

Frequently Asked Questions

Network

Q: How much bandwidth do you have?

A: We have 2 links connected to our two diverse data centers with maximum throughput of 750mb link each. These links serve as link redundancy going to each site, vice versa.

We also have 7GBPS that serves as total bandwidth capacity across our 2 Data Centers, with 7 GBPS total per Data Center. This bandwidth capacity is shared across all locations.

Q: Can we subscribe to our own ISP?

A: Yes, clients can bring their own circuits. Telco equipment that will be placed in our server room/data center will incur a monthly cost for the rack space.

Q: Can we bring our own network devices and put them in our rooms?

A: Yes, clients can bring their own network devices, however we require them to be placed in our server rooms/data centers.

Q: Can we set up a VPN tunnel?

A: Yes, KMC can assist in setting up a VPN tunnel.

Q: Can we have our own SSID?

A: Yes, clients can have their own SSID for a monthly fee.

Access Control

Q: What type of physical security do you have on your doors?

A: We have biometric devices on all entrances both common and private. The devices can be accessed through fingerprint or RFID card.

Q: Can we have access to your server room/data center?

A: Only KMC staff has access to our server rooms/data centers. We can escort clients who need access to their devices.

Q: Can we have a copy of our IN/OUT logs?

A: Yes, daily extraction of logs comes with a fee but once per week extraction is free.

CCTV

Q: How long is your CCTV footage retention?

A: KMC DVRs are setup to have 90 days retention.

Q: Can we remove the cameras in our room?

A: Yes, KMC can accommodate this request but client will have to sign a waiver.

Q: Can we relocate the cameras in our room?

A: Yes, this request may come with a cost if any cabling works will be required.

Hardware

Q: What equipment are available for lease?

A: Please refer to the IT Additional Services Document.

Q: Can KMC purchase for us?

A: Yes, clients can send to us their equipment specifications and we can procure on their behalf.

SUPPORT

How do we contact technical support?

A: Our service desk is open 24x7 and can be reached through phone and email.

Can KMC purchase for us?

A: Yes, clients can send to us their equipment specifications and we can procure on their behalf.

Voice

What are our voice offerings?

A: Please refer to the IT Additional Services Document.

Network Security

What certifications do you have?

A: KMC is ISO 27001 and 9001 certified.

<i>What antivirus do you have installed on your computers?</i>	A: We have Windows Defender installed on our deployed desktops. We also have Sophos available to clients for a monthly fee.
<i>Are you PCI certified?</i>	A: KMC provides a space for our clients to be PCI compliant. We follow the PCI network checklist and we can provide hard drive shredding services. We employ sonicwall unified threat management (UTM) as well as intrusion detection system (IDS) and we can offer dedicated VLAN to isolate your broadcast domain.
<i>Can you provide server and desktop security?</i>	A: We can configure group policies according to client requirements.

Information Security FAQs

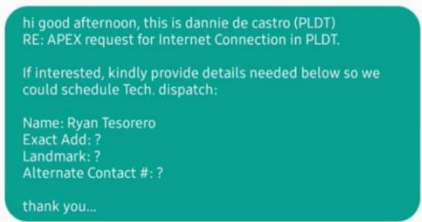
<i>What is KMC's firewall configuration?</i>	A: Dell SonicWALL NSA with HA Setup
<i>Does KMC provide DDOS protection on their firewalls?</i>	A: Yes, firewalls have Intrusion Detection Service (IDS) and Intrusion Prevention Service (IPS) that filter and protect from possible DDoS attack.
<i>What kind of wireless security is provided?</i>	A: KMC uses Wireless access point that support WPA2-PSK with AES encryption.
<i>What type of Guest wireless access is provided?</i>	A: Guest Authentication social media login (Facebook) with a bandwidth shaping of 10Mbps upload and download.
<i>What other security accommodations can be made?</i>	A: Wireless devices are connected to our firewall with Firewall Rules such as Comprehensive/Advanced Gateway Security Suite, Content Filtering Service, Access Rule and Gateway AV/Anti-Spyware/Intrusion Prevention/App Control/App Visualization.
<i>What is the frequency of your patch management lifecycle?</i>	A: For windows security patches it is installed immediately once available.

