



## How secure are your phone systems?

Telecommunications fraud is on the increase, costing UK businesses over £1billion a year and becoming the largest source of fraud across the UK.

Criminals hack into business phone systems and use the lines to ring premium phone numbers, leaving the business liable for the call charges. Attacks on unmonitored lines can reach the thousands and unless prosecution and a conviction can be made, the business is left unprotected.

**However, there are simple steps you can take to mitigate your risk.**

- Ensure all personal passwords on voicemail are changed from the default setting
- Set strong administration and router passwords instead of relying on the default settings
- Lock down voicemail from dialling out
- Change passwords regularly
- Remove or de-activate any telephone system functionality that you don't need, including remote access ports
- Never publish the remote access phone numbers that connect callers to your voicemail system
- Programme your telephone system to block access after 3 failed attempts, similar to your card being blocked at a cash machine if you enter the wrong PIN number

Fraudulent attacks can cost thousands; how can you mitigate the risk?

### How do I find out more?

For additional help and support please call 0800 980 5090.