



The Cosmic SMS Security

Introduction

Cosmic SMS provides text messaging services to businesses in the UK and internationally. Our API's and web-based solutions enable transmission of text messages into the mobile network SMS Centres, providing fast and reliable SMS delivery.

How we do things

The Cosmic SMS service was designed as a business communication tool, enabling you to reach any number of people (staff, clients, prospective customers etc) quickly and in a cost-effective way. Since our inception the service has grown and evolved, largely based on the valuable feedback gained from our customers over the years.

We listen and are constantly striving to better the service and customer experience:

- We will respond to all enquiries in a helpful and professional manner.
- We will put in the extra effort when you really need it.
- We listen, learn and improve.
- Your dedicated Account Manager provides a single point of contact.

Security

Cosmic SMS uses AWS to host SMS services and store related data. The Cosmic SMS service is located over multiple AWS Availability Zones, providing very high resilience and many built-in security features. Full details of the physical and systems security provided by AWS can be found at <https://aws.amazon.com/compliance/data-center/controls/> but the key points are:

- **Physical Security**
 - Employee and contractor access to Data Centres is monitored and regularly reviewed.
 - Surveillance via CCTV, professional security staff and intrusion detection systems.
 - Asset management system to store location, status and maintenance information for Cosmic SMS assets.
 - Media destruction - Media that stored Cosmic SMS data is not removed from AWS control until it has been securely decommissioned.
- **Systems Security**
 - OS automatically updated with latest patches without affecting Cosmic SMS service availability.
 - Web Application Firewall to protect from malicious attacks.
 - Distributed Denial of Service (DDoS) mitigation services.
 - In-flight (TLS) data encrypted and At-rest (AES-256) data encrypted.
 - Ongoing assessment and mitigation of potential system vulnerabilities.
- **External Testing**

Cosmic SMS uses Security Metrics, a certified external security auditing company, to carry out quarterly vulnerability scans as part of our ongoing Payment Card Industry (PCI) compliance.