Password security policy

This is a notice regarding our security policy. Please read carefully.

It is imperative that these guidelines are followed to prevent any fraudulent calls being made from your system due to weak passwords below 9 characters, that are either all letters or numbers i.e. 1234 or ABCD, or identical passwords for all phone extensions.

Telappliant password guidelines

Telappliant has a set of password guidelines that will result in industry standard secure passwords. We strongly advise customers to follow these guidelines, we will provide assistance where required.

Modifying the passwords for your PBX/Gateway extensions

The passwords should have the following minimum values:

- 10 characters long, minimum 9;
- uppercase letters such as A, B, C;
- lowercase letters such as a, b, c;
- numerals such as 1, 2, 3;
- special characters such as $, ?, & ;

With PBX/VoIP Gateway systems, the password changes should be enforced on all extensions (whether they are in use or not).

Once the passwords have been modified following our guidelines below, there will be a significantly reduced risk of your passwords being broken.

How do I change my passwords?

To begin please download this utility:
www.pctools.com/downloads/passutils.exe

Passutils is a utility that allows you to generate a large number of complex, secure passwords.

Once downloaded, please run the executable file by double clicking it. The application should launch and you will be presented with the screen (see screenshot).

Ensure that the screen matches the above, and click "Create Password(s)", the passwords created here will need to be used for your PBX/VoIP Gateway.
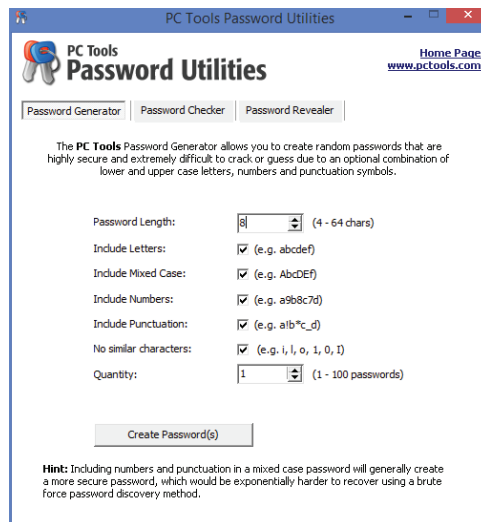
NB. In some cases, passwords containing punctuation cannot be used, if you have difficulties in setting these new passwords on your phone, run the utility again, but omit "include punctuation".

Please use a password strength meter, such as www.passwordmeter.com and ensure that your password strength is greater than 80%.

The next step is to log into your PBX/VoIP Gateway system, browse each extension and change the passwords generated with the password tool as above.

Once this is changed, the phones associated to the extensions will also need their passwords adjusted.

It is strongly advisable to use different passwords for each extension.

Secure your PBX/VoIP Gateway with a firewall

It is strongly advised that your PBX/VoIP Gateway is secured with a firewall where possible.

Telappliant VoIP services operate on the following network addresses. Allow these addresses in your firewall along with your trusted IPs and block VoIP access for Rest of the World.

217.14.138.0/24
77.240.48.0/24
77.240.54.0/24
77.240.55.0/24
77.240.60.0/24
77.240.56.32/27
77.240.61.160/27

If you have any questions regarding the above, please contact the support team at
customerservices@support.telappliant.com