

## Customer Notice

July 9, 2021



# TELECOMMUNICATIONS TOLL FRAUD

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**IMPORTANT:** There has been a significant increase in cases of "toll fraud" affecting IP PBX and non-IP PBX customers worldwide.

### What is Toll Fraud?:

The unauthorized use of your phone lines, equipment (IP PBX), or services to make long-distance calls resulting in unauthorized charged to your accounts. "Toll fraud" is an illegal activity like computer hacking. It is a global, industry-wide problem costing victims over a billion dollars annually. Toll fraud takes many forms, including fraud involving mobile phones, fixed lines, and phone systems (PBX hacking).

As a result of the increase in toll fraud incidences, Digi is proactively monitoring our networks and blocking calls to the popular "toll fraud" destinations. We strongly recommend that customers who own an IP PBX platform take precautionary measures to secure those devices.

Should your business need support or assistance to secure your IP PBX platform, contact your Solutions Sales Representative or e-mail us at [digibusiness@livedigi.com](mailto:digibusiness@livedigi.com). We remain committed to continuing to provide the best business solutions and services in the most secure manner. Click to view the list of [Temporarily Blocked "Toll Fraud" Destinations](#).

Additional "Toll Fraud" information: <https://getvoip.com/blog/2013/04/03/tol>

For more information email us at [digibusiness@livedigi.com](mailto:digibusiness@livedigi.com).

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