<i>Is your Privacy Notice/ Privacy Policy externally available?</i>	A: Yes, please refer to this link: https://kmc.solutions/privacy-policy/
<i>Do you regularly scan network devices, systems, and endpoints?</i>	A: Yes, TS Security Team will run periodic, internal and external vulnerability scans at least quarterly.
<i>How do you manage the security implications of the complex set of dependencies that make up modern software?</i>	A: We have a script that runs every time we deploy new changes or features on all our applications that check every library/dependency that our application is using if there is an update or vulnerability issue.
<i>What are tools used within your organization to ensure the visibility of security issues?</i>	A: Nessus, metasploit, nmap, Sophos Intercept X Advance, Solarwinds, etc
<i>Do you have a security awareness program for employees in your organisation?</i>	A: Yes, upon employee onboarding security awareness is part of their New Hire Orientation (NHO), and we regularly conduct security awareness session to the employees.
<i>Describe both standard employees issued device security configuration/features and required BYOD configurations (Laptop or mobile devices). (Login details, anti-malware, Full Disk Encryption, Administrative Privileges, Firewall, Auto-lock, etc.)</i>	A: For user and device management we use active directory, for anti-malware by default we use windows defender but for critical user Sophos Intercept X Advance are installed. Bitlocker are in place for Full disk encryption.
<i>Does KMC have clearly defined Information Security roles and responsibilities?</i>	A: Yes, roles and responsibility of each member are documented on ISO document under KMC-L1-ISMS-007 Organization of Information Security.
<i>Does KMC have documented Information Security policies and procedures?</i>	A: Yes, we have defined our security policies and procedure based on ISO 27001.
<i>Provide the details of your business continuity in the event that your office is inaccessible?</i>	<ul style="list-style-type: none"> • KMC has mirrored recovery remote sites, facilities, and equipment in the KMC Location in parts of the Philippines.

	<ul style="list-style-type: none"> • Redundant Internet Access connection using multiple carriers. • High Available and redundant Network which are interconnected between two diverse data centers. • Desktop PC with NT Login (NT Login is limited to clients under KMC domain). • Remote/Physical Access registration on any KMC sites o Enable Production workstations. • Power Redundant uninterruptible power supply units. • Standby building backup generator.
<i>Do you test the security of your network and applications? Explain your methodology?</i>	A: The implementation and execution of the vulnerability assessment and penetration testing is the responsibility of TS security team under the authority of the Chief Technology Officer (CTO). TS security team will notify NOC for notification to the KMC member prior to any vulnerability activity as network and server performance and/or availability may be affected by network scanning. We used Nessus, Metasploit, nmap and other related tools depends on the vulnerability findings.
<i>What is the frequency of your patch management lifecycle?</i>	A: We do semi-annual update for the internal systems. But for windows security patches it is installed immediately once available.
<i>Describe your processes for managing the security implications of the complex set of dependencies that make up modern software?</i>	A: We have a script that runs every time we deploy new changes or features on all our applications that check every library/dependency that our application is using if there is an update or vulnerability issue.
<i>Do you have technologies that you provide your developers to help them code securely?</i>	A: Yes. We use github. GitHub has security features that help keep code and secrets

	secure in repositories and across organizations.
<i>What controls are in place to protect against malicious code? Examples are antivirus software, antispyware software, etc.?</i>	A: Our Firewall has Gateway AV/Anti-Spyware/Intrusion Prevention/App Control/App Visualization and by default Windows Defender are enable in all machines.
<i>Are there controls in place to mitigate the risk of unauthorized removal of information via USB drives, CDs, etc?</i>	A: Disabling of USB and other media port may block via group policy object (GPO) upon client request.
<i>Can KMC provide SOC audits?</i>	A: We are not SOC2 certified yet, but we are ISO/IEC 27001:2013 and follow PCI compliant for our clients.
<i>Are you HIPAA compliant?</i>	A: We follow the PCI Network checklist to help our clients attain the level of security and stability they require. PCI & HIPPA certifications should be in the name of the client managed within their dedicated leased office space.

CASA ISP	
<i>How Long will it take to install Casa Internet?</i>	Installation intervals for Casa are typically 14 to 21 days, however cable maintenance or repair may be required. Once the Firm Order Commit (FOC) date is provided by the provider the installation interval begins. Service Pre-Qualification does not guarantee that service will be available until the field technician conducts a full site survey. Outside Wiring or other factors which may not allow the Internet service to be activated may be present and will require assessment at the time of installation.
<i>How long is the Installation and Lead-times Installation and activation of the Service?</i>	Shall be based on the mutually agreed Ready for Service ("RFS") date as indicated in the MSA . The projected installation and

