CYBERSECURITY RECOMMENDATIONS MANUAL

INTRODUCTION

FibraShop has the highest-quality, reliable, and secure services and systems that ensure operating continuity through the use of advanced technology, maintaining its ethical principles of excellence and high quality in the provision of its services.

FibraShop's business security strategy includes managing infrastructure and information, supporting the decision-making that underlies efficient operations.

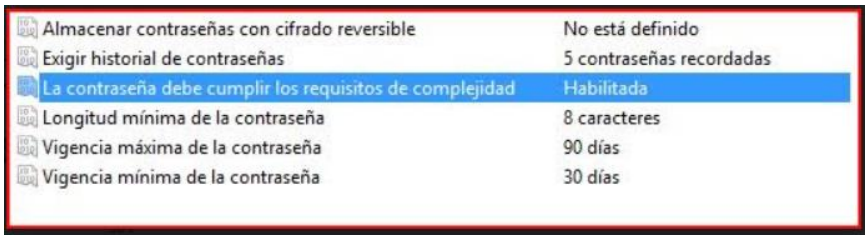
Several information system applications are integrated and information is protected on safe platforms that allow us to use data.

I. RISK MANAGEMENT

Access to information is duly protected by applying best practices for access control:

✓ **Passwords:**

1. Use at least 8 characters
2. Never use personal information
3. Combine letters, numbers, and symbols
4. The option to change a password is provided periodically



✓ **Antivirus**

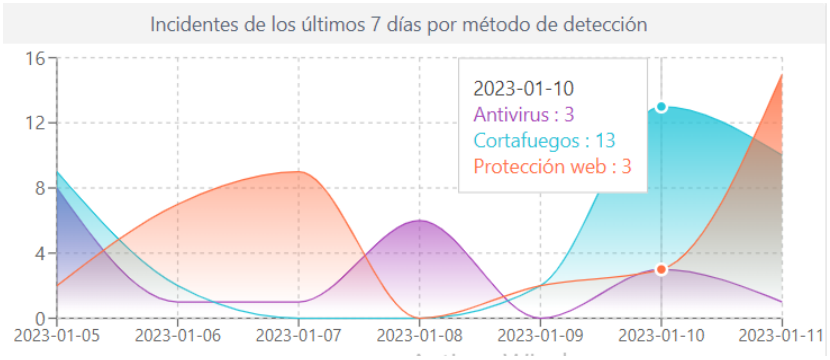
At FibraShop we have protection through ESET, a low-cost antivirus software program that is known as being one of the best. FibraShop's Corporate Social Responsibility efforts in providing safe online environments have earned it awards.

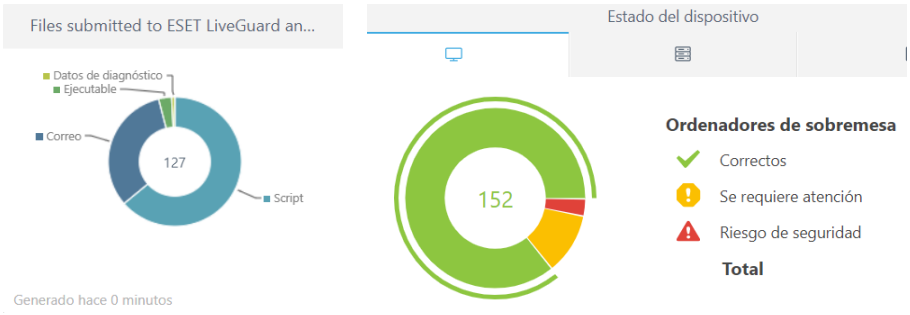
Comentado [EG1]: No está claro en esta segunda frase se estamos hablando de FibraShop o ESET, pero lo traducí como se estemos hablando de FibraShop. Está correcto?

The following are some of the services provided by ESET:

- Support coverage (8x5) from Monday to Friday, from 8:00 AM to 7:00 PM Free telephone service and remote support Reports sent via e-mail
- Administration and monitoring console
- Support at 2nd, 3rd, and 4th levels

- Online monitoring through **ESET Protect Cloud**





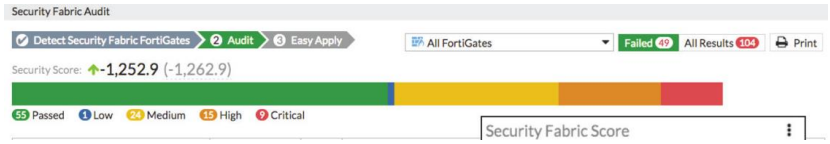
✓ **Firewall**

Fortinet provides the Company with robust infrastructure systems for a safe network that provides safety at all points on the network: the endpoints, applications, data center, cloud traffic, and access points allow multiple technologies to work together to guarantee the safety, visibility, and continuity of data flows.

