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## **Octel 100 Security Considerations and Offerings for Business Communications Systems Customers**

This note provides information on security considerations and offerings for Octel 100 for customers who purchased their Octel 100 system directly from Lucent Technologies Business Communications Systems Division or its authorized representatives.

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### **Your Responsibility for Your System's Security**

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there is a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunications services or facilities accessed, or any charges that result from such unauthorized use.

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### **Lucent Technologies Statement of Direction**

The telecommunications industry is faced with a significant and growing problem of theft of customer services. To aid in combating these crimes, Lucent intends to strengthen relationships with its customers and its support of law enforcement officials in apprehending and successfully prosecuting those responsible.

No telecommunications system can be entirely free from risk of unauthorized use. But diligent attention to system management and to security can reduce that risk considerably. Often a tradeoff is required between reduced risk and ease of use and flexibility. Customers who use and administer their systems make this tradeoff decision. They know best how to tailor the system to meet their unique needs and, necessarily, are in the best position to protect the system from unauthorized use.

Because the customer has ultimate control over the configuration and use of Lucent services and products it purchases, the customer properly bears responsibility for fraudulent uses of those services and products.

To help customers use and manage their systems in light of the tradeoff decisions they make and to ensure the greatest security possible, Lucent commits to the following:

- Lucent products and services will offer the widest range of options available in the industry to help customers secure their communications systems in ways consistent with their telecommunications needs.

- Lucent is committed to develop and offer services that, for a fee, reduce or eliminate customer liability for PBX toll fraud, provided the customer implements prescribed security requirements in its telecommunications systems.
- Lucent's product and service literature, marketing information and contractual documents will address, wherever practical, the security features of our offerings and their limitations, and the responsibility our customers have for preventing fraudulent use of their Lucent products and services.
- Lucent sales and service people will be the best informed in the industry on how to help customers manage their systems securely. In their continuing contacts with customers, they will provide the latest information on how to do that most effectively.
- Lucent will train its sales, installation and maintenance, and technical support people to focus customers on known toll fraud risks; to describe mechanisms that reduce those risks; to discuss the tradeoffs between enhanced security and diminished ease of use and flexibility; and to ensure that customers understand their role in the decision-making process and their corresponding financial responsibility for fraudulent use of their telecommunications system.
- Lucent will provide education programs for customers and our own people to keep them apprised of emerging technologies, trends, and options in the area of telecommunications fraud.
- As new fraudulent schemes develop, we will promptly initiate ways to impede those schemes, share our learning with our customers, and work with law enforcement officials to identify and prosecute fraudulent users whenever possible.

We are committed to meeting and exceeding our customer's expectations, and to providing services and products that are easy to use and are of high value. This fundamental principle drives our renewed assault on the fraudulent use by third parties of our customers' communications services and products.

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## Lucent's Security Offerings

Lucent has developed a variety of offerings to assist in maximizing the security of your system. These offerings include:

- Security Audit Service of your installed systems.
- Fraud Intervention Service.
- Individualized Learning Program, a self-paced text that uses diagrams of system administration screens to help customers design security into their systems. The program also includes a videotape and the *BCS Products Security Handbook*.
- Call Accounting package that calls you when preset types and thresholds of calls are established.
- Remote Port Security Device that makes it difficult for computer hackers to access the remote maintenance ports.
- Software that can identify the exact digits passed through the voice mail system.

For more information about these services, see the *BCS Products Security Handbook*.

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## **Lucent Technologies Fraud Intervention**

If you suspect that you are being victimized by toll fraud and you need technical support or assistance, call the National Customer Care Center at **1-800-643-2353**.

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## **Lucent Corporate Security**

Whether or not immediate support is required, please report all toll fraud incidents perpetrated on Lucent services to Lucent Technologies National Service Assistance Center (NSAC) at 800-628-2888. In addition to recording the incident, Lucent services are available for consultation on product issues, investigative support, law enforcement, and education programs.

These services are available 24 hours a day, 365 days a year. Consultation charges may apply.

**Notes:**