

# Security Information

A closer look at VTSL's security measures

## **Voicemail Hacking**

A minimum four digit PIN is a mandatory security policy implemented for all users that require access to the voicemail feature. Many phone systems have a feature called *call back from voicemail* and it is this particular feature that hackers utilise to make outbound calls to premium numbers. VTSL has always had this feature disabled on our network so all customers are protected against this threat.

## **Web Portal Hacking**

At the web portal level the only way to hack in is through a brute force attack. To protect against this we have a three PIN lockout (PIN entered incorrectly three times) policy that will lock access to the portal completely. After this has happened the pin can only be reset by one of VTSL's support team. To unlock the portal, the customer's authorised administrator will need to contact VTSL's helpdesk. An email will then be sent to the authorised administrator's corporate email address with instructions for resetting the PIN.

## **Ban on Non-Secure PINs**

Many people tend to use PIN numbers that are easy to remember such as birthdays and other common patterns (i.e. 1234, 112233, 0101). VTSL has a security measure in place that prevents the system from accepting PIN numbers that fall into this category.

## **Barring Calls to Premium Numbers**

VTSL is aware that many people do not log-in and out of their phones, and that in some instances it is simply not feasible. As such, as a default setting, we bar all calls to premium numbers. If a particular user needs to call a premium number, the customer's authorised administrator is the only person who can enable that by contacting our helpdesk. Once enabled, the ability to call premium numbers will be restricted to that user only. This policy can also be extended to bar calls to other numbers such as international numbers and mobiles.

## **Anti-Fraud Detection Software**

VTSL has anti-fraud detection software that alerts our support team against abnormal calling patterns. If we receive an alert, our helpdesk will immediately contact you to determine if this is a valid call. Additionally the software will alert our support team if a single call goes over a cost of £15. This value is configurable. Simply contact our helpdesk and we will make the change.

## **Unauthorised use of Physical Phones**

Like voicemail, a minimum four digit PIN number is required for users to log in and out of their desk phones. PIN numbers protect against people who have authorised access to a building, but not the phones, from making outbound calls. (i.e. contract cleaners).