



INFORMATION STRATEGY AND TECHNOLOGY SERVICES

PROCEDURE FOR HANDLING MALICIOUS PHONE CALLS

It is **not** the responsibility of ISTS staff or Help Desk staff to handle the security aspect when malicious phone calls are received by either themselves or other staff.

- In the event of receiving a malicious phone call staff should contact Security (ext 88888) immediately or advise the person receiving the malicious phone call to do so.
- Secondly notify IT Help Desk (ext 25000) to organise a malicious call trace (if the phone that received the call has that facility) [TRACING PROCEDURE](#) details
- Finally keep your manager informed but otherwise maintain confidentiality to avoid a panic situation.

PROCEDURE FOR HANDLING BOMB THREATS

- In the event of receiving a bomb threat phone call staff should follow this procedure [http://www.unisa.edu.au/facilities/security/emergency/civildisorder.asp#Bomb Threat - Code 2.4](http://www.unisa.edu.au/facilities/security/emergency/civildisorder.asp#Bomb%20Threat%20-%20Code%202.4)
- If you are not the recipient of the bomb threat but are advised of it you should call Security immediately (ext 88888) or advise the caller to do so.

This excerpt from the procedure is a useful prompt:

Telephone threat checklist

Record the exact wording and nature of the threat. Ask the following questions and record the answers.

Date: _____ Time: _____ Duration: _____

No. called: _____ Receiver of call: _____ Signature: _____

Questions to ask

When is the bomb going to explode? _____ Where did you put the bomb? _____
What does the bomb look like? _____ What kind of bomb is it? _____
What will make it explode? _____ Did you place the bomb? _____
Why did you place the bomb? _____ What is your name? _____
Where are you? _____ What is your address? _____

Identifying/locating the caller (tick appropriate)

Caller's voice/locating

Male _____ Slow _____ Slurred _____ Deep breathing _____ Female _____ Rapid _____ Nasal _____
Cracked voice _____ Old _____ Soft _____ Stuttering _____ Disguised _____ Young _____ Loud _____
Lisping _____ Accented _____ Laughing _____ Raspy _____ Familiar _____ Emotional _____ Abusive _____
Inconsistent _____ Well spoken _____ Incoherent _____ Irrational _____ Foul _____ Recorded _____
Read message _____

Background noises

Street noises _____ House noises _____ Clear _____ Crockery _____ Motor _____ Muffled _____
Voices _____ Aircraft _____ Static _____ PA system _____ Office machinery _____ Fading _____
Music _____ Factory machinery _____ Local _____ Animal noises _____ Long distance _____

Other details:

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- Staff should then contact Security (ext 88888) immediately or advise the person receiving the malicious phone call to do so.
- You should provide Security with any information you have

TRACING PROCEDURE

Some phones have the capacity to enable to user to identify a particular call on a report which enables Optus to identify the caller's number.

If your phone has this capacity you should:

1. While the caller is on the phone enter the digits:
 - switchboard operators console *39#
 - from an analogue handset press PBX/Recall or Earth/Fish button then *39#
 - from a digital handset-button specifically programmed by the IT Help Desk

The person initiating the trace will hear a verification tone within a few seconds of selecting use of this procedure, switchboard operators and owners of digital phone users will see an "MCT accepted" display on their screen. The caller will not be aware this has been activated.

- Notify the Help Desk that you have set the trace (ext 25000)
 - The Help Desk Supervisor or nominee will contact Optus to follow up the trace
- Finally keep your manager informed but otherwise maintain confidentiality to avoid a panic situation.

If your phone does not have this capacity and your manager feels it should they should contact the Help Desk and log a service call