The firewall functionalities comprise various factors:

- Security Fabric
  - Dynamic security to monitor and protect data, users, and applications while information is being moved from remote points to the data center or the Internet.
- Visibility
  - With FortiView, we have 360° visibility of network traffic, not just of FortiGate central, but also of all outlying FortiGate traffic at the branches.

- Compliance
  - Security Fabric Audit analyzes the network to identify possible vulnerabilities and potential risks, not only of the network, but also of PCs.
- Advanced Threat Protection
  - Fortinet has the protection recommended by NSS Labs, for its effectiveness and performance.
- FortiGuard
  - Intelligence in real time, periodically providing security updates to all FortiGate products.
- Real-Time Updates
  - Updates 24x7x365 with global investigation through the Fortinet network.



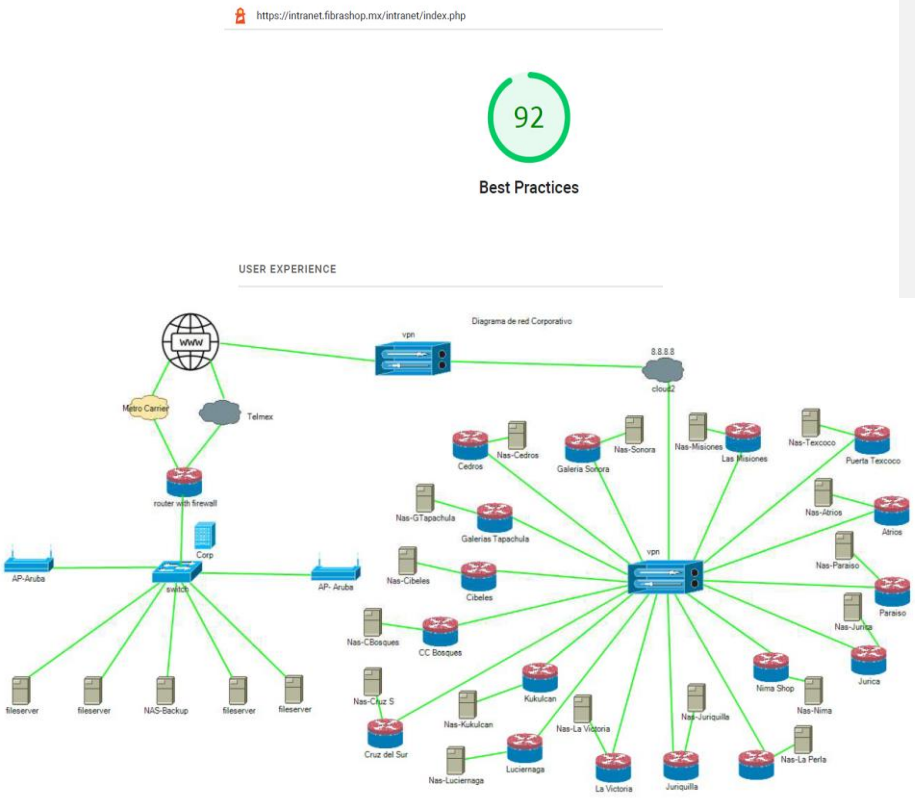
With FibraShop's Virtual Private Networks (VPN), all users have a secure connection with other users and key independent contractors.

✓ **Secure connections:**

1. Secure developments with best practices
2. Only validated users may connect to the Intranet

II. SD-WAN With SD-WAN, FibraShop keeps all its branches connected using updated technology, increasing the availability of its operations at all times with redundant and secure connections.

The Wide Area Network defined by SD-WAN software provides the technology that simplifies the control and administration of IT infrastructure with a virtual WAN architecture that securely connects users with its applications.



Advanced WiFi

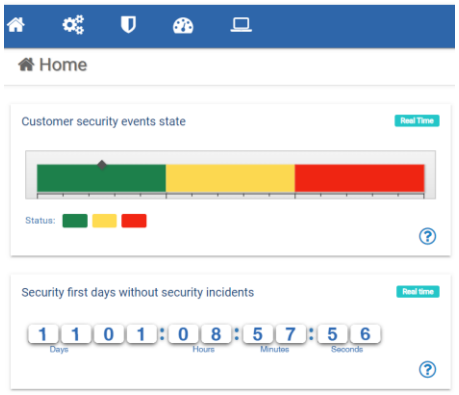
FibraShop has a managed wireless network that provides secure access to high-speed Internet using standardized wireless technology (WiFi), with services such as:

