

Best Practice guidance for CCUK members Support & Recovery

As a signatory of the Home Office Telecoms Fraud Charter, Comms Council UK has developed a set of Business Fraud Victim principles to support business customers. As a CCUK member, you should endeavour to abide by the principles.

Fraud incidents can place significant operational, financial and emotional strain on smaller businesses and their staff.

This best practice guidance outlines what help you can provide for your business customers to prevent fraud, and what to do when it happens. Please also familiarise yourself with the CCUK Business Fraud Victim principles.

1. Help businesses identify warning signs.

CCUK has written guidance for businesses themselves on how to prevent fraud, and what to do if it occurs to them. You should share this with your customers to ensure that they are informed.

Businesses should be encouraged to 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. Signpost next steps

Providers should aim, where appropriate, to help customers understand available next steps, and who they should report to. Customers should be signposted to the following resources:

- 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](#).
- Encourage them to **reach out to Report Fraud** via their [online reporting hub](#).

3. Share information

As the telecoms provider, if a case of fraud has been reported to you, you should also seek to report this to appropriate industry channels, including CCUK's joint information sharing initiative with the National Trading Standards. The details of how to do so are on the [members wiki](#).

4. Reassess your practice

Ensure you are up to date with the latest CCUK best practice guidance documents, available on the CCUK members wiki.

- [Preventing Misuse of Sub-Allocated and Assigned Numbers CCUK Best Practice Guide](#)
- [Know your traffic – Monitoring for fraudulent calling patterns](#)
- [Nuisance calls](#)