



Voice Mail Fraud Awareness

How System Access is Gained...

Hackers call the main number and search for voicemail boxes that have easily guessed password combinations like 1-2-3-4.

They then check if out-dial is enabled within the voicemail box. With this feature enabled, the hacker can set up an outbound transfer to dial international toll numbers. Now they are able to call back and make as many international toll calls as they like until they are stopped.

What to Be Aware of...

Hackers usually break into voicemail systems during holidays, evenings or weekends, when call volume is minimal.

If you arrive in the morning to find a voicemail box is locked, this may be an indication that your mailbox has been tampered with as systems usually only allow 3 attempts with an incorrect password before the mailbox locks out access. Please contact our office to report the issue and for assistance.

If you are suddenly unable to make any long distance calls, please contact your phone line carrier (Telus, SHAW, Bell, etc.) to inquire if your long distance has been blocked for any reason. If this is not the case, please contact our office to report the issue and for assistance.

Businesses that are victimized usually find out that their system has been hacked when their phone line carrier (Telus, SHAW, Bell, etc.) contacts them to report unusual activity and/or blocks long distance calling or they receive exceptionally high phone bills.

What You Can Do to Protect Your System...

To combat this increasing problem we would like you to be aware of ways you can help to protect your system from this type of criminal activity:

- ✓ When your phone/voicemail system is installed, change your default password immediately
- ✓ Limit the number of consecutive login attempts to 3 or less before the mailbox locks
- ✓ Ensure all voicemail box passwords are a Minimum of 6 digits - this can help avoid easy access to your system
- ✓ Use a combination that will not be easily guessed – avoid using your telephone number or extension/local/DID number or too many sequential/double/or triple digits
- ✓ The voicemail system should be allowed to force a password change every 2 – 3 months. As annoying as it can be, it is a necessary preventive measure
- ✓ Any mailbox that is empty or no longer in use should be deleted – Only current users' mailboxes should be active
- ✓ Ensure software is updated regularly
- ✓ ITS Telecom can add international toll-restriction to your lines, set up a Class Of Service Password to restrict access to dialing toll calls, or ensure no voicemail boxes have out-dial capability. If you would like to schedule a service call, please contact our office.

Another way to safeguard your equipment is to have a Telephone/Equipment Room that is locked. This will protect the hardware to your telephone and voicemail system. Any entry to the Telephone room should be logged to assist in determining any issues that may arise from any on site work that takes place around your system hardware.