

# VITAL SIGN SECURITY BULLETIN

Date: February 14, 2006

No: 01

Vol: SEC06

## VOICE-OVER IP SECURITY

### Synopsis:

A small number of merchants have implemented voice-over Internet Protocol (VOIP) programs at their retail locations. While these programs provide cost-effective long distance service using the Internet, dial terminals appear to digitally transmit the point-of-sale (POS) information in plain text when used in combination with VOIP. This digital transmission of cardholder data, including consumer account number and CVV, may leave these merchants vulnerable to hacking and subsequent theft of sensitive cardholder data.

The majority of merchants are not aware of the risk associated with using this technology to process transactions. Though preliminary estimates suggest that a small number of retailers use this technology today, this risk will likely rise to coincide with increased adoption of this technology.

A secure VOIP solution requires merchants to connect to a Secure Socket Layer (SSL) IP converter to ensure that the cardholder data transmission is safe. Vital is currently aware of three class B solutions that are immediately available for merchants who want to use their broadband connection with their dial POS terminal to process transactions. These solution providers are identified below.

### Client action:

Please educate your merchants on the security risks associated with using VOIP technology for transaction processing.

To obtain additional information about VOIP devices that utilize SSL IP converters, please refer to the following list of class B-approved providers.

Provider	Web site address	Contact e-mail address
Precidia Technologies	<a href="http://www.precidia.com/">http://www.precidia.com/</a>	<a href="mailto:info@precidia.com">info@precidia.com</a>
Systech Corporation	<a href="http://www.systech.com/">http://www.systech.com/</a>	<a href="mailto:johns@systech.com">johns@systech.com</a>
TechTrex USA Inc.	<a href="http://www.techtrex.com/">http://www.techtrex.com/</a>	<a href="mailto:info@techtrex.com">info@techtrex.com</a>

### Suggested client distribution:

Merchant operations management, risk management and information security



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