



Long Distance / International Calling – Authorization Form

Theft of long-distance voice services ("toll fraud") can occur for small and large businesses alike. Whether your business uses basic line services attached to regular, analog phones or a PBX (Private Branch Exchange), your system is still vulnerable to toll fraud. Hundreds of thousands of dollars in toll fraud can occur in just days and, sometimes, hours, depending on the size of your company's telephone system.

Toll Fraud - Unlawful, unauthorized use of another's telecommunications system to make long distance phone calls. It typically involves compromising or tapping into a telephone customer's equipment, but it can also involve tricking an employee into giving away access to outside lines.

Common Types of Toll-Fraud

- Unauthorized Voicemail Access – access to your voicemail illegally by determining your voicemail box password. Once this is complete, they may have the ability to place outbound calls from your system. The majority of phone systems has the ability to block this activity..
- Unauthorized Call Forward/Transfer – when a phone system is breached, the unauthorized user can then forward calls to another destination. When this occurs, you may be subject to toll call charges – depending on where the calls are forwarded.
- IP Phone/Network Hacking – involves the hacking of the SIP Registration Password, or "cloning" of the MAC address of the telephone. With this information, the unauthorized user is able to perform all system functions on the system allowed to this telephone – including toll call dialing.

Prevention Techniques

- Change Passwords – be sure to change passwords to something other-than the default password or those that match the system extensions/mailbox numbers. Also avoid passwords that are common (1111, 1234, 9876, admin, password, wife/child name, etc).
- Turn-off International and/or Long Distance Dialing – if you are not going to use these services, disable them at the phone company level. You may also be able to block these calls from the phone system for selected users/extensions.

Customer Responsibility

Minnesota Telephone Networks recognizes the potential for toll fraud and strives to minimize the impact to customers should it occur. Nonetheless, Minnesota Telephone Networks does not bear responsibility for toll fraud. Your company is responsible for securing its phone system and paying for any usage charges that may occur through fraudulent activity.

Removal of Calling Block

Minnesota Telephone Networks may have blocked chargeable calls from being able to be dialed, at the system level. I am requesting that the blocking measure put in place for our company / lines, be removed. I understand that this will allow me and other employees to make chargeable calls, as well as those that may access our system illegally.

Authorized Contact - Printed

Signature of Authorized Contact

Company Name

Today's Date