

As an MSP, we only provide services to companies who engage with us to manage all of their IT-needs. We do not provide services to the general public, only our clients. Users do not have admin or configuration access to PBX or phone management interfaces, nor the ability to programmatically interact with the phone system. Endpoints are only deployed to persons we work directly with, and we manage them. Phone systems only interface with the telco provider and endpoints we configure.

Per our role in device configuration, restrictions implemented, and requiring that all change requests come to us and are documented, users/endpoints do not have the capability to spoof caller IDs or make phone calls in an automated manner.

We run a service desk which is available on-call to serve emergency issues, should they arise.