

## Fraud Assurance

September 2015

Dear customer,

You may not have heard of telecoms fraud, but it costs businesses in the UK many millions of pounds a year. There are some links to press reports at the bottom of this letter.

Armstrong Bell, as an engineering and support company, works hard to protect our customers from this kind of fraud. However, in line with all other providers our terms and conditions explicitly state that all calls on your lines and made from your equipment are to be paid for by you, whether they are due to your normal use, malicious fraud, or employee abuse.

Despite absolute best efforts on our part, over the last few years customers of ours have been the victims of dial-through fraud. The perpetrators are sophisticated, and will keep finding new ways to get around the security measures we put in place.

We are members of the Federation of Communications Suppliers which gives us access to the Telecommunications UK Fraud Forum. This gives us access to the latest information on what the fraudsters are doing.

As a result of some recent activity, and in line with common practice among our competitors we have introduced an opt-out policy with respect to our Fraud Assurance product. We have looked at what other telecoms companies are doing and as usual we have pitched the product and the pricing below standard rates. Also we feel we are being much fairer and more honest with the opt-out policy. For example, we are not applying it to analogue lines, which are rarely the target for dial-through fraud, and certainly not to single PSTNs, from which dial-through fraud is impossible. This is not the case for many providers.

We will not apply the opt-out policy to our hosted telephony platforms at present.

The opt-out policy starts from the first of October. The charges for October line rentals will be added as usual to your bills at a rate of £1 per month per ISDN channel or SIP trunk. Fraud Assurance covers you for up to the first £3000 of fraudulent spend at your standard call rates. To put this into perspective, the most serious case we have experienced was in the region of £2000 at standard rates. There have been cases in the UK of higher costs per instance of fraud, but we have good checking procedures in place to catch and stop the activity quickly if it occurs. Also Armstrong Bell is underwriting the Fraud Assurance product, rather than buying the cover from our suppliers, so we have a strong incentive to remain vigilant.

Please note that Fraud Assurance is designed to cover dial-through fraud or other kinds of remote PBX hacking. Not calls made by individuals on your premises.

<http://www.theguardian.com/media/2006/may/18/newmedia.technology>

<http://www.actionfraud.police.uk/pbx-dial-through-fraud-alert-dec13>

<http://www.bbc.co.uk/news/mobile/uk-northern-ireland-12392228>

If you have any questions regarding this new policy or our existing terms and conditions please do not hesitate to contact me directly via email – [wgc@armstrongbell.co.uk](mailto:wgc@armstrongbell.co.uk).



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