

Checklist: 20 Things You Must Do to Prevent Voice Hacking

1. **Change Default Codes**

Change default codes and passwords immediately once a service is activated, upgraded, or added.

2. **Nix Obvious Passwords**

Don't choose or allow obvious passwords like extension number, simple number combinations, versions of the company name, etc.

3. **Educate on Confidentiality**

Educate employees on the importance of keeping codes and passwords confidential.

4. **Regularly Change Passwords**

Enforce company policy to regularly change PINs and passwords. Force password changes if necessary.

5. **Limit Administrator Privileges**

Limit the number of employees with administrator privileges.

6. **No Group Passwords**

Do not allow shared or group passwords.

7. **Keep Current on Access Rights**

When an employee leaves the company, immediately cancel their access rights.

8. **Disable "External Call Forwarding"**

Disable the "External Call Forwarding" feature unless specifically required by a staff member.

9. **Disable Features Not in Use**

Disable any feature not in use that may be accessed remotely.

10. **Delete Unused Extensions**

Delete any unused extensions.

11. **Disallow "Off-Hook" Access**

Disallow any "off-hook" access from within the system.

12. **Delete Unused Voice Mailboxes**

Delete any unused voice mailboxes.

13. **Set Access Attempts at 3 or Less**

Set password access attempts before lock-out at 3 or less.

14. **Set up “Port Monitoring”**

Set up “port monitoring” on your access trunks. Pay close attention to high usage in “off hours”.

15. **Secure External Wiring**

Secure all externally placed wiring that connects to system equipment.

16. **Secure Phone System Hardware**

Keep phone system hardware in a secure place with restricted access.

17. **Proper Blocks for 9xx and 8xx**

Ensure you have proper blocks in place for 9XX and some 8XX dialing sequences.

18. **Access Codes for International**

Require access codes for International calling.

19. **Keep Close Tabs on the Bill**

Keep close tabs on your phone bill, or hire a telecom expense management company to do so.

20. **Ask About “High Unbilled Toll”**

Ask if “high unbilled toll” notifications are offered by your carrier.

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