

## Security Documentation for the AT400 and AT200 Probes

Epitiro ensures every facet of the **ISP-I** platform, from the AT400/AT200 probes to the core servers and centralised databases, follow the highest standards of reliability and security. It is a testament to this approach that Epitiro's probes are used in data centres, corporate networks, business and residential properties.

The ISP-I platform has been deployed in over 40 countries world-wide on behalf of government bodies and many of the world's leading fixed-line and wireless operators. Epitiro clients include the governments of the UK , New Zealand, Lebanon, Bahrain, US , Singapore and Spain in addition to leading operators including, British Telecom, BT

Wholesale, BT Global Services, NZ Telecom, CTM China Telecoms, Saudi Arabian Telecom, SKY, Vodafone, Orange, Verisign Inc and Telefonica. Epitiro has never had the security of any single component of the system compromised in any of these deployments.

The AT400/AT200 probe is subjected to rigorous pre-deployment testing and configuration.

The standard AT400/AT200 probe includes the following security measures:

### Firewall

The AT400/AT200 probes use Microsoft's Windows firewall to block all inbound ports (including all File and Print Sharing ports) with the following exceptions;

| Ports                | Applications              | Description   |
|----------------------|---------------------------|---|
| 65000-65001 TCP      | ISP-I Software            | AT400 Probes communicate on this port. This communication is used for Time and call synchronisation between devices           |
| 5060, 9000, 9001 UDP | ISP-I Software            | These ports are required for SIP-based VoIP calls. If the AT400 does not test VoIP SIP, these ports are closed.               |
| 3389 – TCP           | Remote Desktop Connection | This port is used to administer the AT400 probes from our NOC. This port is restricted to Epitiro's IP addresses only.        |
| 161, 162 UDP         | SNMP                      | These ports are used to monitor the probes using SNMP from our NOC. These ports are restricted to Epitiro's IP addresses only |

### Outbound Ports

Outbound ports are restricted to Epitiro's IP address ranges only. This avoids situations where the probe may be inadvertently compromised and used for Web surfing to download remote applications. In doing so the probes effectively have access to only 3 remote command-line services;

PROBE\_UPDATE, SCHEDULE\_UPDATE, POST\_RESULTS.

These XML-based commands provide the remote mechanisms required to manage the distributed hardware. Each of these services requires remote host access privileges which are only available to core network personnel in Epitiro.

### Operating System Updates

All probes run the most up-to-date Windows Service Packs and patches. Allied to this, Epitiro's engineering and security services team run WSUS server in our data centre environment to push out security and relevant Windows application patches to the

AT400/AT200 probes. Patches are first verified and validated internally prior to updating probes.

### Services

Most background services are disabled including:

- Network DDE
- Network DDE DSDM
- Smart Card
- Telnet
- Fast User Switching Compatibility
- Alerter
- ClipBook
- Messenger
- Themes

### Application Updates

ISP-I updates are deployed through Epitiro's internal update mechanism. The ISP-I software periodically checks the servers for updates and automatically installs them. This mechanism runs over port 80 TCP and updates are retrieved from Epitiro's data centre environment.

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### About Epitiro

Epitiro is the global leader in broadband benchmarking providing subscriber experience insight to ISPs, MNOs, media providers, multi-national corporations and government regulators. Clients such as the OECD, Ofcom, Vodafone, Orange, Virgin Media, Telecom New Zealand, Telefonica O2, Tiscali, Singapore IDA, Saudi Telecom Company, Bahrain Telecom Regulatory Authority and many others benefit from Epitiro's coverage of fixed and wireless broadband performance.

Founded in 2000, Epitiro has headquarters in Cardiff, Wales, UK.

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