



# ***Exploding The Phone***

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Bibliographic Cover Sheet

**Title**            **Our Security Program: Crime, Punishment and Prevention**

**Date**             1965-04-05

**Author(s)**      Mountain States Telephone

**Abstract**        Labeled as the Management News Letter of Mountain States Telephone, lists all the various sorts of crimes that the security department fights. This includes a vague description of manipulation of coin telephones which may refer to some sort of phone phreak activity.

**Keywords**      toll fraud; Mountain States Telephone

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MANAGEMENT

# news letter

MOUNTAIN STATES TELEPHONE  
Denver 266-4531.

No. 6  
April 5, 1965

## OUR SECURITY PROGRAM: CRIME, PUNISHMENT AND PREVENTION

Our Company has many facilities spread over a wide area to provide services for our customers. These facilities and services sometimes offer a tempting target for the criminal. Because of this, a strong security program is necessary to protect the Company's property and revenues.

The primary responsibility for security rests with the operating departments. They are assisted in this regard by the Security Group of the Chief Examiner's Office, Comptroller's Department. This group works closely with local, state and federal law enforcement agencies.

While investigation of violations leading to punishment of offenders--including publicity when appropriate--is an essential part of the overall security job, the primary objective must be the prevention of offenses. Last year, MST's security program had an important role in deterring crimes against the Company as well as assisting the law enforcement agencies in apprehending and bringing transgressors to justice.

Here are some of the results of the MST security program for the past year in a number of key areas. You can see how security is everybody's job.

Coin Telephone Larceny: Much was accomplished during 1964 to reduce the pay station larceny problem. This included installation and manning of alarms, installation of security catches, tapered pins, and relocating high risk stations. Last year there were 1,092 coin telephone larcenies, compared to 1,866 in 1963. The significant decline in the number of all kinds of larcenies to coin telephones is shown dramatically in the estimated cash loss and plant damage. During 1964 this totaled \$106,377.35, a decline of \$49,550.14 from the previous year.

Fraudulent Use of Telephone Service: Cases involving fraudulent use of toll services require more time from the Security Group than any other type. During the past year, the Security Group worked closely with the Centralized Ticket Investigation groups on toll fraud. Such cases numbered 715 in 1964. In almost one-third of the cases recoveries were made--for a total of \$12,327.15. Recoveries, however, are not the only measure of the effectiveness of the effort in this area since prevention of future offenses is also most important.

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Illegal Manipulation of Coin Telephones: The making of fraudulent calls by manipulating coin telephones is a serious problem and it appears the resulting loss is substantial. A number of methods--some of them quite ingenious--have been employed to make free phone calls from our coin installations. Much of this activity apparently comes from individuals who want to make toll calls which cannot be traced to them. The Security Group is working with the other departments to acquaint them on the most frequent methods of manipulation and to alert telephone people to evidence of tampering.

Obscene, Threatening and Nuisance Calls: The Security Group handles the most serious type of obscene and threatening calls and also those nuisance calls referred by the commercial managers in the states.

Employee Investigations: Each instance of a dishonest or improper act by an MST employee is reported to the security supervisor immediately for investigation. In most cases, this leads to the clearing of the employee. In 1964, 33 employees were cleared of wrong-doing, 18 were separated from the Company's employ through resignation or dismissal.

While, as this brief report indicates, improvement is steadily being made in the security program, the problem of security requires the continued attention of the departments, the security committees and the Security Group.