

## Internet Security Policy for Belgacom e-Services

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Belgacom is under a strict obligation to protect the information. That is why our infrastructure and network are thoroughly protected against unauthorized access and the protection is reinforced on a regular basis. Be assured that we apply the strictest security measures (in accordance with good and judicious industrial practices and standards) to protect and maintain the confidentiality of our customers' personal and corporate data.

### 2.1 Application Security

To prevent unauthorized access of customer data, maintain the accuracy of the data and ensure its correct use, we have introduced appropriate physical, electronic and management procedures to protect and safeguard the information that we collect online. These security measures include the following:

- o Appropriate authentication mechanisms, depending on the sensitivity of the data and the preferences of the customer.
- o The industrial standard, the SSL protocol, is used in such a way that confidential passwords and customer data are sent via encrypted and secure communication channels to prevent wiretapping and decoding of the information.
- o Customer data is exclusively stored on Belgacom's internal network, which is protected by a secure firewall and not directly accessible via the Internet. Various security checks are made before access to customer data is given.
- o The security of our applications is tested for any weak points by an external security firm before the applications are made available online.

### 2.2 Your Password

Your Belgacom password and Your personal login are Your private entry keys into Your e-account. You will treat them as confidential. You should never share them with anyone, even within Your organization. You should change Your password periodically. You can change Your password any time You like after logging in to the "My Personal Page" page by clicking on the Change Password link.

### 2.3 Single Signon

You will use Your personal login and password to be authenticated by the Belgacom internet security system. Once You have been successfully authenticated, You get access to all

the e-Services You have subscribed to. On the "My Personal Page" page, You select the e-service You want to use.

### 2.4 Logging Off

You will close any e-service at the end of each data consultation session. You will log off from the "My Personal Page" page when You have finished accessing the Belgacom e-Services. This prevents someone else from accessing Your e-account if You leave Your computer and Your session has not "timed out".

### 2.5 Security Risk of Using Non-Approved Automated Software Applications

For security reasons and to guard the safety of Your data, access to the Belgacom e-Services website is limited to SSL-capable browsers. Under no circumstances should You use any other software, program, application, or any other device to access or log-in to the Belgacom Web site, or to automate the process of obtaining, downloading, transferring, or transmitting any content to or from Belgacom's computer systems or Web sites.

### 2.6 Cookies

To personalize Your experience, Belgacom may assign Your computer browser a unique random number, called a "cookie." Cookies provide a secure way for us to verify Your identity during Your online session, they personalize Your experience on our site, and they make Your visit to our site more convenient for You. You can easily set Your browser to alert You when a cookie is being sent so that You can choose not to accept it. For some applications however the acceptance of cookies might be indispensable for security purposes.

### 2.7 Countermeasures in Case of Security Violation

Belgacom has an obligation to provide reliable e-Services to its customers, and will take all necessary measures permitted by law to guarantee this service. Therefore, Belgacom reserves the right to revoke any access, if necessary without notice, in case malicious activity is detected by the Belgacom security systems. This might include the revocation of user e-accounts or blocking of network addresses. Furthermore, Belgacom reserves the right to undertake any legal action against the persons or groups responsible for the security violation.