

leveldesk

Leveldesk commits to ensuring the security and integrity of our systems and networks. Security protocols are in place to protect our infrastructure throughout our phone stack. Our efforts in security focus on identifying, detecting & responding to threats, and recovering from secure backups as a last resort. The following are specific Leveldesk policies in place to prevent and mitigate intrusion with respect to telephony applications:

1. Firewall rules to limit access to phone servers
 - a. IP filters using [REDACTED] – to filter IP subnets by geographic region. Unnecessary IP subnets are banned by default.
 - b. North American subnets are allowed but monitored (See Section 2)
 - c. Foreign IPs and subnets are allowed on a case-by-case basis
2. Monitor for intrusion [REDACTED] software
 - a. Failed HTTP logins are monitored, throttled, and banned
 - b. Failed SSH logins are monitored, throttled, and banned
 - c. Failed SIP logins are monitored, throttled, and banned
3. Strong password policy
 - a. Strong passwords [REDACTED] are used whenever possible
 - b. Passwords are stored in a central, managed [REDACTED]
 - c. Multi-Factor Authentication (MFA) enabled on supported systems to enhance security of authentication
 - d. Passwords are regularly reset on administrative interfaces
4. Routine maintenance for up to date on patches on systems
 - a. Regular [REDACTED] server patches
 - b. Log file review
 - c. Call Detail Record (CDR) Review
5. Backup policy
 - a. Full backups are made of newly configured system
 - b. Daily incremental backups are in place to recover compromised systems to specific dates
6. Physical infrastructure is hosted in a secured environment [REDACTED]
[REDACTED]

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7. Known compromised systems
 - a. Known compromised systems are immediately isolated and decontaminated to a reasonable level of certainty
 - b. If a reasonable level of certainty cannot be achieved a system is rebuilt from scratch with new credentials
8. Prepared to respond to all investigations into suspected Robocalling on our servers