

A scam involving PBX systems which can lead to long distance charges targets businesses. In this scam, the fraudster claims to be a telephone service technician performing a test on the line. The caller asks to be transferred to an operator by instructing the victim to press 9, 0, # and then hang up.

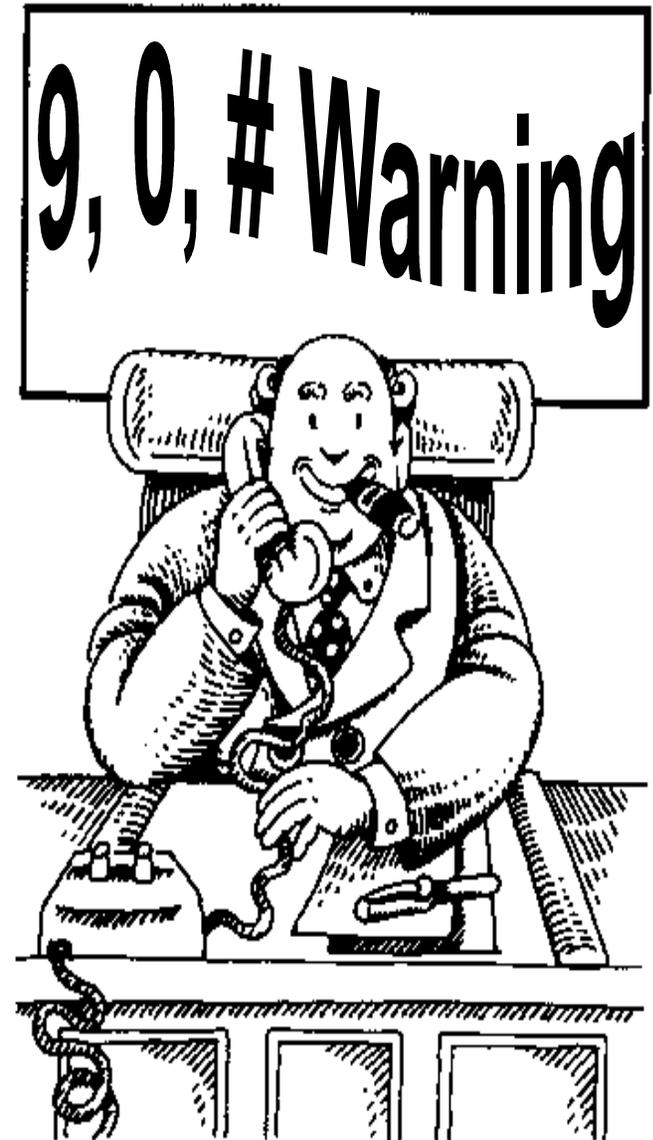


On some business systems, this can give the caller an outside line that can be used to make long distance calls. Toll charges will then be billed to the owner of the PBX as directly dialed calls.

This cannot occur on residential phone lines.

**South Dakota
Public Utilities Commission
500 E Capitol
Pierre SD 57501**

Call: 800-332-1782



PBX Protection Tips

- ◆ Be aware of unknown people asking your cooperation in testing the telephone lines.
- ◆ Probe the caller for information such as employee's ID number, supervisor's name, or call back number.
- ◆ Telephone service technicians will rarely ask for assistance in testing the lines of a PBX system. Any such request should be done on a call back basis.
- ◆ Never transfer a call outside your PBX if you are unsure of the person's identity. Arrange a call back to that person's line.
- ◆ Telephone companies and law enforcement officials rarely ask customers to be a part of a testing procedure. Telephone technicians can conduct tests without the customer's assistance.
- ◆ Contact your telephone company immediately to report such activity.