



October 7, 2019

Subject: Cybersecurity Attestation for Call One, Inc.

Dedicated to maintaining excellence in the quality of sensitive information, the Call One, Inc., executive team, security officials, IT team members, and the organization as a whole are focused on ensuring high security and high availability for all IT systems. In 2019, Call One, Inc. elected to partner with The Foster Institute to have ongoing third-party, independent assessments of information technology security and related processes.

Call One, Inc. asked The Foster Institute to perform regular audits of their IT security measures to help ensure that customer information and personally identifiable information (PII) is kept secure. As attacks multiply and become more prevalent in the world, especially in business communications and collaboration technology, managing IT security, computer security, Internet security, and cybersecurity is essential. The rapidly changing threat landscape necessitates high vigilance and constant attention to systems related to information technology.

As Call One, Inc. expands to meet the increasing volume of delivery, they are maintaining security accordingly. During the growth, they are focused on remaining current with industry “best practices” in cybersecurity.

This document attests that through having regular security audits to identify areas of concern, Call One, Inc. is taking a necessary step to help keep all sensitive information secure as it is received, stored, processed, and transmitted. They endeavor to ensure that cybersecurity is one of the top priorities and main focuses of the professionals that support their information technology network and systems.

The most recent audit or checkup was in August 2019. Experiencing audits demonstrates Call One, Inc.’s dedication to cybersecurity and to protecting the information entrusted to them by their clients.

One or more cybersecurity specialists at The Foster Institute Inc. perform the audits. Our company has over 20 years of experience, and we have earned the CISA (Certified Information Systems Auditor) and CISSP (Certified Information Systems Security Professional) designations. It is the Foster Institute’s business to audit, evaluate, consult, and make recommendations to organizations around the globe regarding network security, data back-up, and compliance with information security best practices.

The audit process involves off-site testing, on-site visits, and an extensive review process. The method includes interviews with Call One, Inc.’s IT professionals and executives, and a detailed analysis and examination of IT systems, infrastructure, system documentation, and procedures.

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The audits, monitoring, and security testing include thorough onsite inspections and verifications of the controls in place. As part of this process, Call One, Inc.'s designated Security Officer and IT professionals receive detailed guidance for improving cybersecurity controls and receive unlimited answers to IT security related questions.

The audit is based on helping organizations comply with, including, and not limited to:

- URAC information technology security and encryption standards
- Center for Internet Security (CIS) Benchmarks
- Centers for Medicare & Medicaid Services (CMS) Information Security (IS) Acceptable Risk Safeguards (ARS)
- Control Objectives for Information and Related Technology (COBIT)
- Federal Information Security Management Act (FISMA)
- Health Insurance Portability and Accountability Act (HIPAA)
- Information Security Forum Standard of Good Practice
- International Information Systems Security Certification Consortium, Inc.
- International Organization for Standardization (ISO) 27002
- Internet Society (ISOC) Standards
- ISO/IEC Information Security Management Systems (ISMS) standards
- National Institute of Standards and Technology (NIST)
- Office of Management and Budget (OMB)
- Federal Desktop Core Configuration (FDCC) requirements
- Security Content Automation Protocol (SCAP)
- U.S. Government Configuration Baseline (USGCB)
- Payment Card Industry – Data Security Standard (PCI-DSS)
- Sarbanes-Oxley (SOX) Act

Call One, Inc. is in constant motion and addressing new IT security threats as they emerge, monitoring for vulnerabilities, and taking decisive action to secure customer information and personally identifiable information.

Sincerely,

A handwritten signature in black ink that reads 'Mike Foster'. The signature is fluid and cursive, with a long horizontal stroke extending from the end of the name.

IT Best Practices & IT Security Specialist
CEH: Certified Ethical Hacker
CISA: Certified Information Systems Auditor
CISSP: Certified Information Systems Security Professional

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