



MESSAGE FORM

(INSTRUCTION: FILL-UP BOXES INSIDE DOUBLE LINES ONLY)

FOR COMCEN/SIG USE

PRECEDENCE ACTION/PRECEDENCE INFO
"PRIORITY"

FM: CG, PA

TO: All Unit Commanders
Attn: G6/Signal Officer/IS Officer

INTERNAL: All G-Staff, Personal, Special &
Tech Staff, C, AOC/SAGS/XA

INFO: CSAFP
Attn: J6

GROUP:
02 March 2016

SECURITY CLASSIFICATION:
CONFIDENTIAL

ORIGINATOR:
6/CMB 0203-46-2016

1. References:

- a. Command Guidance, and;
- b. VAPT and PANET Monitoring Result.

2. As per above references, forwarded is the Cybersecurity Bulletin Number 049 with topic regarding **Understanding ISPs**.

3. ITR, all concerned G6/Signal Officers/Information System Officer/NCOs are reminded to include this information as part of TI & E on all of its subordinate units as part of enhancing the Cybersecurity Awareness of the Philippine Army.

4. For information and widest dissemination.

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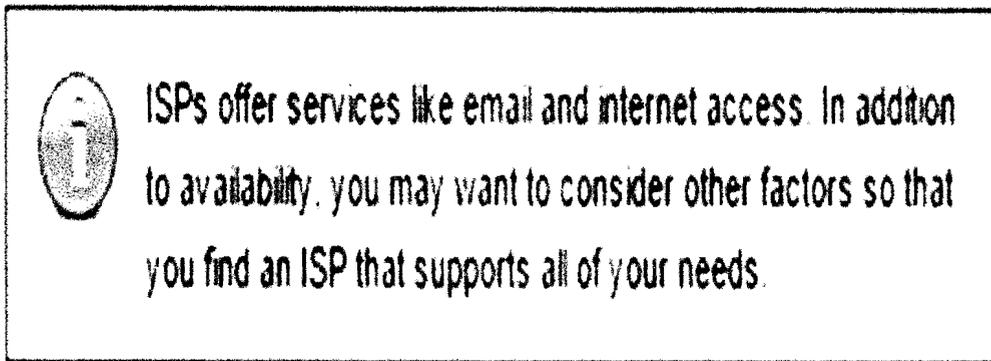
6/CMB

02 March 2016

CYBERSECURITY BULLETIN

Cybersecurity Bulletin: #49

Understanding ISPs



What is an ISP?

An ISP, or internet service provider, is a company that provides its customers access to the internet and other web services. In addition to maintaining a direct line to the internet, the company usually maintains web servers. By supplying necessary software, a password-protected user account, and a way to connect to the internet (e.g., modem), ISPs offer their customers the capability to browse the web and exchange email with other people. Some ISPs also offer additional services. With the development of smart phones, many cell phone providers are also ISPs.

ISPs can vary in size—some are operated by one individual, while others are large corporations. They may also vary in scope—some only support users in a particular city, while others have regional or national capabilities.

What services do ISPs provide?

Almost all ISPs offer email and web browsing capabilities. They also offer varying degrees of user support, usually in the form of an email address or customer support hotline. Most ISPs also offer web hosting capabilities, allowing users to create and maintain personal

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web pages; and some may even offer the service of developing the pages for you. Some ISPs bundle internet service with other services, such as television and telephone service. Many ISPs offer a wireless modem as part of their service so that customers can use devices equipped with Wi-Fi.

As part of normal operation, most ISPs perform backups of email and web files. If the ability to recover email and web files is important to you, check with your ISP to see if they back up the data; it might not be advertised as a service. Additionally, most ISPs implement firewalls to block some portion of incoming traffic, although you should consider this a supplement to your own security precautions, not a replacement.

How do you choose an ISP?

Traditional, broadband ISPs typically offer internet access through cable, DSL, or fiberoptic options. The availability of these options may depend where you live. In addition to the type of access, there are other factors that you may want to consider:

- **Security** - Do you feel that the ISP is concerned about security? Does it use encryption and SSL to protect any information you submit (e.g., user name, password)? If the ISP provides a wireless modem, what wireless security standards does it support, and are those standards compatible with your existing devices?
- **Privacy** - Does the ISP have a published privacy policy? Are you comfortable with who has access to your information and how it is being handled and used?
- **Services** - Does your ISP offer the services you want? Do they meet your requirements? Is there adequate support for the services? If the ISP provides a wireless modem, are its wireless standards compatible with your existing devices?
- **Cost**- Are the ISP's costs affordable? Are they reasonable for the number of services you receive, as well as the level of those services? Are you sacrificing quality and security to get the lowest price?
- **Reliability**- Are the services your ISP provides reliable, or are they frequently unavailable due to maintenance, security problems, a high volume of users, or other reasons? If the ISP knows that services will be unavailable for a particular reason, does it adequately communicate that information?
- **User Support** - Are there published methods for contacting customer support? Do you receive prompt and friendly service? Do their hours of availability accommodate your needs? Do the consultants have the appropriate level of knowledge?
- **Speed** - How fast is your ISP's connection? Is it sufficient for accessing your email or navigating the internet?

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- **Recommendations** - Have you heard or seen positive reviews about the ISP? Were they from trusted sources? Does the ISP serve your geographic area? If you've uncovered negative points, are they factors you are concerned about?

References:

This was cross posted from:

<https://www.us-cert.gov/ncas/tips:ST04-024>

DO YOU WANT TO KNOW MORE? TALK TO US.

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