



Internet Telephony Services Providers' Association

The Voice of Advanced Communications

NEWS RELEASE

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ITSPA Launches BCP on IP-PBX hacking

Continuing its drive to ensure industry best practice, ITSPA have launched a Best Current Practice Document (BCP) for the secure deployment of IP-PBX's. Unsurprisingly, as the industry has grown, the targeting of VoIP installations by fraudulent operations has also advanced. This document has been specifically developed with the end user in mind and ITSPA members have been encouraged to circulate amongst their existing customers and to promote going forward.

The document has been the collaborative work of the ITSPA VoIP Security Committee which was set up before Christmas. The group will tackle all specific areas of VoIP security in order to help members (and end users) keep up to date with existing threats. Suitable guidance will be produced in these areas in order to keep the industry well informed.

David Cargill (Coms plc), ITSPA Council Member and Chair of the Security Committee stated: "Like any network connected to the Internet, there is a potential door for attackers to get in. VoIP is no exception. Telephony fraud is nothing new and has long been an issue before ITSPs came into existence. Our aim is to ensure we stay ahead of the curve as VoIP becomes the mainstream voice technology."

This forms one of ITSPA's key aims to promote best practice where possible. Eli Katz, ITSPA Council Chair said "This BCP is an excellent start in the work of the ITSPA Security Committee. It is critical for the industry to take a pro-active approach, wherever possible, in addressing actual or potential security threats and concerns. The purpose of this BCP by the ITSPA Security sub-committee, is to ensure best practice, gained from extensive experience across the industry, which can dramatically reduce the technical vulnerabilities and economic exposure on operators and end-users alike from the increasing fraud and hacking activity."

On top of the ITSPA Code of practice, ITSPA continues to develop best practice initiatives including:

- Promotion of the ITSPA Quality Mark to Members
- Regular guidance to its members on regulatory issues
- An extensive FAQ list to consumers on their website
- Other BCPs on number portability and blocking

The BCP document on IP-PBX deployment can be found here:
<http://www.itspa.org.uk/bestpractise.html>

Notes to Editors:

About ITSPA (www.itspa.org.uk)

ITSPA is the UK's industry body for Internet Telephony Service Providers. Founded in 2004, with over 60 members, ranging from the largest Tier one operators to the new entrants, providing services to millions of consumers and businesses.

About VoIP

Internet Telephony is the ability to make voice calls over any Internet Protocol (IP) connection, particularly broadband, using Voice over Internet Protocol (VoIP). IP Communications also enable a rich multi-media set of advanced services, including Video, High Definition Sound, Instant Messaging and Presence. Internet Telephony Service Providers can provide regular and enhanced phone line services – often at substantial cost reductions.