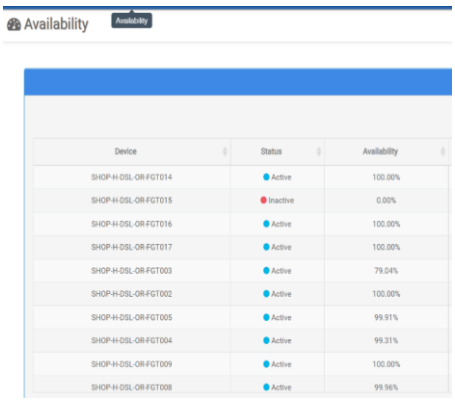
- SSID Authentication Method Usage policies (downloading, blocking applications, blocking pages), Layers 3 and 7
- Content filtered by category and URL

III. PROACTIVE MONITORING

- Technical telephone support 7 x 24 x 365 SSID broadband navigation profile SSID Authentication Method Usage policies (downloading, blocking applications, blocking pages), Layers 3 and 7 Content filtered by category and URL
- Solution visualization dashboard:

  - Overview: Use of broadband and device location on the map
  - Connections: Allows devices, clients connected to the network, and applications to be seen
  - Traffic analysis: Offers visualization of traffic analysis with statistics on use of applications, bandwidth used, and number of clients using it
  - Location analysis: Allows mobile users in the environment to be seen, showing proximity statistics
  - Heat map: Allows mobile devices connected and not connected to the network to be seen in a certain time range





IV. PERIMETER SECURITY MANAGEMENT

FibraShop is protected against known attacks, malware, and malicious websites through ongoing intelligence on threats through services provided by **FortiGuard Labs Security.** It also has the ability to identify thousands of applications, including applications in the cloud, for in-depth inspection of network traffic.

It detects unknown attacks using dynamic analysis, and provides automated mitigation to stop directed attacks, offering the best yield and ultra-low latency, using specific Secure Processing Unit (SPU) hardware.

- Remote infrastructure monitoring and incident resolution by integrating alerts with the CNOC control system. Incident response and requests for uploads, downloads, and changes are provided 365 days/year, 24 hours/day, both via telephone and on-site assistance if needed. On-site incident response time is less than or equal to 4 hours, and failure solution time onsite is less than or equal to 7.2 hours.

V. ADMINISTRATION, MONITORING, AND SECURITY MANAGEMENT

SCITUM provides centralized monitoring services from its Safety Operating Center (SOC) for information security infrastructure. FibraShop has a total, complete, competitive, high-quality solution that aligns with best international standards and practices established by different organizations such as ITIL, SANS, CoBIT, ISO-27001 and ISO-20000.

VI. INFORMATION BACKUP

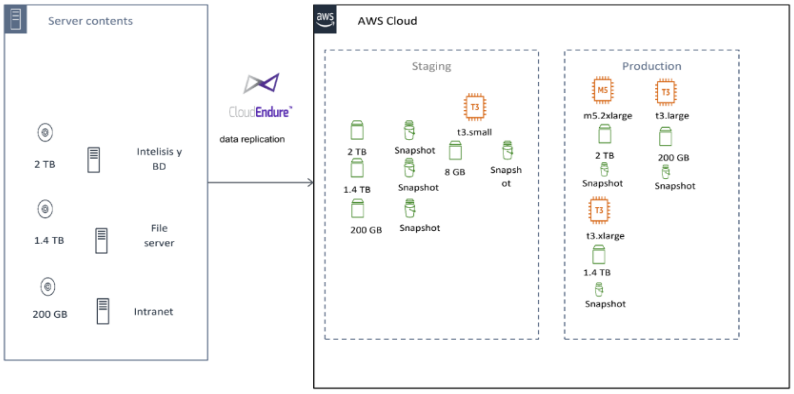
Information backup is managed automatically, both on-site and off-site through DRP implementation, such as Software as a Service (SaaS) on the Amazon AWS platform.

FibraShop has a Disaster Recovery Plan to handle interruption events. This plan guarantees that the minimum IT infrastructure systems necessary to support the applications that allow the Company to continue its operations for a determined period of time will be reestablished in the cloud.

The DRP is connected to the current infrastructure and replicates in the cloud, so if there is an event, it can reestablish its infrastructure in the shortest period of time possible.

A VPN connection to Amazon's private cloud is established, which has an SSL/TLS Certificate: encrypted network connection with another system using the Secure Sockets Layer/Transport Layer Security (SSL/TLS) protocol.

Implementation of DRP as a Service with AWS provides encrypted administration of keys and threat detection, which are monitored and protected continually.



1. REFERENCE DOCUMENTS:

DOCUMENTS	CODE
NA	NA

2. RECORDS:

RECORDS	RETENTION TIME	RESPONSIBLE FOR RETENTION	RECORD CODE
FSIntranet	Undefined	Systems Management	Does not apply

3. CHANGES TO THIS VERSION:

VERSION NUMBER	DATE UPDATED	CHANGE DESCRIPTION
1	January 2022	Does not apply

Authorization date:

PREPARED BY:	REVIEWED BY:	AUTHORIZED BY:
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