

UCx Network Security

In today's interconnected world, security and intrusion prevention are ever-growing concerns for businesses of every size. That's why TPx is focused on ensuring safety and security for all our customers.

Our UCx service provides you with an industry-leading Unified Communications experience that delivers the highest possible level of security without impeding on service quality.

This document highlights the various measures and safeguards we have in place for UCx. If you have any further questions regarding the security of our UCx solution, please do not hesitate to contact us for more information.

Datacenters

All TPx facilities reside on top of our award-winning private network. TPx currently has 7 SSAE 18-audited facilities and 6 carrier-grade datacenters across the country. This geographic redundancy protects our customers from unauthorized intrusions and any potential site failure.

- Our SSAE 18 facilities are monitored 24/7/365 with video
- All carry Uninterrupted Power Supply (UPS) backups
- These facilities have generators and DBS banks on site to mitigate against power spikes and power grid failures
- TPx peers with many Tier 1 ISPs, thus bypassing the public exchanges. This direct connection to other top providers mitigates against DDoS attacks as there are no hops to get to other providers.

Services

- Each of our datacenters is staffed 24/7/365 with remote hands to all our tenants for reboot confirmations.
- The TPx network is private and not publicly reachable. For transmitting data over the public network, TLS encryption is optional.
- Voice and fax messages to our customers can be TLS encrypted over the Internet to a customer's SMTP gateway.
- Recorded calls carry HIPAA compliance options as long as they are stored on our private network. Recordings may be retrieved via FTP.



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