

# Nextiva Network & Security Protocol

The NextOS Core Network has Maximum Security that Never Sleeps



The security of your communication data keeps us up at night - so you can rest easy.



## Nextiva Secures Your Data and Connection in the Cloud

The Nextiva core platform, NextOS, resides in data centers across North America with the highest security protocols and are connected with dual OC48 (2.5 Gbps) rings to create a redundant call network path. They have multi-factor authentication for entry, biometric security scanners, bullet resistant glass, 24x7x365 security as well as video surveillance. We also deploy best of breed equipment that protects our network from security breaches.

## Data Center Compliance

The data centers are SSAE 16 certified, SOC II audited and offer PCI-DSS certification. Each data center has a dedicated power grid with sophisticated energy consumption to guarantee 100% up-time.

## Fraud Protection

Our network traffic is protected by Session Border Controllers (SBCs) that are supported by industry-leading providers, Acme Packet (Oracle) and Sonus. Combined with our extensive monitoring tools, this ensures that only authorized traffic enters our network.

## Network Access Services

Our core network is powered by carrier-grade providers including these industry leaders: AT&T, Century Link, Comcast, Level 3 Communications, TW Telecom, Verizon, XO Communications, Zayo, and others.

## Physical Office Security

Even our office building is on lock-down. We restrict access to badge-entry by employees only. We also have 24x7 security guards on-site who never sleep – so you can.

## Disaster Recovery

Our definition of Amazing Service goes much further than support. It includes our infrastructure and IT department, and means only using carrier-class telecommunications hardware and software from vendors including Acme Packet, Oracle, Cisco, HP and IBM. It also means co-locating our platform in enterprise-class data centers that are geographically protected from natural disasters, located on multiple power grids, have provided 99.999% uptime for at least five years, and served by at least ten diverse fiber providers. If any one data center has an issue affecting even a small percent of users, calling automatically fails over to the nearest location, so that customers are not impacted.