	activation lead time is determined based on the location of the Customer's site (whether the site is within or outside ISP's franchise area) and whether the provision of the Service in the Customer's site requires the construction and installation of additional or new facilities.
What does Pre-qualification mean?	This is for the ISP to identify if the address of the client is feasible or not.
What does Revalidation mean?	This is where TS confirmed that the address, we have <i>Pre-qualified</i> is still feasible or not.
What is the step-by-step process of installation after SO? - ISP	<ul style="list-style-type: none"> • Once ISP receives the application, ISP will create an SR (service request). • Credit checking if there is AR. Application is held until payment is updated • If none, credit analyst will forward to SO creator for service order issuance • After SO, it will be forwarded to PM for the ff config • IP assignment • Bandwidth allocation • Facility assignment • PM will endorse installer for survey, modem config and installation • It takes 1-2 weeks depending on the location/ area. (If NO Dependencies)
What will my notification look like?	<p>SEE BELOW:</p> <p>"KMC Solutions for Internet Connection in PLDT"</p> 

<i>What happens when I do not respond to ISP within 24 hours?</i>	Created Service Orders will be treated as Client Dependency, where supposed visit will be re-scheduled a week or two once they confirm on the details needed (Exact Address, Nearest Landmark, Alternative Reachable Number and Agent will respond to Call), if upon 3 visits Agent won't respond esp. when site can't be located SO be subjected for cancellation already and we'll treat as request is Hold and is subject for penalty.
<i>What would be the lead time if notification was missed?</i>	You have 24hrs to respond to re-schedule the request.
<i>What if there is not enough BW in the area?</i>	Lower BW is not encouraged to be installed. ** Lower BW will cost the same as standard BW.**
<i>Can I move the Casa Internet service to another location?</i>	<p>Yes, however, a move fee applies and is dependent on the new location qualification of service.</p> <p>See schedule of fees below for the cost to move the service.</p> <p>Php 5,000.00</p> <p>(It was Php 3,000 before, price change is due to Covid Promo Expiry. Effectivity starts on February 1 transactions)</p> <p>Disclaimer: All prices are subject to change <i>without</i> prior notice.</p>
<i>How do I change my scheduled installation date?</i>	Changes and/or cancellations to Professional Installation appointment times that are not provided to KMC Network Provisioning at least 72 hours (three full business days) in

	<p>advance will result in a Missed Appointment fee.</p> <p>See schedule of fees below</p> <p>Php 1,000.00</p> <p>Disclaimer: All prices are subject to change <i>without</i> prior notice</p>
<i>Can I cancel the service after installation?</i>	<p>In case of cancellation of the order:</p> <p>a. After installation Service, the Customer shall pay 100% of the total Contract value for the device that may be provided by ISP and P2,500.00 to compensate ISP for the costs incurred by it in the installation works.</p> <p>Disclaimer: All prices are subject to change <i>without</i> prior notice</p> <p>b. After installation and Service has been accepted, the Customer shall pay the standard Pre-termination charges as stated in Pre-Term Charge below.</p>
<i>How do I cancel the service?</i>	<ul style="list-style-type: none"> • The client is required to submit a written notice at least a week (1) prior to the date of cancellation stating the reason/ for such request. • Pre- termination charge equivalent to 100% of the unrealized monthly revenue charges for the unexpired term will be imposed if pre-term is done without a cause.

	<ul style="list-style-type: none"> • In addition, a de-installation charge will be imposed amounting to the actual expenses incurred. • Total pre-termination charge shall be computed as follows: <p>Total Pre-term charge = (no. of months remaining in the contract x monthly charge) + actual expenses incurred in the recovery of the equipment and facilities.</p> <p>Sample Computation: <u>3mos x 2000 = 6000 + 5000 = 11,000</u></p> <p>*** (de-installation cost Php 5000)</p>
<p>What are Casa Internet SLA's? 99.95% availability of the DSL Line</p>	<p>All Standard DSL Internet Services are “commercially reasonable efforts” services. KMC cannot control the transfer rate across the global public Internet.</p> <p>Customer portal access to specific sites such as Microsoft Office, Outlook, Salesforce, Amazon, Hosted Voice providers and similar cloud-based services “Off-Net” from KMC Internet, require analysis by our Service Desk to assess the point of pain.</p> <p>We can then work with the remote end providers to troubleshoot head-to-head.</p>
<p>I am having trouble with my Internet connection. Who can I report this to?</p>	<p>For the ISP Connectivity Issue:</p> <p><u>PLDT</u></p> <p>Kindly email PLDT enterprise: enterprisecare@pldt.com.ph</p> <p>Or call: (02) 177</p> <p>Or create a ticket online with your mobile data at:</p> <p>https://www.pldt.com.ph/enterprisesupport/repair-request.aspx</p>

