# Securing Office Telecom Systems

Most small and medium business as well as large organisations operate some form of telephone communications.

This may be a simple telephone line into the office/business or a more complex arrangement involving telephone and data services such as the internet.

It is critical for the security of these installations that they are secured from outside interference.

This Aide Memoir aims to highlight some of the key areas that need to be addressed. The diagram on the right shows a typical office type set up.
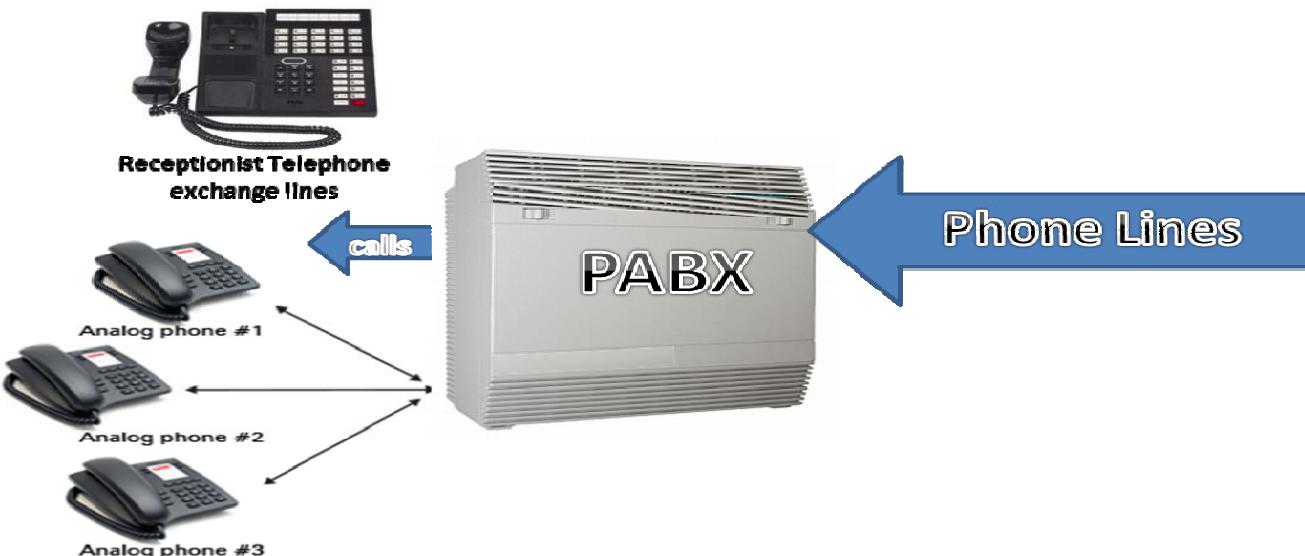
IF IN DOUBT ALWAYS SEEK PROFESSIONAL ADVICE

✈ LOCK IT DOWN

➢ Restrict any destinations that should not normally be dialed, e.g. calls to Premium Rate, International or Operators including Directory Enquiries. These types of calls all attract higher charges and may be used by fraudster to generate fraudulent income.

➢ Review available call logging and call reporting options.

➢ Regularly monitor for increased or suspect call traffic.

✈ RESTRICT ACCESS

➢ Note that call logging (if not in place) should immediately be set up on any system where fraud is suspected. But it will need to be professionally programmed or it may miss certain call types.

➢ Voicemail is often used to gain illegal access to the system. Voice mail boxes should NOT be enabled to access outside lines. Take professional advice on how to set up voicemail securely on your system and ensure secure pin numbers are made use of to access voice mail remotely.

➢ If access to an outside line via Voicemail is absolutely necessary then suitable restrictions need to be set up on any extension that must have this type of connection.

✈ BEWARE OF AUTO FEATURES
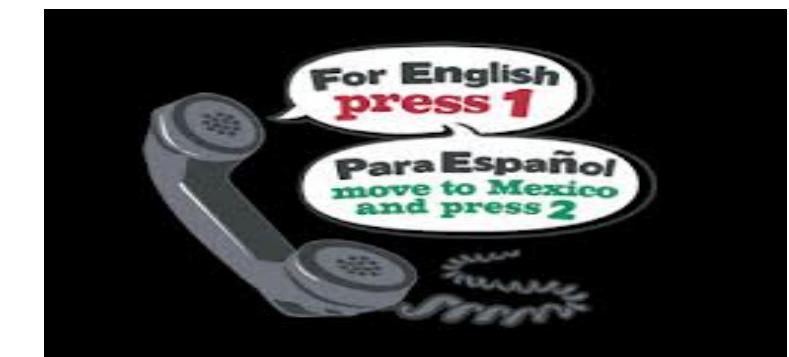
➢ DISA is a feature no longer sold but an old office exchange could have the feature still present - ensure it is completely disabled.

➢ If a business has networked their telephone exchanges be aware that Dial Through Fraud hackers can potentially 'breakout' from one site to the other via this route.

➢ Ensure Interactive voice response (press 1 for sales 2 for support etc)and Auto Attendant options for accessing outside lines are removed.