

Your Ogi Service Description

Ogi Pro
Early Warning Service



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As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable connectivity you need every day.

We also go beyond broadband, helping businesses like yours to protect their connection, and to be more productive – with watertight security options, enhanced wifi capability, voice services, cloud solutions and more.

Thank you for choosing an Ogi Pro Voice Service from us. Please speak to our specialist business support team today on **029 2002 2300** or business@ogi.wales if there's anything more we can do to help.

For now, we hope that our Voice service helps your team connect to each other, and your customers, in exciting new ways.

Thank you again for choosing Ogi.



Service Description

This Service Description explains everything you need to know about your Ogi Pro Early Warning Service.

This is just about your Early Warning Service, so if you've also signed-up for Ogi broadband, or other Ogi business services, all the Service Descriptions can be found [here](#).

Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

Your Ogi Service

Summary

All Ogi business customers benefit from our commitment to follow best-practice for security throughout the life-cycle of service provision. One way we do this is through our Early Warning Service. This is a 'value-add' component for Ogi Business Connectivity Services that's provided free of charge and has the following pre-requisites:

- Ogi On-Net Connectivity OR
- Ogi Off-Net Connectivity Excluding Dedicated Off-net Line Remote

This service relies on the use of Ogi-Managed IP address space – hence the restrictions.

The Early Warning Service is built on threat intelligence sourced by the National Cyber Security Centre, and shared, with us through the Cybersecurity Information Sharing Platform (CISP), specifically their Network Early Warning Service. The Ogi Business Care Team use this threat intelligence to provide insight to customers on threats and vulnerabilities within their network.

The Service

The service consists of the following main elements:

Threat Intelligence

All Ogi-Managed IP Address space is registered with the CISP Early Warning Service. We receive daily threat intelligence reports for any issues identified for these addresses. The reports contain two types alerts:

Compromise Alerts

Signs of actual compromise such as the IP Address being used in bot-nets or involved in signalling communications with known malicious sites. These are categorised further as:

- **Incident Notifications:** Activity that suggests an active compromise of your system. For example: Your IP address has been involved in a Distributed Denial-of-Service (DDoS) attack.
- **Network Abuse Events:** Indicators that your assets have been associated with malicious activity. For example: A client on your network is a part of a botnet or involved in sending spam.

Vulnerability Alerts

These are indications of vulnerable services running on your assets. Typically these relate to open ports on your network that malicious actors could exploit.

Monitoring

This Early Warning Service intelligence is automatically ingested into our Early Warning Database. It is then analysed by our Business Care team on a daily basis. The team will identify:

- Specific issues affecting business customers
- General trends affecting our network as a whole

Where issues are identified, a service ticket is raised and customers are contacted as appropriate.

Remediation

Once a case is raised the affected customers will be contacted and action taken depending on the nature of the notification:

Additional Information

Cybersecurity Information Sharing Platform
[ncsc.gov.uk](https://www.ncsc.gov.uk)

Early Warning Service
www.earlywarning.service.ncsc.gov.uk

Active Cyber Defence Hub

Active Cyber Defence - tackling cyber-attacks on the UK
[ncsc.gov.uk](https://www.ncsc.gov.uk)

Vulnerabilities

As these are just warnings we will advise the customer of the vulnerability. If required we can assist the customer to address the vulnerability either through a consultancy process, as part of an existing support contract, or through the deployment of additional services such as managed firewall.

Compromise Alerts

As these are signs of potential compromise we will advise the customer of the issue and request them to resolve ASAP. As compromised customer systems can adversely affect other Ogi customers, a failure to address a compromise could lead to a breach of our Acceptable Use Policy. We will work with the customer to confirm that the signs of compromise have ceased. As with vulnerabilities, we may also help the customer address these issues directly through a consultancy process, as part of an existing support contract, or through the deployment of additional services.

NOTE: The service covers notification and awareness for the customer. Full remediation is the customer's responsibility, unless covered by Ogi through additional purchased support or consultancy services.

Security

This service is included free of charge with our Business connectivity solutions, as part of our commitment to improving Internet security in general and to support the NCSC Active Cyber Defence Strategy for the UK. We make no warranty that this service will identify all vulnerabilities or compromised systems and would encourage customers to view this as a part of their overall layered approach to security. We further make no warranty as to the accuracy of the information provided via CISP.

Thank you for joining Ogi.

For updated information about Ogi please visit the website www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Tel: 029 2002 2333

Email: business.care@ogi.wales

To report matters of abuse:

abuse@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.