

# Others talk...

# ...Retell talks Sense



*Toll Fraud Prevention*

# Preventing phone system hacking

## Makes Sense to protect your business

### PABX Toll Fraud

PABX toll fraud is becoming increasingly widespread and is costing businesses thousands of pounds in unexpected telephone bills. PABX 'phreaking', as it is sometimes known, is carried out by fraudsters who hack into a phone system, often at night or at weekends when it

is least likely to be detected, running up huge costs for the unsuspecting owners.

There are even websites dedicated to phone system hacking which is now becoming big business for organised criminals rather than just a wheeze for Internet

geeks. These fraudsters know that most companies protect their network and PC's with anti-virus software and firewalls but when it comes to their phone system companies are often oblivious to the dangers-until it is too late.

### How does it happen?

The installation of a phone system and ongoing management of users and extensions is a challenge even without the day to day running of your organisation. Minor tasks such as setting and changing voicemail passwords are often forgotten or people choose a password that is easy to remember, and as such easy to guess. Fraudsters

know this and randomly and routinely dial into a phone system, locate a voicemail box that is not secure and dial out to anywhere they choose. They will occasionally use a network of telephone systems to reduce detection rates and even if a robust system of changing voicemail passwords is in place the hackers could attack the system via the

remote diagnostics service. Using software available on the internet they can hack the engineering or manufacturer developer passwords in order to reprogram the switch. Unfortunately voice security is a widespread issue and we sometimes need to look inward at rogue members of staff who have been known to leak passwords for these purposes.

### How can it be stopped?

Retell's Sense Voice Firewall is an anti-fraud system that monitors dialled calls and electronically disconnects any pre-set unauthorised numbers. The Voice Firewall applies your rules, set to match your business hours all day, every day, in and out of working

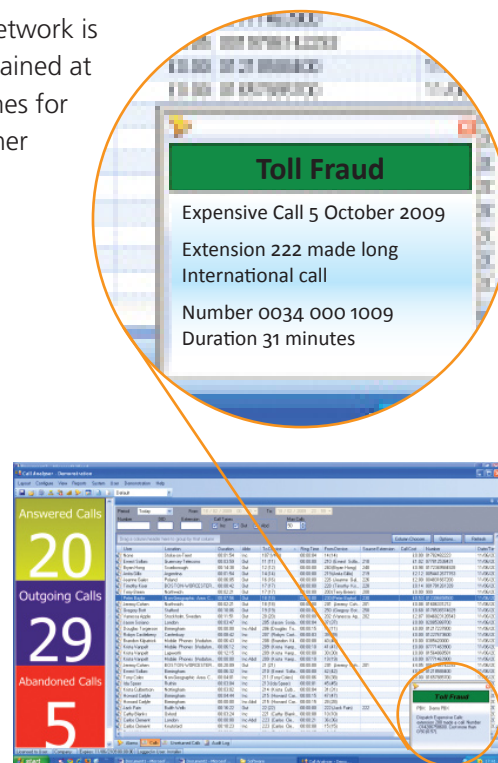
hours. You are in control, and can stop all calls or perhaps at night and weekends allow calls to special numbers, emergency services and staff home numbers. You can even limit the number of simultaneous calls if required. The functionality of the phone system and

the network is maintained at all times for all other calls.

### Double protection with Call Analyser

Sense Voice Firewall, can be purchased, leased or provided as a managed service, either as a standalone system or as part of our call recording and call management system Sense Call Analyser. Call Analyser and Voice Firewall used together can be a powerful tool to

identify fraudulent activity, day and night as well as managing and reporting on legitimate call activity, identifying your most productive employees, improving training and protecting against 'who said what' disputes.



# Sense Voice Firewall

## Anti hacking - Anti toll fraud system

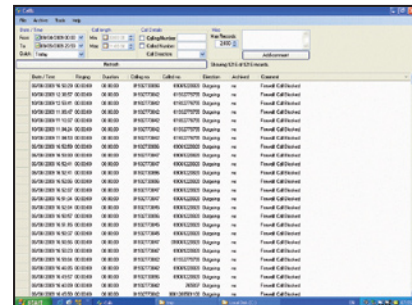
### Main Features

- Actively prevents PABX toll fraud in real time
- Reduces business costs and disputes with service providers
- Recognises unauthorised numbers preventing connection
- Prevents unauthorised calls to predetermined numbers during office hours



- Connects easily between phone system and network termination box
- Maintains the functionality of the phone system and network
- If the call is blocked the caller hears an unobtainable tone
- Standalone Voice Firewall or option for Sense Call Recording Systems

- User determined rules for out of hours outbound dialling
- Can enable only calls to the emergency services for out of hours workers
- Can enable only pre-specified international calls to 09 and 08 numbers
- Limit the number of incoming calls and outgoing calls out of hours



- Works with any brand, type or age of PABX
- Available for ISDN 30 (ISDN 2 and analogue Q3 2009)
- Supports up to 240 channels per server
- Fits into DVD Drive Bay of a PC
- Part of the Sense suite of call recording products
- Patent applied for

1 Year Warranty

Installation Service available

Optional On-Site Maintenance

### Choose from

- Standalone Voice Firewall (Sense Firewall)  
ISDN 30 - 30 channels per interface
- Voice Firewall with Sense Call Recording (Sense Client)  
Line side recording with or without server, TFT, Keyboard
- Full Recording with integrated Call Management (Sense Call Analyser)  
Sense Call Analyser used in conjunction with Sense Voice Firewall helps prevent and also report on toll fraud incidences





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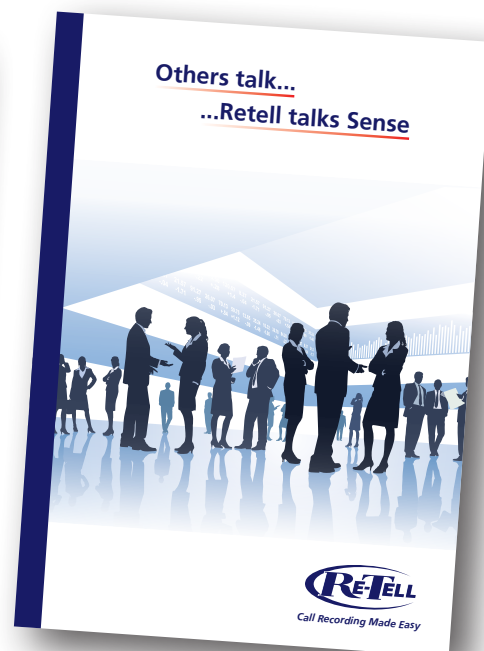
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*Call Recording Made Easy*



**Retell Product Guide**



**Sense Call Recording Systems**

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