Nextiva security and network

Nextiva secures your data and connection in the cloud, using the highest security protocols available. When it comes to protecting our network, we are on guard 24/7 — so you can rest easy.

No downtime for your business.
We have built one of the world’s most reliable networks. With eight points of presence and carrier-grade data centers, we strive for 99.999% uptime so you’ll never miss a beat with your customers.

Monitoring and security 24/7.
Our engineers have their eyes on our network at all times to ensure that everything runs like a well-oiled machine. With constant monitoring of our network, issues are immediately flagged and solved.

You’re always informed.
Get real-time network status updates. You’ll know instantly if our performance has slowed for any reason. We’re 100% transparent about our history and real-time status with status.nextiva.com.

Get help right when you need it.
Get any problem solved fast with our award-winning, in-house service team. That means you’ll talk to a real human and get real answers, every time. Nothing will stop us from solving your issue.

(888) 289-4742
partners@nextiva.com
Certificates and compliance

Nextiva uses security measures to protect your information both during and after any transaction of information. We are certified with multiple nationwide and worldwide security initiatives.

ISO/IEC 20071
All of Nextiva’s data centers are ISO/IEC 20071 audited and certified.

SOC 2 Compliance
Nextiva is compliant with SOC 2, verifying security for data stored in the cloud.

PCI Compliance
Nextiva is a PCI-compliant merchant and we also offer solutions that enable our customers to be PCI-compliant in their own businesses.

HIPAA Compliance
Nextiva offers HIPAA-compliant voice, video, and fax services to protect sensitive patient information.

We take security seriously. Our security team has worked for years to develop a system of protocols, policies, and technologies to keep your data away from prying eyes.

Network security

Call encryption
We can protect every communication transmission with Transport Layer Security (TLS) and Secure Real-Time Transport Protocol (SRTP) encryption between all endpoints to prevent interception and protect your privacy.

Penetration testing
We conduct regular third-party audits including white hat hacker communities, in addition to 24/7 monitoring, so if there is ever a vulnerability we’ll find it immediately.

Fraud mitigation
We monitor your account calling activity for any irregular or suspicious patterns to prevent fraudulent charges. We also provide proactive measures with our access control policies and usage throttling.
Physical security

24/7 + 365 security
Our data centers are protected by multiple layers of security with equipment and procedures that control, monitor, and video-record access to the facility.

Disaster planning
Every data center is prepared with a full uninterruptible power source (UPS) that has N+1 (or greater) redundancy, back-up generators, and the best uptime in the industry.

Controlled climate
Powerful heating, ventilation, and air conditioning (HVAC) systems ensure the climate within our data centers is keeping our equipment safe.

Biometric checkpoints
Access to our servers requires going through five checkpoints, including security stations with guards, mantraps, and biometric hand readers.

Environmental security
Our geographic network is designed strategically so risk of service interruption or data loss due to natural disaster is mitigated.

Audited and certified
Every Nextiva data center meets the security standards set by the ISO/IEC 20071 certification.

Reliability

Diverse network
Every PoP has three or more diverse internet peers. We select the top internet carriers at each PoP region to ensure fast and reliable connections for every customer.

SD-WAN support
We support SD-WAN solutions from VeloCloud, Cisco Meraki, and 128Technology, enabling voice traffic protection to all Nextiva PoPs.

Speed test
We offer end-to-end VoIP testing from your locations to all Nextiva PoPs, so before we get started we can validate your connection and proactively troubleshoot any VoIP issues that may occur.