

## CYBER SECURITY – SERVICE DESCRIPTION

### Cyber Threat Assessment Program Services

This document ("**CTAP Service Description**") contains the terms governing the provision of Cyber Threat Assessment Program Services by Interactive Pty Ltd (ABN: 17 088 952 023) of 461 Williamstown Road, Port Melbourne Vic 3207 ("**Interactive**") to the customer named in the CMS SOW that applies to this CTAP Service Description ("**Customer**").

This CTAP Service Description forms part of the Agreement, also containing the Cyber Security Service Terms (found at <https://www.interactive.com.au/terms-and-conditions>) and the Master Services Agreement.

#### 1 Service Description

- 1.1 Interactive will provide CTAP Services to investigate the current level or security and threat protection, network utilisation, performance and user productivity in the Customer's IT Environment.
- 1.2 Interactive will have completed the CTAP Services after Interactive provides the CTAP Report to the Customer.

#### 2 Scope

- 2.1 The CTAP Services consist of the following, each as further described in this CTAP Service Description, for one physical location only (being the Customer Location set out in the CMS SOW):
  - (a) Pre-Engagement;
  - (b) Engagement; and
  - (c) Reporting.
- 2.2 The Customer may request additional locations be added, which will only be added by agreement between the parties.

#### 3 Pre-Engagement

- 3.1 Interactive will send the Customer a Discovery Questionnaire before the Pre-Engagement meeting.
- 3.2 The Customer must complete the Discovery Questionnaire and send Interactive the requested information (including details for IP Addresses, workstations, mobile devices, server configuration parameters, applications and a network diagram) no later than 5 Business Days prior to the Pre-Engagement meeting. If the Customer has not completed the Discovery Questionnaire by that time, Interactive may re-schedule the Pre-Engagement meeting.
- 3.3 Interactive may assist the Customer to complete the Discovery Questionnaire at the Customer's request, and any such assistance will be deemed Out of Scope Work.
- 3.4 Interactive will facilitate a meeting ("Pre-Engagement Meeting") either at Interactive's premises, at the Customer Location or via conference call to review the completed Discovery Questionnaire with the Customer and clarify any details.
- 3.5 Based on the details in the completed Discovery Questionnaire and the outcome of the Pre-Engagement meeting, Interactive will:
  - (a) analyse the information to prepare for the Engagement; and

- (b) provide details (including the Analyser's external IP address) to the Customer to prepare for the Engagement in accordance with item 6.

## 4 Engagement

- 4.1 Interactive will physically visit the Customer Location to install a Device that will collect metadata for at least 3 Business Days.
- 4.2 If the Customer has not completed the Customer obligations in item 6 before the scheduled Engagement, resulting in the Engagement requiring to be rescheduled, Interactive reserves the right to charge a rescheduling fee of \$1,000.
- 4.3 The Device will send metadata to Interactive for analysis and reporting in accordance with item 5. The metadata will be transmitted via a secure connection (SSL) and not from the Customer's internal LAN. The metadata will only contain information on security events and performance across the Customer's IT Environment.
- 4.4 Interactive will uninstall and retrieve the Device from the Customer Location at the end of the engagement.

## 5 Reporting

- 5.1 Interactive will analyse the metadata and prepare a CTAP Report. Interactive will provide the CTAP Report to the Customer within 5 Business Days after completion of the Engagement. Where Interactive cannot provide the CTAP Report within 5 Business Days, Interactive will advise the Customer of the reason for the delay.
- 5.2 The CTAP Report will consist of the following:
  - (a) executive summary;
  - (b) detailed analysis of the metadata collected during the Engagement; and
  - (c) recommendations.

## 6 Customer Obligations

- 6.1 The Customer must provide Interactive with:
  - (a) details of one primary contact for management and liaison regarding all aspects of the CTAP Services;
  - (b) safe access to the Customer Location as required to perform the CTAP Services;
  - (c) OHS and security training for the Customer Location as required, at the Customer's cost; and
  - (d) at the Customer Location for the duration of the CTAP Services, a desk, phone and, where possible, a lockable room for the isolation of the Device and any other evaluation materials used.
- 6.2 The Customer is responsible for ensuring ports are allowed from the Device's allocated IP to the WAN destinations per the following:
  - (a) To the WAN, for the Device to receive the latest virus / malware signature to detect events and send metadata:
    - (i) 123 (NTP, alternatively provide an internal NTP server address);
    - (ii) 443 TCP (HTTPS); and
    - (iii) 53 or 8888 UDP (FortiGuard ratings).
  - (b) After Interactive has advised the Customer of the Analyser's external IP address, the following ports are allowed to the Analyser;
    - (i) 443 TCP (HTTPS);
    - (ii) 514 UDP (syslog); and
    - (iii) 514 TCP (remote shell).
  - (c) If the Customer wishes to implement any recommendations made by Interactive, it is the Customer's responsibility to do so. The Customer may request Interactive implement recommendations, which will be deemed Out of Scope Work.

## 7 Interactive Obligations

- 7.1 If applicable, Interactive will comply with the Customer's reasonable physical security and access policies while attending the Customer Location; and
- 7.2 Interactive will meet with the Customer as required to discuss progress, issues and results stemming from the CTAP Services provided.

## 8 Definitions

- 8.1 The following definitions apply to this CTAP Service Description:

**Analyser** means the equipment used by Interactive for analysing the Customer's metadata.

**CTAP Report** means the document as described in item 5.2.

**CTAP Services** means services as described in this CTAP Service Description.

**Device** means the firewall installed (or to be installed) by Interactive at the Customer Location.

**Discovery Questionnaire** means the documents described in item 3.2.

**Engagement** means the services described in item 4.