

ProtecNet®

PBX SECURITY ASSESSMENT AND ANALYSIS

THE CONSULTATIVE PROTECNET SECURITY ASSESSMENT AND ANALYSIS- HELPING TO REDUCE THE RISK OF TOLL FRAUD

Toll fraud occurs when your PBX and its communications facilities are accessed and used illegally by hackers. Just like computer hackers, PBX hackers look for weak spots in your system's programming and configuration. They employ an array of complex hacking tools, ranging from password-stealing software to automatic dialers. Hackers are difficult to detect until the damage is already done.

With so many different vendors, consultants, technicians and employees accessing your PBX for routine maintenance, PBX hackers often are discovered only after they have had days or even weeks of illegal access. This can equate to thousands of dollars on your phone bill. Toll fraud is a sophisticated problem that requires sophisticated countermeasures.

Sophisticated Countermeasures

A Black Box Network Services ProtecNet PBX Security Assessment and Analysis is one of the best ways to help protect your system against hacking and the resultant toll fraud. Newly developed to be customer friendly and designed to meet or exceed current industry standards, the Black Box Network Services ProtecNet PBX Security Assessment and Analysis delivers all of the quality, convenience and utility of our other service.

Comprehensive and Competitive

Black Box Network Services performs a total of 85 separate analysis, resulting in a truly comprehensive report that helps highlight potential weak spots or holes in your security. We provide detailed descriptions of common security concerns for each component and feature we analyze.

In addition, we follow up each description with a detailed analysis that presents, in customer-friendly language, corrective actions that can further enhance security and help prevent unauthorized system access. Finally, the Black Box Network Services ProtecNet PBX Security Assessment and Analysis includes one hour of free consultation with one of our security experts, giving you the opportunity to explore your finished audit at the micro level.

Additional Features:

- Web Access – Reports are published to a secure, password-protected website
- Fast Turnaround – Data is processed and published within five (5) days
- Free Consultation – One hour of consultation is included with each audit at no charge
- No Learning Curve – Data is presented in customer-friendly language and graphics

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Questions?

- ✓ *Is additional hardware or software required?*
Black Box Network Services operates as a remote service bureau – no hardware or software is required. To perform the security audit, we only need remote access to your PBX (first and second level passwords will be required). You won't need to prepare data.
- ✓ *Does Black Box Network Services offer technical support after the audit has been completed?*
Of course! The Black Box Network Services ProtecNet PBX Security Assessment and Analysis service includes one hour of consultation with a technician at no charge. Just contact Black Box Network Services after you have received your audit and we will schedule a consultation for you
- ✓ *What reports are included with the PBX Security Assessment and Analysis?*
The Black Box Network Services ProtecNet PBX Security Assessment and Analysis is an incredibly comprehensive document, encompassing more than 85 separate analyses spanning both the Nortel Networks Meridian™ 1 PBX, CallPilot and Meridian™ Mail systems. Some of the reports include:

Nortel Networks Meridian 1 PBX

- Administrative access
- System configuration
- Assessing and measuring abuse
- Stations
- Trunking
- Controlling calling privileges
- Call Routing
- Controlling feature access
- Controlling call forward all calls
- Direct Inward system Access (DISA)
- Automatic call distribution
- Multi-tenant service

Nortel Networks Meridian Mail

- System configuration
- Mailbox passwords
- Mailboxes to investigate
- Restriction/Permission lists
- Classes of Service
- Messaging features
- Voice services
- Fax services
- Additional features and services
- Virtual ACD agents