# Managed Security Service – Change Request Form (to be completed by customer)

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| **Explanation Notes:**  |
| * ALL sections must be completed and an authorizing Signature included on the SR Cover Application Form. 1-Net cannot process your Change Request **without an authorising signature.**
* In accordance with 1-Net’s compliance with *Security Industry Best Practice* and the *IDA’s (Infocomm Development Authority) IT Security Guidelines*, change requests made through phone calls, emails, verbal requests and requests not submitted on the official Change Request Form and then sent to the 1-Net will NOT be accepted and processed. This is to ensure that 1-Net only processes legitimate Change CSC Requests from authorised customer delegates. Change Request Forms are available from your 1-Net Account Manager, 1-Net CSC and from the [www.1-net.com.sg](http://www.1-net.com.sg) site.

NB: A Change Request Fee is applicable to each separate Change Request Form submitted (excluding Free Monthly Change Request) |
| **Service Subscribed:**  |
| **Current MSS Service Type:** [ ]  Basic [ ]  Premier [ ]  Dedicated [ ]  Remote  |
| Change Details: *(to attach additional information if necessary)* |
| **Validity of Firewall Rules:** [ ]  Permanent [ ]  Temporary : \_\_          \_\_ *(Note: For Temporary rule, please specify the Expiry Month and Year)*

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| Source | Destination | Protocol (TCP / UDP) & Service Port No. | Action | Comment |
|       |       |       |       |       |
|       |       |       |       |       |
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RemarksSource: Source of packet (e.g. Internet, Internal, 203.117.111.6 or symbolic name which will equate to IP)Destination: Where the packet is going (e.g. Internet, Internal, 203.117.111.6 or symbolic name which will equate to IP) If Firewall Rule requested is for a subnet, provide the appropriate subnet mask (/16, /23, /24, etc.)Service: Protocol and Port number (e.g. TCP/80, UDP, HTTPS (SSL), SMTP (mail), Telnet, FTP) for softwareAction: What to do with a packet (e.g. Accept, Reject or Drop)Comment: Description to clarify the requirements of this rule |
| Special Requirements / Conditions |
|                 |
| **Request Processed By: *(To complete by 1-Net Engineer)*** |
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| Date Received: |       | Date Completed: |       | Completed By: |       |
| Billing Account # |       | [ ]  Monthly Free Request | [ ]  Subscribed Pack | [ ]  Ad-hoc |  |

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