

Best Practice Guidance for Businesses:

Your telecoms provider, as a member of trade association Comms Council UK, has shared this with you to support your business against telephony fraud in line with the CCUK Business Fraud Victims Principles.

Please note that this is not legal guidance.

1. Prevent

Be aware of any possible indicators of fraud or compromise. These can include:

- unusual telecoms usage or call patterns
- unexpected invoices or payment requests
- requests to change bank details
- suspicious SMS, calls or emails
- compromised accounts/password resets
- SIM swap or porting concerns
- unauthorised access to systems
- impersonation of staff or suppliers
- unusual customer complaints
- international call spikes or PBX compromise

If something feels unusual, urgent, secretive or financially pressuring, it should be reviewed carefully before action is taken.

2. Report

Ensure all relevant organisations are notified – and remember, reporting to one organisation does not automatically notify others.

Report to your telecoms provider

Contact your telecoms provider urgently and request: an account review or fraud controls; a review of call forwarding/diversion settings and porting/SIM activity. Also request that they report this to Comms Council UK.

Report to your payment provider

Contact your bank/payment provider immediately to pause suspicious payments and ensure a review of account access and approvals takes place.

Report for internal escalation

Ensure senior management are notified. Document a timeline of events, preserve logs, messages and screenshots.

3. Support and strengthen

Reach out to Report Fraud

You can report fraud to Report Fraud, the UK's national reporting centre for fraud and cyber crime run by the City of London police, any time of the day or night using their [online reporting hub](#).

Businesses who are suffering a live, in progress attack, can call 0300 123 2040 immediately. This specific service is available 24 hours a day, 7 days a week. If you are calling from abroad, call +44 300 123 2040

You may also speak with one of Report Fraud's advisors through their online chat, who can assist with queries or you help fill out an online report.

Other information

- The **National Cyber Security Centre** also provides a range of guidance and support for UK businesses. This can be found [here](#).
- The government's **Stop! Think Fraud** hub also has information specifically for businesses, available [here](#).
- **Take Five to Stop Fraud** is a banking sector campaign that provides advice for businesses, available [here](#).