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Northeast IS Alerts SMBs About Robocall Scams

*Leading Managed Technology
Services Provider (MTSP)
Educates
Business Owners*

ALBANY, NY – June 2019 - Northeast IS, 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. Northeast IS 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 C.G. Frink, President of Northeast IS. “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 Northeast IS, 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 Frink.

ABOUT NORTHEAST IS

For over 45 years and 3,000 customers, Northeast IS has been the right choice for business technology solutions in Upstate NY & Vermont. The company's primary focus is to leverage advanced voice, data and video technologies to improve our customer's business

processes resulting in greater profitability, improved security and increased customer satisfaction. Northeast IS employs leading edge products from tier one manufacturers to design cost effective solutions backed by Factory Certified technical support.

The company's local dispatch center delivers round the clock service to ensure system reliability with guaranteed emergency service response within 2 hours. Northeast IS does business throughout New York, Vermont and nationwide via our network of authorized distributors.

For more information on Northeast IS, call (800) 642-3147 or visit www.nistel.com.