

ENTERPRISE BUSINESS UNIT
TAMILNADU TELECOM CIRCLE
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

EBU/TN/P1/Streamlining & revision /ISDN PRI/2013-14/ 15

06 August 2013

To
The Principal General Manager/General Manager
All SSAs

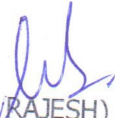
Sub: Vulnerability of ISDN PRI service provided on EPABX

Please find enclosed herewith the letter from BSNL corporate office in connection with the vulnerability of ISDN PRI services on EPABX.

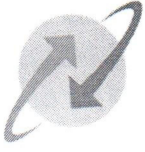
It has come to the notice of BSNL Corporate office that ISDN PRI lines of customers having ISD facility and broadband facility via port in EPABX in different circles were hacked by outsiders having access to EPABX during routine AMC or employees of the firm concerned by remote login or by installing malicious software in EPABX to originate calls to targeted numbers to generate huge MOUs where ISDN PRI services and broadband were provided on EPABX resulting into loss to BSNL. The affected customers are disputing the bills as they are not aware of such abuse of the EPABX.

Hence it is requested that all customers who have been provided ISDN PRI on EPABX with broadband access may kindly be informed to take adequate protection like firewall etc to evade abuse of the system by outsiders/employees of the firm or any unscrupulous elements concerned.

The Letter issued by BSNL corporate office is also enclosed herewith.


(S/RAJESH)

Assistant General Manager (Enterprise Business)



BHARAT SANCHAR NIGAM LIMITED
(Government of India Enterprise)
7th Floor, Revenue Assurance, Corporate Office
Janpath, New Delhi.

Handwritten initials in blue ink: 'BS' and 'WT' inside circles.

NO.1-7/2010/RA/BSNL/PART

Dated 30-7-2013.

To

All CGMs / IFAs
Territorial Telecom Circles / Districts

Sub:- Vulnerability of ISDN PRI services provided on EPABX – Reg.

A kind reference is invited to this office letter no. 1-10/2011/RA/BSNL dated 25-8-2011 where in guidelines were issued for qualitative monitoring of call volumes in respect of ISDN PRI services to suspect numbers / destinations in order to optimize the chances of a fraud detection with minimum loss.

It has come to notice that ISDN PRI lines of customers having ISD facility and Broadband facility via port in EPABX in different circles were hacked by outsiders having access to EPABX during routine AMC or employees of the firm concerned by remote login or by installing malicious software in EPABX to originate calls to targeted numbers to generate huge MOUs where ISDN PRI services and BB were provided on EPABX resulting into loss to BSNL. The affected customers are disputing the bills as they are not aware of such abuse of the EPABX.

Hence, it is requested to alert all customers, who have been provided ISDN PRI on EPABX with broadband access, to take adequate protection through fire wall etc. to evade abuse of the system by outsiders / employees of the firm or any unscrupulous elements concerned.

(K.R.Tiwari)
General Manager (RA)
Ph.no.:011-23734224
Fax No.:011-23734024

Copy for kind information to :

1. Director (Finance / CFA), BSNL Corp. Office, New Delhi.
2. Executive Director (Finance), BSNL Corp. Office, New Delhi.

Smt S. Vasanthi
SDE NISQ
Ymumy