Preface

Apart from the public telephone network we all know, there is a parallel private network, consisting of private branch exchanges (PBXs). These are privately owned telephone exchanges that serve the communication needs of a private or public entity making connections among internal telephones and linking them to other users in the public telephone network.

Modern societies rely on telecommunication infrastructure more than ever. PBXs serve Hospitals, Ministries, Police, Army, Banks, Public bodies/authorities, Companies, Industries, and so on. This leads to the assumption that most—if not all—of the nations' vital infrastructures rely on PBXs as well. As such, it is not an exaggeration to state that PBXs are part of a nation's critical infrastructure. The purpose of this second edition of the book, therefore, is to raise user awareness in regard to security and privacy threats present in PBXs, helping both users and administrators safeguard their systems. Morover, this second edition has an extended coverage on VoIP systems.

It is focused on practical issues and easy-to-follow examples, skipping theoretical analysis of algorithms and standards. The book is more geared towards the telephony as a service and the devices themselves and not the underlying networks, so most of the contents are applicable to PSTN and VoIP alike. The contents are balanced, including both technical and nontechnical chapters. Amateur as well as experienced administrators will benefit from the overview of threats and the valuable practical advice. They will also get to know various issues affecting the security of their PBX while they will also learn the fraudsters' modus operandi. More advanced administrators will appreciate the technical discussions and will possibly try experimenting with the forensics and PBX control techniques presented in the respective chapters.

Chapter 1 gives an introduction to PBXs and the scene, statistics, and involved actors. Confidentiality, integrity, and availability threats are discussed in Chap. 2 providing the background for the highly technical discussion of Chap. 3. Having examined the threats and the technical background, Chap. 4 deals with security. Forensics involving PBXs are covered in Chap. 5. Concluding the book, Chap. 6 synopsizes the previous chapters.

Closing, I would like to thank my family for all the support and love, my professors in Greece and Slovenia for their mentoring during my studies, and the security researchers all over the world with whom I have met and collaborated. There are too many to be listed here but they know who they are! Last but not least, I would like to thank my Editor and all the members of the Springer team with whom I have collaborated. I hope you will like this book as much as I enjoyed writing it.

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