



## Gila River Telecommunications, Inc.

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**\*\* WARNING – TOLL FRAUD IS A THREAT TO YOUR BUSINESS \*\***

To Whom It May Concern:

This letter is to warn you about toll fraud; what it is and how it can affect your business. In recent years the telecom industry has received thousands of reports about hacking activity; being aware of its significance and taking steps to prevent it from happening to your company is vital. Please be aware that any billing for calls made as a result of fraud is 100% the customer's responsibility.

What is hacking? Hacking is a security breach in which hackers access your telephone system via system options that permit them to place multiple international calls simultaneously on an outbound line by multiplexing or using a three-way calling feature from the carrier. Often times hackers will call a business after-hours utilizing software that allows them to identify vulnerable lines, either by accessing voicemail boxes or unsecured voice lines.

The following are some steps that can be implemented by your company to safeguard against hacking:

- Change default password on voicemail boxes immediately. Do not allow employees to use 1111, 1234, etc., instead require passwords contain 6 or 8 characters to make it more difficult for hackers to guess them and access your phone system.
- Program your voicemail system to require employees change their passwords frequently.
- Remove unassigned mailboxes.
- Disable trunk to trunk dialing if possible, disallowing offsite calls made using a voicemail box or telephone system.
- Block international long distance direct dialing on your trunks if it is not needed. If it is necessary, limit this functionality to those users only and run regular reports to verify accuracy.
- Cancel the three-way calling and call forwarding features on all trunks if possible.
- Run traffic and call detail reports often to monitor calling patterns.

We encourage that you evaluate your individual company's structure and identify any areas of vulnerability so safeguards can be put in place to limit any toll fraud exposure.

We are here to help, if you have any questions please feel free to call us at (520) 796-3333.

Sincerely,  
Gila River Telecommunications, Inc.