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# Network Security Audit

## Critical Information Summary

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### *Information about the Service*

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Security Audits are the most comprehensive, up-to-date and cost-effective method of gaining an external view of your network from the internet, just as a hacker sees it.

We scan all 65,535 ports of an IP for potential security flaws, examine your system with over 27,000 vulnerability tests for security weakness, including Windows based attacks, denial of service attacks, root exploits, CGI abuses, mail server vulnerabilities, and firewall vulnerabilities.

The service may be undertaken once or multiple times but we prefer to conduct them outside of normal business hours in order to minimise any impact on the network.

This document forms part of our Standard Terms and Conditions.

### *Information about Pricing*

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#### **Network Security Audit**

	<b>1IPx1</b>	<b>1IPx2</b>	<b>5IPx1</b>	<b>5IPx2</b>
IP's included	1	1	5	5
Ports monitored	65000+	65000+	65000+	65000+
Tests performed	27000+	27000+	27000+	27000+
Cost	\$275.00	\$500	\$750	\$1250
Total Min Plan Cost	n/a	n/a	n/a	n/a

- all prices are inclusive of GST.
- For more comprehensive details on this service see our website at <http://www.escapeonline.com.au/hosted-services/network-audit.html>



## Other Information

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- Customers can access information about any of their services by logging onto our website at [www.escapeonline.com.au](http://www.escapeonline.com.au) and click on “Client Login/Manage Account”. If you have not previously logged in, please contact us so we may provide you with access details.
- In the event of a service difficulty, you can lodge a support ticket via our Helpdesk by calling 1300-131-003 during office hours, 9am-5pm Monday to Friday or sending an email to our support ticket system at [support@escapeonline.com.au](mailto:support@escapeonline.com.au)
- On weekends or Public Holidays it is still possible to lodge faults or service difficulty problems by sending an email to [support@escapeonline.com.au](mailto:support@escapeonline.com.au) or leaving a message on which will be attended to as soon as possible.
- Should you need to talk to the Telecommunications Industry Ombudsman you can find their website at: <http://www.tio.com.au>

## Information about Billing

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All recurring charges are calculated on a calendar month basis and charged in advance with the exception of the first invoice that includes pro-rata charges for the partial use of the service in the first month as well as the next full month's fees.

One off charges are billed on occurrence in arrears.

Any additional usage charges are billed monthly in arrears.

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