Voice & Data Systems Alerts SMBs About Robocall Scams

Leading Managed Technology Services Provider (MTSP) Educates Business Owners

OMAHA, NE AND COUNCIL BLUFFS, IA –July 2019- Voice & Data Systems, a leading managed technology services provider (MTSP), recently has announced that the company is alerting small to mid-sized businesses (SMBs) about the prevalence of robocall scams and how any organization can best handle these calls to ensure that all sensitive company information remains protected. Voice & Data Systems has compiled a handful of best practices which SMBs need to implement immediately to protect their organizations.

Robocalls use an automated computer dialer to deliver a pre-recorded message in an attempt to get the end-user to engage in any way. Other robocalls simply call from an anonymous number or utilize Caller ID "Spoofing" to misdirect the person on the other line and only ring once. The main goal for a scammer is to get the person to call back and then to connect that person to services that rack up charges through the phone account.

Oftentimes, robocallers leave messages about unclaimed lottery winnings, fraudulent credit card notices, social security/medicare accounts or even adult phone services. In every case, they can result in exorbitant charges and compromised security.

Robocalls have become a widespread misuse of technology and unfortunately business owners need to be aware of how to handle this challenge. "Virtually every business we've encountered has received an onslaught of robocalls," stated Travis Wells, Vice President & Partner of Voice & Data Systems. "It's critically important the employees are not fooled and avoid giving out company or customer information."

Most business owners take the first step and block the number, but this usually doesn't work as a tactic because all a scammer has to do is generate a new fraudulent number and then the blocked number is no longer effective as a defense. After repeated attacks, it can seem reasonable to want to call back and to address the scammer directly, however, this puts you and your business at even more risk.

By calling back, it signals to robocallers that your phone number is "live" which means that you'll start getting more calls. Additionally, any time spent on the phone from an international scammer will also result in costly international charges whether you're billed for the call or if they are able to extract any other sensitive information by impersonating a government agency, website or anyone else you may trust. This is the biggest concern for business owners, because their organizations can potentially be breached with a single phone call.

However, there are several steps a business owner can take to ensure that his or her company, employees and assets are protected. The first thing to do is make sure that they are using Caller ID and to simply ignore any calls that come from suspicious sources. The next step is to make it company policy not to return any of these calls under any circumstances and to educate employees on this threat ahead of time. If a business owner wants to take things even further and they

don't do business internationally, they can call their phone provider and ask them to block all international calls to remove the opportunity altogether.

It's also extremely important that everyone at the company knows that they should never disclose sensitive information, like credit card numbers or customer information over the phone, unless they are absolutely positive that they have verified the identity of the person on the other line. Scammers will often request that people send payment via gift cards, so it's important to recognize that no government agencies, lottery companies or credit card companies accept gift cards as an acceptable means of payment. "At Voice & Data Systems, we train our customers' employees to be cautious and educate them on our to deal with robocalls. It's our duty to help protect the companies we serve," added Wells.

ABOUT VOICE & DATA SYSTEMS

Voice & Data Systems provides state-of-the-art technology to businesses in the Omaha-Council Bluffs metro and surrounding communities. The company creates customized, turnkey solutions specific to their customer's business for telephone systems, data networks, video surveillance and converged networking applications. Voice & Data Systems friendly, manufacturer-certified technicians are available 24/7 to serve business needs for communication systems as well as voice, data, fiber optic and video cabling, testing and troubleshooting. Their mission is to provide technology solutions that increase their customers' profitability, improve employee productivity, and give them a competitive advantage in their marketplace. For more information, please call (402) 571-9049 or visit www.voicendata.net.