

NUMBER SPOOFING ADVICE

If you receive a suspicious call or a call from a spoofed number

Blackstar recommends following OFCOM's advice if you receive a call where you suspect the caller ID is not genuine:

- Never give out personal information on an incoming call.
- Never rely on the Caller ID as the only means of identifying the person on the other end. This is especially important if the caller asks you to do something which could have financial repercussions.
- Don't provide any information that is asked of you on an incoming call. Hang up, and search for a contact number for the company and call it to verify the inbound call you received was genuine.
- Wait at least 5 minutes before making this call, or even better, call from a different phone. This ensures the line has cleared and you're not still speaking to the fraudster.
- Report the incident to Action Fraud. Action Fraud is the reporting centre for fraud and cybercrime in England, Wales and Northern Ireland (In Scotland, report directly to the Police via 101). They can be reached on 0300 123 2040 or www.actionfraud.police.uk.

If your number has been spoofed

Blackstar recommends the following course of action if your caller ID is being used without your permission:

- Change your number. If you have another number you're able to present, such as a direct dial, a non-geographic number, or even blocking your number, take this action. If we manage your SIP trunks or PBX, Blackstar can help you with this.

- Record a message letting callers know that you're aware your number has been spoofed. It could say something along the lines of

"If you received a call from (number), please understand that it has been spoofed and is being used without my permission. Please do not engage with this caller and please block this number."

The more people who block your number, the less value it has to the scammer. Again, if Blackstar manages your PBX, we can provide you with assistance here.

- You should always report your number being spoofed to Action Fraud on the contact details above.

Scammers tend to move through numbers fairly quickly, so you shouldn't need to rely on the first two bits of advice for more than a couple of weeks.

If you have any questions please email enhace@blackstarsolutions.co.uk or visit www.ofcom.org.uk for their official guidance.