iCS Communications are constantly working with system manufacturers and third party security advisers, looking at ways potential fraudulent people may try to defraud companies.

Disreputable people may phone companies at random with fake telephone numbers and leave voicemail messages. They then phone back to see if they can guess the voicemail password. If they succeed in getting into the mailbox, they then try to see if they can use a callback feature to make the phone system ring the phone number of the message they left previously.

If they succeed with this, they can then call your voicemail for a local charge and use the callback feature to connect them to for example, an expensive 09XX number which would mean you are then paying the charges of this expensive call.

There are measures at hand to try and prevent their success:

1. Change your voicemail pin number and do not make it a common, simple one like 1234, 4321, 2244 or other repetitive digits.

2. Make your voicemail pin number longer as most systems will accept 8 digit numbers and some as many at 15.

3. On a lot of phone systems, the pin number is only there for remote access to your voicemail. If you do not need the feature, then do not have a pin number or at least have a very long one.

4. If you do not need to dial premium rate numbers e.g. 0906xxx etc., ask the support team via **support@icscomms.co.uk** if it is possible to bar these numbers so the phone system cannot dial them.

5. **Please note,** you will need to check Hunt Group voicemail as well, to see if they have a similar pin number or callback access feature.

Below is a list of voicemail instructions with details on how to change your pin number. If you have any problems or are unsure, please email **support@icscomms.co.uk** for assistance.

Splicecom Phone Systems

To access your personal voicemail, lift handset or press speaker and dial 1571. Depending on your system configuration, you may be prompted for an account (extension) number and/or access code (pin/password). The voicemail system will then automatically play your new messages in time order, followed by any old messages you might have.

- Press * for configuration options

- Press 5 to change your access code and when prompted, enter a new access code followed by #

Please note that in line with our terms and conditions we do not guarantee the prevention or detection of any unauthorised fraudulent activity. iCS Communications take the precaution of applying International and Premium bars and requesting call thresholds to reduce fraudulent exposure for our customers.

Any assistance given by us in relation to fraudulent use by you or third parties will be on a reasonable endeavours basis only and no liability can be accepted by us for any loss sustained by you via fraudulent means that are beyond our reasonable control. We shall not be responsible for call charges or other charges resulting from fraudulent and/or unauthorised use of the Service Equipment and/or Services by you or any third parties (who are not our employees) and you agree to pay all additional charges related to such fraudulent and/or unauthorised use.