Star2Star COMMUNICATIONS

Toll Fraud:

How Star2Star Protects You

Toll Fraud: A Solution That *Protects* You

Spotlight on:

StarBox Cloud Connection Manager Security

The StarBox Cloud Connection Manager is protected by extensive security measures. Star2Star places a software-based firewall on every ingress/egress port on every StarBox CCM to prevent hackers from compromising the device and the information stored within. A firewall is a constructed barrier between two networks, either physical or software-based. Firewalls control access between two networks, allowing desired and safe data transmissions to go through and keeping undesired and dangerous transmissions out.

In addition to firewalls, data that runs through the StarBox CCM can be encrypted, adding yet another level of protection. Modern day computer encryption is a direct descendant of the ancient military science of cryptography. Ancient encryption generally relied on replacing one letter or symbol for another, which is still the case today but with infinitely more advanced codes.

Star2Star's on-premise security protections have been incredibly successful at securing customer information.

In recent years, cyber crime has moved from mischievous, "because-you-can," hacking to serious underworld-driven crime. One of the most lucrative cyber crimes for perpetrators (and costly for victims) is toll fraud. In 2013, toll fraud caused $4,600,000,000 in damages globally.

What Is Toll Fraud?

Toll fraud occurs when a criminal uses a victim's phone number(s) to dial a toll number, such as a 1-900 number. The victim is then billed for those calls. Because modern toll fraud is traditionally committed in developing nations with high levels of corruption and few resources devoted to fighting cyber crime there is often very little legal recourse for victims. The cost of toll fraud dramatically increases when a PBX is compromised, because the criminal can dial the toll number from all of the extensions at once, multiplying the charges.

How Does Toll Fraud Happen?

There are many different tactics used by criminals to commit toll fraud, but one of the easiest and most common is a program known as SIPVicious. After a simple download, criminals can run SIPVicious with the press of a button. The program then scans the Internet, locates SIP trunks, goes back through the services, and starts making attacks for authentication. Once SIPVicious has compromised a SIP-based system, it stores credentials and tries multiple dialing attempts. SIPVicious then provides a list of stolen access information and numbers to the criminals. Another common way that criminals take advantage of companies is through unsecure voicemail boxes that allow users to dial out from their voicemail.

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How Does Star2Star Prevent Toll Fraud?

Star2Star takes a multi-tiered approach to security in general, and the same is true of toll fraud. An example is that Star2Star sets the default setting on voicemail boxes to not allow dialing out. Any criminal would first have to break through Star2Star's firewalls, physical barriers, and other security measures, which is very unlikely. Star2Star's security protections are so secure that no one has ever been able to compromise Star2Star's native hardware.

In the highly unlikely event that those protections fail, Star2Star uses a self-learning system known as FraudWatch to monitor all toll traffic. FraudWatch uses current activity, user history, and known fraudulent locations to spot anything anomalous or outside of normal usage patterns. FraudWatch looks at everything that happens over Star2Star's systems, and siphons all traffic through a choke point. If FraudWatch detects anything suspicious, it notifies Star2Star, and Star2Star's employees then conduct a manual review.

In a typical case, fraud will be blatantly obvious. For example, a company that has never once dialed Country X will suddenly be making 12,000 calls to Country X in a day. In such blatant cases, Star2Star can disable international dialing or all dialing from that system remotely and contact the customer and the partner in charge of their account. This stops the fraud, prevents damages from growing, and gives the customer time to resolve the issue. Other cases may not be as blatant. For example, a company calls Country X 10 times a day, and then begins calling Country X 200 times a day. In these instances, Star2Star will likely contact the company and the partner in charge of their account to investigate. If fraudulent activity is found to be occurring, Star2Star can then disable international or all dialing until the issue is resolved.

About Star2Star

About Star2Star: Founded in 2006 in Sarasota, Florida, Star2Star Communications delivers the World's Most Complete and Scalable Cloud Communications Solution. Star2Star unifies customers' voice, video, fax, instant messaging and presence management into a single, easy-to-use system. Star2Star's award-winning, patent-pending Constellation™ technology overcomes the reliability and quality limitations of other communications technologies.

In the past three years, Star2Star was named to the Forbes Most Promising Companies list, the Deloitte Technology Fast 500 twice, and the Inc. 500|5000 four times. Star2Star also recently received Inc. Magazine's Hire Power Award honoring the top private business job creators in the country.

Star2Star Communications solutions are sold through a diversified network of partners that include distributors, master agents, managed service providers and certified installing resellers. Available across North America, Star2Star systems are installed in hundreds of thousands of businesses, including large national chains with multi-location communications footprints.

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