

xSPECTRE – Vulnerability Scan Assessment

Critical Information Summary

Information about The Service

The service

xSPECTRE Vulnerability Scans are a Vulnerability Scanning service that can be used to help identify software vulnerabilities on network-connected systems. The 'Perimeter' (External) service is a Vulnerability Scanning service that scans over the internet, providing you with your internet-facing exposure. The 'On-Premise' (Internal) service is a Vulnerability Scanning service that scans from a device that SIP Connect provides, that is installed within your network. The 'On-Premise' service includes access to a number of 'Perimeter' scan endpoints as indicated in the plan details below.

Mandatory components

The 'Perimeter' xSPECTRE Vulnerability Scanning service scans your internet-facing endpoints, these endpoints and/or networks require internet connectivity. As this service scans from our cloud-hosted scanner, there is no requirement to deploy devices within the customer network. You will need to provide SIP Connect with the IP addresses or the DNS names for the internet-facing endpoints that you would like to scan. The number endpoints that are licensed for scanning is based on your subscription tier, as indicated in the plan details below.

The 'On-Premise' xSPECTRE Vulnerability Scanning service scans both your internet-facing endpoints, as well as a number of internal endpoints reachable from the on-premise appliance. SIP Connect will provide you with an appliance that is installed within your network that conducts the internal scanning. The external scans are conducted from our cloud-hosted scanner. You will need to provide SIP Connect with the internal IP address range(s) that you would like scanned. As this service includes a licensed amount of 'Perimeter' scanning endpoints, you will also need to provide the IP addresses or the DNS names for the internet-facing endpoints that you would like to scan. The number endpoints that are licensed for scanning is based on your subscription tier, as indicated in the plan details below.

For all play types, an endpoint license is consumed when a device actively responds to a query from our vulnerability scanner. That is, a scan of an endpoint that doesn't respond to any query – such as an IP Address that doesn't have a live endpoint – does not consume a license.

Service Availability

xSPECTRE Vulnerability Scanning operates on a schedule set by SIP Connect to commence at 9am on the first Wednesday of each month. These scans run until completion, after which a report will be provided to you using a secured transfer mechanism.

Minimum term

The 'Perimeter' scan is a month-to-month service and does not have a minimum contract term.

The 'On-Premise' scan service has a minimum contract term of 12 Months, after which the service revert to a month-to-month basis.

Important conditions

Perimeter and website scanning sometimes trigger protection systems which prevent the scans from operating. We require whitelisting of our source IP address(s), which will be provided to you during the onboarding process.

Should it fail at any time, SIP Connect will replace the hardware appliance free-of-charge.

Other conditions

xSPECTRE Vulnerability Scanning is available to Australian business customers only. To be eligible for this plan you or your business must provide us with a registered ABN, ARBN or ACN.

Billing

We will bill you in advance for the minimum term. Where the service is on a monthly charge, your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

Cancellation

The 'Perimeter' scanning service is a month-to-month service and can be cancelled at any time.

The 'On-Premise' scanning service is supplied on a 12-month contract. Cancellation fees are calculated as *months remaining in contract x monthly service charge* = Early Termination Charge (ETC).

After the initial 12-month contract, early termination or cancellation fees will no longer apply.

You may cancel your account by sending an email to accounts@sipconnect.com.au with 30 days notice.

For the 'On-Premise' scanning service, SIP Connect will provide you with an appliance that is installed within your network. This appliance remains the property of SIP Connect and must be returned within 30 days after the cancellation of the service. SIP Connect reserves the right to charge for the replacement of a scanning appliance that is not returned within 30 days or is returned in a damaged condition.

Information about Pricing – Perimeter Scan

Plan Overview On-Premise

On-Premise Plan	Minimum Charge			Inclusions	
	Contract Length	Contract Price	Monthly (after contract term)	External IP Addresses	Internal IP Addresses
Small	12 Months	\$1090	\$90	2	25
Medium	12 Months	\$1449	\$120	2	50
Large	12 Months	\$1999	\$166	2	100
XL	12 Months	\$2999	\$240	2	250

Plan Overview - Perimeter

Contract Length	Minimum Charge	Inclusions
	Monthly	External IP Addresses
0 Month	\$79	2

Optional Feature Pricing

Additional Perimeter IP Address (each)
\$11

Programming Fee Pricing

Ad-Hoc programming*
\$55

* Fees may apply for ad-hoc programming, which includes modifications to scans, such as changing the scan range, setting scan exemptions, etc.

Other Information

Enquires, feedback and complaints

We are committed to providing you with excellent service. Please contact us by calling 1300 747 266 or by sending an email to support@sipconnect.com.au if you have any questions, would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO):

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

If you wish to contact the TIO, you can do so as follows:

Phone: 1800 062 058

Fax: 1800 630 614

Online: <http://www.tio.com.au/making-a-complaint>

This is a summary only.

Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of February 2023.