



## Top 5 Plays for Your Fraud-Prevention Game Plan



### Save the Caribbean for an Off-Season Vacation

Save activating international access until your customers request it. But don't just restrict "011" calls. In recent years the Caribbean has become a hotbed for fraudulent toll activities, so we recommend blocking selected North American 1+ area codes, too.

### Don't Let the Halftime Show Distract Your Players

Just like a house burglar likes to strike when you're on vacation, toll fraud criminals often launch attacks when your team's at its thinnest – during weekends, holidays and other downtimes. Keep your after-hours fraud contact information updated with Toly. If we spot trouble, but can't reach anyone on your staff, your risk exposure could skyrocket.



### Keep the Play Inbounds With Session Border Control

As more traffic shifts to SIP and VoIP, fraud prevention needs to shift as well, and a firewall can only do so much. While session border controllers require investment, they offer substantial protection in return, and offer protection for VoIP where it intersects with other networks – so even if a network is compromised, the VoIP services are not.



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## And the Password Is ... Hopefully NOT Password!

Use of hard-to-break passwords (by both employees and end-users) is still one of the most effective ways to shut down fraudsters.



- Don't use default passwords or factory-set passwords – these are way too easy for almost anyone to find or guess
- Change passwords and access codes quarterly (at a minimum) for both the switch (software based – remote access) and adjuncts (hardware based – voice mail systems and automated attendant services)
- Change or remove authorization codes when users leave the company, especially when technicians depart
- Use the maximum number of characters, include a mix of symbols and digits, skip easy number patterns, and avoid using things like extension numbers (even in reverse)



### Review the Playbook With Your Team

Regularly educate and remind your employees and consumers about toll fraud and what they can do to protect themselves. A 2013 study of 465 businesses by telecom provider **Sonus** revealed only 21 percent of businesses review activity on their monthly phone bill.

Encourage your business customers to regularly monitor their PBX, voicemail, automated attendant and 800-call detail records for suspicious patterns:

- Unusual after-hours calls, especially numerous short duration inbound calls
- Calls to countries they don't do business with
- Incoming calls from suspect areas such New York City (area codes 212 and 718) or the Caribbean, where a lot of computer hacking originates.

## Ready to Make a Fraud Prevention Game Plan? Toly's on Your Team!

Contact Toly's **Jill Jobson** at 561-694-8655 to discuss your fraud prevention game plan.



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