

Customer Best Practices to Help Decrease the Risk of Toll Fraud with VoIP Services

Integra addresses the liability for toll fraud charges in Section 4 of its Master Service Agreement (MSA). The MSA clearly states that the customer is responsible for payment of any charges incurred due to fraud, and it is the customer's responsibility to take measures to help ensure against toll fraud. Here are some things you can do to help decrease your risk:

- If you are providing your own VoIP phones, change each phone's default passcodes to unique passcodes per phone that are not easily compromised (for example, do not use the phone's telephone number or consecutive numbers).
- Disable the outbound calling feature in the phone system's voicemail.
- If you use the outbound voicemail calling feature, change your passcodes on a regular basis (at least every 30-Days) using a passcode that is not easily compromised (for example, do not use the phone's telephone number or consecutive numbers).
- Blocking international calling can help to reduce your risk, as toll fraud calls are often made to international destinations. If you must make International calls, be sure to use verified account/authorization codes.