

Protecting your Business



Call us immediately if you suspect Toll Fraud

Customers should immediately notify BDR Group Holdings Ltd of suspected Toll Fraud by calling the technical Support Team on 0845 313 6020, option 2. Upon notice, BDR Technical Solutions Ltd will investigate the suspected Toll Fraud, and may block, suspend, or otherwise limit the ability of the Service provided to prevent the continuation of fraudulent activities.

Strong Passwords Minimise Risk

One of the most effective and easier methods of Toll Fraud prevention is to implement a strong voicemail password policy.

Always ensure that users avoid passwords that contain the following:

- Predictable patterns, like ascending or descending digits (1234)
- The same digits (1111)
- The same number as your extension (or your extension reversed)
- Please avoid using default passwords or default access numbers
- The above also applies to any group mail boxes you may have

Learn To Spot Suspicious Incoming Call Patterns

In addition to fraudulently obtaining access to your Phone system, one of the fastest growing methods that fraudsters are using to obtain an outside line is by deceiving your employees or colleagues. They may enter your system through a local access number or your FREEPHONE service, then ask to be passed back and forth, eventually obtaining an outside line. We recommend that your switchboard operators report unusual incoming calling patterns, including the following:

- Callers repeatedly asking for an invalid extension number
- Excessive hang-ups
- Excessive wrong numbers
- Obscene calls
- Callers asking employees what number or party they've reached
- Dead air calls (incoming calls where the caller remains silent and waits for a hang-up)
- Callers asking to be transferred to an outside number

Warning signs that could indicate potential Toll Fraud

- International or premium rate calls that you don't recognize on your monthly invoice.
- An Increases in calls after business hours.
- Phone lines in use for extended periods when no one else is on the phone (including remote users).
- Complaints from incoming callers getting busy signals, or outside lines not being available when not all the available lines are in use.

**If you require more information and wish to discuss your security requirements or concerns please call us on 0845 313 6020 or email hello@bdrgroup.co.uk*