

Policy on Internet Malicious Activity

The purpose of this information security policy is to publicize Shift4 Corporation's response to malicious activity against its Internet facing information systems, actual or perceived.

Background: Shift4 applies pervasive information assurance technologies and processes to assure the availability, authenticity, integrity, and confidentiality of information assets and to protect information systems from malicious activity. Shift4 accomplishes this with layers of security technology such as firewall, intrusion prevention, antivirus software, and access control systems. To that end, Shift4 constantly monitors system event logs for anomalous and malicious activity and takes defensive action when deemed appropriate.

Policy: In order to safeguard its Internet facing information systems, Shift4 Corporation takes a **zero tolerance** stance against malicious activity from any source.

Procedures: Shift4 will take the following defensive actions after detecting malicious activity from any Internet source:

1. Electronically notify the Internet service provider (ISP) of the offending source detailing the offending Internet Protocol (IP) address(es) and the malicious activity. Request an immediate response.
2. If a response is not received within 24 hours and the malicious activity continues, block all traffic from the offending IP addresses at the border firewalls and send a follow-up query to the ISP.
3. If an automated response is received within 24 hours and the malicious activity continues, block all traffic from the offending IP address(es) at the border firewalls within 48 hours and send a follow-up query to the ISP.

Shift4 will make every attempt to prevent a denial of legitimate business transactions, but will always take aggressive measures to ensure malicious activity is contained and does not pose a threat to Shift4 Internet facing information systems. However, there will be times when collateral damage in the form of unintentional disruption of service may occur.

Customers who experience a disruption in service as a result of Shift4's zero tolerance policy are advised to contact their ISP and Shift4 Customer Service at 702-597-2480, option 2.