confirmation to proceed, Data Mobility Voice will then schedule an engineer to complete the above programming. (Standard charges apply)

What should I do as a customer if I suspect Toll Fraud is occurring on my Phone System?

Contact Data Mobility Voice Help Desk (**1300 731 123**) and advise that you believe your phone system has been breached. With your confirmation to proceed, Data Mobility Voice will schedule the first available engineer to investigate and rectify the breach as a matter of urgency. (Standard charges apply)