# Managed Security Service – Premier Package (to be completed by customer)

Dear 1-Net Customer,

Please complete the attached document in its entirety and return directly your 1-Net Account Manager. ALL sections of must be completed and an authorising Signature included. **1-Net CANNOT act on your Information without an authorising signature.**

**In accordance with 1-Net’s compliance with Security Industry Best Practice and the IDA’s IT Security Guidelines,** **you are hereby notified that:**

1. Business Security Management is a on-going multi-phase process that includes but not limited to

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| * setting security objectives * performing risk assessments * creating security policies * selecting security tools | * defining security process * deployment of security tools * monitoring and reporting * refining processes and tools. |

2. MSS (Firewall service) does not constitute a total security solution. It addresses Customer's security requirements at the network perimeter level. It does not protect against any vulnerabilities in Customer's Operating Systems, Application or management processes & procedures.

3. A firewall is a network perimeter defence mechanism that regulates the type of inbound/outbound IP traffic at Customer's network. Under MSS, 1-Net will use the Customer’s own security policy as provided. Consulting is available to assist with appropriate settings.

4. 1-Net is responsible in ensuring the availability of the firewall services, i.e. control of IP traffic. For 1-Net hardware we ensure industry comparable availability & reliability levels. Customer Hardware remains the responsibility of the customer unless formally agreed otherwise.

5. 1-Net does not guarantee against any hacking activities via permitted traffic as defined by the Customers Firewall Rule sets. For example, if Customer site is hacked via permitted HTTP (TCP port 80) due to application/OS vulnerabilities.

6. Customers may want to enhance their security protection by subscribing to additional services such as Firewall Configuration Consulting

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| * Network Design Consulting * Hardware Backup and Spare Service * Virtual Private Network Services. * Intrusion Detection Services | * Vulnerability Testing * Security Review * Security Policy Development * Professional Development Security Courses |

NB: Installation and/or Configuration and Setup fees is applicable to each separate Policy Form, unless agreed otherwise in writing

We thank you for understanding

Sincerely

1-Net MSS

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| **Details of Hosted Machines:** |
| |  |  |  |  | | --- | --- | --- | --- | | IP Address | Platform | Operating System | Functionality | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  |   Remarks:  **IP address:** The IP address of the server.  **Platform:** The brand of hardware. (e.g. Sun E250, Dell PIII 900)  **Operating System:** The operating system running on the hardware.  **Functionality:** What the machine is used for. (E.g. web server, Mail server) |
| **Firewall Policy:** |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | Source | Destination | Service | Action | Comment | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  | |  |  |  |  |  |   Remarks  **Source:** 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)  **Service:** e.g. Protocols such as HTTP, HTTPS (SSL), SMTP (mail), Telnet, FTP or TCP ports for software  **Action:** What to do with a packet (Accept, reject or drop)  **Comment:** Description to clarify the requirements of this rule |
| **Optional Firewall Information:** |
| This area is to allow you to specify in non-technical terms what you see as the purpose and requirements of the machines hosted by 1-Net. This can help us review and customize what rules should be implemented on the firewall to maximize the benefit to you. Information about software that you use in the hosted environment would also be appreciated. This can be important in configuring the firewall to allow all the necessary network traffic for your business needs. (Please use as much detail as you feel is necessary) |
| **Explanation of Services & Fees:** |
| 1-Net operates a professional 24/7/365 Managed Security Services (MSS) division. Security & Operational processes are in compliance with IDA’s IT Security Guidelines and ISO 17799: 2000 – Information Security Management. Therefore 1-Net MSS is obligated to follow standard processes and procedures and ***cannot make allowances for individual customers.***  The following tasks are undertaken as part of the installation and commissioning process, with certain fees charged accordingly. Setup Services & Fees Setup Services & Fees cover the installation and configuration of the Software & Hardware and include:   * Hardware Configuration * Operating System Configuration * Configuration of Policies * Allocation of IP Addresses and Migration to these IP addresses   NB: Setup Services & Fees do not involve any correcting, assessing, reviewing, designing or implementing of migrating systems. These services are available as part of our Consulting Services. ***Setup Fees apply to office hours installation & setup from 08:30 to 20:30 Monday to Friday.*** A 50% loading will be applied to the Setup Fee for customers requiring MSS Setup services outside of these hours. Monthly Services & Fees Monthly fees cover the monitoring of hardware and software, IP traffic and security processes and include:   * Monthly Report available from 1-Net MSS Web Site * 24/7/365 Monitoring of Systems * Notification & Incident Response to security events * Help desk facilities.  Change Control Services & Fees Change Controls fees are charged whenever a Customer requests to alter and modify equipment, hardware and software and include:   * Modification to Policies & Rule Sets * Changes to Hardware Configuration or Operation * Upgrading of Software   NB: 1-Net includes one free Change Request per month per device managed, NON CUMULATIVE. Change Requests must be submitted on the 1-Net Change Request Form and be signed in order for any action to be taken by 1-Net MSS. Consulting Services & Fees Consulting Services & Fees are charged by the hour and cover other services the Customer may require that is not covered by the above, including:   * Firewall Policy Review * Network Review, Router & Switch Modification & Changes * Rebuilding Hardware & Firewalls * Security Advice & Assistance |
| **Request Processed By: *(To complete by 1-Net Engineer)*** |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date Received: | Select date | Date Completed: | Select date | Completed By: |  | |
| **Service Acceptance By: *(To complete by customer upon commissioning)*** |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: Select date  Authorized Name & Signature |