



TELECOMMUNICATIONS FRAUD

LEARN HOW TO PROTECT YOUR BUSINESS

There have been some recent incidents in the news of hackers breaking into the voice mail systems of businesses to make unauthorized long distance calls. OneConnect would like to encourage our customers at this time 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 yourself and secure your phone system.

- Contact your Interconnect 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 OneConnect 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.
- Have the phone system download call reports daily so you as the customer can view calls that have been made.
- Remove and delete any mailboxes that are no longer in use or assigned to an employee.

As there is no ability for OneConnect to truly determine whether a long distance call made from your lines is legitimate or fraudulent we do require you as the customer to implement controls to ensure that only valid calls are being generated.

While OneConnect is not responsible for any fraudulent activity that should occur from your voicemail, as a OneConnect customer, 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, immediately contact the OneConnect Billing department at 1.866.4.EASIER, option 2 or via email at billing@oneconnect.ca or the Accounts Services team at 1.866.4.EASIER, option 3 or via email at accounts@oneconnect.ca.



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