BROADVOICE DATA BREACH

SUMMARY

In 2020, it was determined that a data breach occurred within Broadvoices's cloud-based VoIP platform, leaking more than 350 million customer records, including voicemail transcripts which can contain sensitive information such as details regarding medical prescriptions and loans.

The vulnerability involved a database cluster, which contained such information. The configuration left the database accessible over the internet without user authentication so that anyone could access. This was not the original intent of the configuration and was not verified by any technician.

The issue was discovered in October of 2020 by security researches at Comparitech. According to Broadvoice's CEO, they learned about the security breach on October 1st and was secured on October 2nd of 2020, although some reports claim that the issue was not fixed until October 4th. The data had apparently been stored inadvertently in an unsecured storage service 4 days before.

However, the company stated that they had no reason to believe that there had been misuse of the data because the breach was accomplished by a researcher and not an attacker. The company went on to claim that they had engaged a third-party forensics firm to analyze the data and to update its customers and partners with the final assessment. In the end, there was no guarantee that personal data did not end up in the wrong hands.

Because the breach provided access to customers' phone numbers, email addresses, data of birth, etc., it provided a means for attackers to execute subsequent attacks via phishing. So, it is considered a serious breach.

The company needs to considered regular checks and tests to make sure its databases cannot be reached without authentication.

More information on Comparitech – their researchers scan the internet to track down any exposed data and, if found, report these issues to the data owners (companies). Their goal is to raise awareness of vulnerabilities and inform parties affected by vulnerabilities and attacks.

Broadvoice Leak Exposes 350M Records, Personal Voicemail Transcripts | Threatpost

Exposed Broadvoice Databases Contained 350 Million Records, Including Health Data (hipaajournal.com)