



Radialpoint Firewall Service

The Radialpoint Firewall Service assists Internet Service Providers (ISPs) in blocking unauthorized intrusions, malicious hackers and other hostile access attempts to and from subscriber computers with a fully managed, automatically updated and customized firewall. Unlike other solutions, Radialpoint's service monitors both incoming and outgoing connections.



Market Need

Currently, over 80% of Internet users fear being targeted by hackers. Subscribers are now demanding a more secure, hassle-free Internet experience and are looking to their ISPs for security services including easy-to-use firewalls. The market for firewall solutions is experiencing a linear increase in scale as users become more proactive in acquiring security solutions for their systems. By incorporating the Radialpoint Firewall Service into their Value Added offerings, ISPs can expect to benefit from this expanding market.

ISP Opportunity

Increase Revenue and Market Penetration

Due to an increase in external attacks, subscribers' systems are experiencing increased vulnerability and intruder access. ISPs are well positioned to directly offer firewall solutions to their users to counter these threats. In addition, by providing automatic firewall functions to subscribers, ISPs receive fewer and shorter technical support calls resulting in decreased costs, increased customer satisfaction and a lower churn rate.

Build Trust and Confidence with Subscribers

Statistics demonstrate that subscribers are increasingly concerned about the theft of their personal information. Without a firewall, subscriber systems are not fully protected even if they have anti-virus and anti-spyware protection in place. Firewalls block attacks that are not caught by other security services, including denial of service attacks, port scans and intruder access. By offering a firewall to protect subscriber's personal information, ISPs build trust, confidence and loyalty with their customer base.

ISP Options

- ISPs can brand the firewall icon and service name.
- Program rules which can be updated by ISP at any time.

- ▶ Firewall market size estimated at 1,098 billion in 2006 and growing to 1, 203 billion in 2008.¹
- ▶ 44% of home PCs do not have a properly configured firewall.²
- ▶ 84% of Internet users are concerned about outside intrusion from hackers.³



1. IDC:Market Analysis, Worldwide Security 2004-2008 Forecast and 2003 Vendor Shares, 2004 2. AOL/NCSA Online Safety Study, Dec. 2005 3. Radialpoint ISP Customer Metrics, June 2005

How does it work?

A computer has over 65,000 ports (backdoors) that allow access to programs such as email clients, web browsers and Instant Messaging services. Hackers scan the Internet in search of computers that are unsecured and enter through these unprotected ports in order to access personal data and files. A typical subscriber with a high speed Internet connection will receive an average of 30 port scans every day. The Radialpoint Firewall Service secures these ports and provides subscribers with complete control by blocking all unauthorized access to their computers. It acts as a guard, blocking hackers from entering subscriber computers and using them to send personal data out of their computer without authorization.

Without a firewall, malicious intruders can steal subscriber files and private information, damage their systems, secretly monitor their activities or stealthily harness their computers to perform illegal attacks on third-parties. The Radialpoint Firewall Service is a critical part of an overall security solution providing consumers with solid protection and peace of mind.

Competitive Positioning

Complete Protection

- Managed and updatable program rules to maximize subscriber protection.
- Two-way firewall protects against port scans to ensure all potential entry points are secured.
- Windows certified network driver adheres to industry standard.

Ease of Use

- Integrated and consistent user interface ensures total ease of use for the subscriber.

User Benefits

Instant Protection

Once installed, the two-way Radialpoint Firewall Service automatically blocks access from any unauthorized intrusions from the Internet. It also blocks hackers from entering the subscriber's computer, installing malicious software and using the computer to send out the subscriber's personal and confidential information.

Easy to Install and Use

The powerful yet easy-to-use firewall does not require technical knowledge to operate, making it ideal for novice and expert subscribers. It automatically detects and allows default email and browser programs while automatic configuration allows for set up of appropriate firewall rules for the most common Internet programs. In addition, expert users can set-up program rules to meet their specific needs.

Real-Time Alerts

The service immediately alerts subscribers when someone is trying to access or hack into their computers, revealing the intruder's IP address. Subscribers can also monitor the traffic coming into their computers at all times using the activity status bar.

Free Automatic Updates

Subscribers are provided with free automatic updates so that they are always protected without having to perform manual downloads.

Detailed Event Logs

A detailed and comprehensive log of all attempted intrusions and blocked packets is available so that subscribers can track who tried to infiltrate their system.

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About Radialpoint

Radialpoint is expanding the revenue potential of Internet Service Providers (ISPs) worldwide through its managed service and support solutions for the digital home. Radialpoint solutions allow ISPs to take on the role of "IT Manager," by providing a fully-integrated suite of services that feature easy to use and effective management and support solutions designed for consumers. More than 50 million Internet subscribers worldwide have access to software and services from Radialpoint to protect, optimize and maintain their Internet-connected systems. Radialpoint customers include the world's largest service providers, such as BT, Verizon, AT&T, Virgin Media, Bell Canada, Cox Communications and Sky. Radialpoint has been named one of Canada's 50 Best Managed Companies, one of Montreal's Top 15 Employers, and is a three-time recipient of the Deloitte Technology Fast 50 award for the fastest growing technology companies.

Radialpoint is headquartered in Montreal, Canada, with offices in Boston and Europe. For more information, visit <http://www.radialpoint.com/>.

Minimum System Requirements

Operating System: Windows 7, 32 and 64 bit editions, Windows XP Service Pack 2, Windows Vista 32 and 64 bit editions;

Performance/memory/disk usage: *Windows Vista 32- and 64-bit editions:* Must meet minimum Windows Vista operating system requirements; *Windows XP:* 300 MHz or faster processor; 256 MB of RAM; 350 MB of available hard disk space;

Display: *Resolution:* 800 x 600 minimum; *Colors:* 16-bit (65,535) recommended;

Internet Connection: Modem-based or High-speed connection