4/15/16

Subject: Toll Fraud

Dear valued Commworld Client,

Recently the telecom world has seen a spike in un-authorized long distance calling made by “hackers” who figure out a way to access the phone system and set up calling through that system. The results are businesses receiving phone bills for calls they did not make or were unaware of. Usually this is not noticed till receiving a monthly phone bill and that can sometimes mean a delay of up to 30 days. While most businesses will not notice a few domestic long distance calls the bigger threat is when this vulnerability is exploited and international calls are involved costing hundreds and even thousands of dollars.

Most long distance providers consider these type of calls valid because these calls did originate through the phone system and will hold the business responsible for all calls made.

While these vulnerabilities are not specific to equipment installed and maintained by Commworld there are steps that can be taken to reduce the risk and we continue to update our preventative measures. We recommend that Commworld customers take the following actions:

1) Contact your current long distance calling provider and ask them to restrict any calling to international numbers. If your business does not need to call international numbers then a full block of all would be advised, if you do make international calls try to restrict calling to any countries that you do not and will not need to make calls to.
2) Request a service call for a Commworld Technician to come on site and review your system and update your fraud prevention. Call 816.763.1100 or email: service@commworld-kc.com
   (normal charges will apply for this service)

While we wish we could guarantee that these measures will resolve this issue indefinitely we cannot, however we can tell you that we will continue to identify vulnerabilities and our preventative measures will also evolve.

Best regards,

Curt Wiens

President, Commworld of Kansas City