Hosted PBX Security Guidelines

Learn how to maximize the security of our advanced phone service. Protect your business from negligent mistakes and help prevent unauthorized access by following these guidelines.

Toll restriction

→ If you never use international calling and would like to avoid unauthorized usage of international calls, please call us to block this feature.

→ Cogeco offers separate restrictions for different types of calls, such as 011 (international), 1-900 (premium calling), 1010 (CIC calling), etc.

→ Please ensure this is done for each common phone as they will all have separate restrictions.

Mobile device security (For Max UC mobile users)

→ If you have employees using Max UC on their mobile phones, please make sure their phones have PINs, face IDs or fingerprint IDs to prevent unauthorized use of software.

User/account management

→ Please contact us to revoke access privileges for unused seats/users or terminated employees.

Workstation security (for Max UC desktop users)

→ Always lock your station/computer to prevent unauthorized access or use of the software.

→ Make sure you are always running the latest security version and virus protection on your individual desktop.

Comm portal

→ Your admin portal and Max UC passwords should be complex. Please refrain from using simple passwords (for example, 0000).

→ Make sure you do not share your passwords outside of your organization.

Voicemail systems

→ Passwords or PINs should be a minimum of 6 characters. It is best to use the maximum number of characters.

→ Passwords should not be easy to guess, and should never be posted or shared. Don't use common number schemes such as the location of the telephone or the 7-digit telephone number. Software packages that test for common passwords should be used where possible.

→ Passwords should never be set to the location of the telephone when assigned to a new subscriber.

→ Invite users to change their voicemail PINs at 30 or 60 day intervals.

Tampering with the equipment or setup

→ Do not move the phones, change the physical setup or plug the phones directly into a modem without contacting Cogeco.

For more information

If you have any questions about toll fraud, our experts are here to assist you and answer any questions that you may have. We can be reached at **1-866-264-3262**.