



**WE COMMUNICATE HOSPITALITY**

## **TELECOMMUNICATIONS FRAUD**

### LEARN HOW TO PROTECT YOUR BUSINESS

You may have heard in the news of recent incidences of telecommunications fraud being committed by individuals hacking into business voicemail systems to make unauthorized long distance calls. At this time, Canopco would like to encourage our customers to protect themselves against this type of activity and ensure that they are not a victim of fraud.

The following are some precautionary steps you can take to protect your property by securing your phone system.

- Contact your telephone system provider to ensure that the system is properly locked down.
- Increase password length (5 to 6 characters), and prohibit the use of trivial, simple passwords.
- Change passwords regularly and prohibit the sharing or posting of passwords, or entering them into programmable keys or speed dial buttons.
- Implement account codes for long distance calling if your system allows you to do so. You can also contact Canopco as we can provide verified and non-verified account codes on your long distance calls.
- Disable long distance calling from your voicemail system as people typically do not make calls through the voicemail system.
- Download call reports monthly so that you can view calls that have been made.
- Remove and delete any mailboxes that are no longer in use or assigned to an employee.

We strongly recommend that you implement the above controls to ensure that only valid calls are generated. Unfortunately, Canopco has no ability to truly determine a fraudulent call versus those that are legitimate and Canopco will not be responsible for any fraudulent activity that occurs via your telephone system.

We would be happy to discuss what protective measures you can take and help you make any necessary changes to your system.

If you notice any unusual activity on your phone bill, contact the Canopco Billing Department immediately at 1.866.656.5060 or [billing@canopco.ca](mailto:billing@canopco.ca).

Thank you in advance,

The Canopco Team