Ooma AirDial® | touchtone business

Addressing Cybersecurity for Fire-Life-Safety (FLS) Communications



Commercial FLS systems have historically relied on traditional telephony lines for critical communications between premises-based alarm systems and their monitoring service. These lines are going away, deteriorating, and/or drastically increasing in cost. As organizations migrate to internet and cellular connectivity, they inherit new vulnerabilities—cyber-attacks, exploits, and network failures that can compromise life safety systems and disable critical monitoring capabilities.

Ooma AirDial® is a FLS communication solution that is designed to secure the communications paths and protect fire-life-safety infrastructure. It includes several key network and physical protections to guard against common cybersecurity threats and vulnerabilities.

In accordance with NFPA 72- 2025 Chapter 11 (Cybersecurity), Ooma has taken the following actions:

End-to-end Network Security

- All network paths are encrypted with the most up to date ciphers to protect alarm monitoring traffic.
- Device-level authentication is required to activate any network interface that carries monitoring traffic, including alarm systems.
- Alarm traffic routed to its monitoring station is protected by a leading-edge DDoS solution across the network.
- Web application firewalling (WAF) provided protection at an application layer.
- Multifactor authentication (MFA) is supported for web management and monitoring.

Built-In Physical Security

- All network interfaces are disabled by default.
- No onboard Wi-Fi to exploit.
- Calling platform and web management servers reside in SOC 2 Type II compliant data center environments.

Ooma recommends these best practices for protecting FLS communications:

- Using a Stateful Packet Inspection (SPI) grade firewall when connecting internet to the AirDial gateway.
- Maintaining a Zero Trust security perimeter.
- Installing the AirDial gateway in a secure and controlled environment (MDF/IDF).

Why Ooma AirDial for POTS line replacement?

Ooma AirDial enables organizations to reduce costs, and extend the life of critical alarm, safety, building access and fax systems by migrating from copper-based phone lines to an intelligent, all-in-one solution that runs on a hassle-free wireless network.

Industry Recognition

FROST & SULLIVAN BEST PRACTICES AWARDS

VISION AWARDS 2024 WINNER facilitiesnet

ELEVATOR WORLD PRESENTS ELLIES 2023 WINNER

2024 INTERNET TELEPHONY PRODUCT OF THE YEAR

To learn more, contact TouchTone Business, an Ooma Authorized Partner, at 800.900.3668 or sales@touchtone.net.