	<p>*24 hours TAT, if no feedback, PLDT will schedule technician to go on-site with-in 3-5 days.</p> <p>*PLDT Customer Service will generate ticket.</p>	
	CICT	
	LEVEL 1 – Service Desk	
	Contact Person	Contact Number
	Service Desk Analyst on Duty	(02) 8667-0800
	<p>Customer to provide the following:</p> <ol style="list-style-type: none"> 1. Company Name: 2. Circuit ID: 3. Contact Person / Contact No. / Email Address: 4. Provide site address: 5. Brief description of the problem: 	
	<p>For follow-ups, kindly email servicedesk@kmc.solutions.</p> <p>*Include the ticket number / reference # provided by ISP.</p>	
My Internet has not worked for days - can I ask for a rebate?	<p>Rebate computation shall be as follows:</p> <p>Rebate for the Month = Monthly Plan / 30.416(Days in a month) x days of no connection</p>	

e.g. Php 3000.00 /30.416 x 3 = **P295.896**

This Rebate is subject to the following conditions:

1. All applicable rebates will be computed based on KMC and ISP Service Management records. (Filed Ticket)
2. Customer shall be responsible to report to ISP Corporate Helpdesk and KMC Service Desk any outages experienced in the network.
3. Customer should submit a written /formal advice to ISP and KMC SD to document its claim for any rebates for no connections, subject to KMC and ISP's verification. ISP/KMC shall grant rebates based on the results of its verification.
4. Client must submit an email request for rebate within two weeks of receiving Reason for Outage (RFO). Any rebate requests beyond this prescribed period shall be forfeited.
5. The following outages are not subject to rebates:
 - Outages due to Customers fault, equipment failure (e.g., failure of Customer's UPS) and applications.
 - Power failure in Customer's area
 - Scheduled maintenance
 - Force Majeure

I have had no Internet connection for days when can I expect it to be restored?

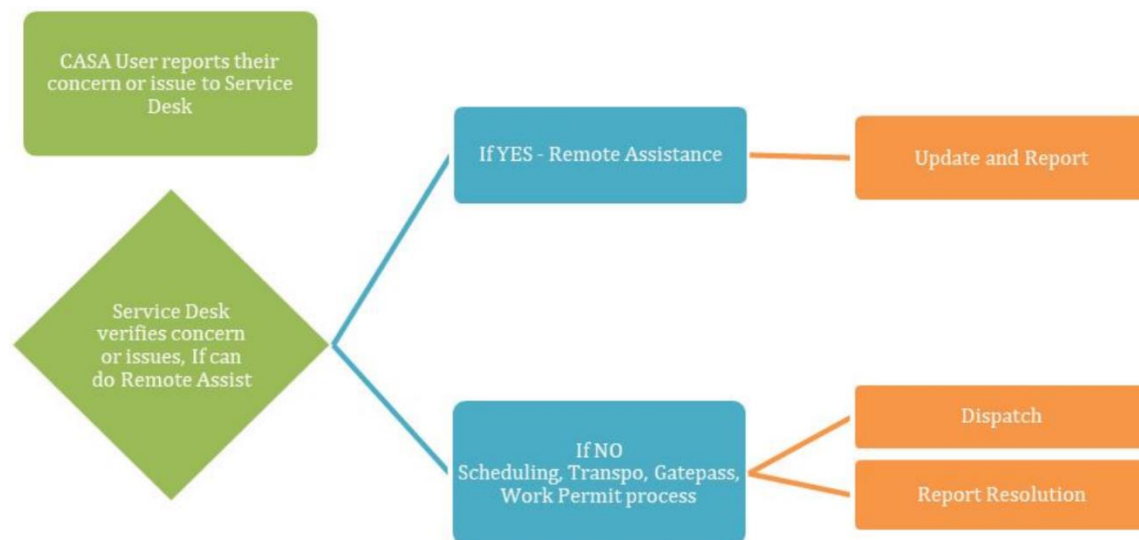
- Return of service is dependent on ISP however KMC will request for expedite.

Can I request a dedicated IP address for Casa?

- Not currently.

Can I request to have my Personal Subscription be upgraded through KMC?	<ul style="list-style-type: none"> Personal plans are not allowed to be upgraded nor transferred under corporate account. (KMC)
Where do I get IT support?	<p>We have 24/7 Service Desk to accommodate your request, email us at servicedesk@kmc.solutions</p>
How does KMC replace defective units?	<p>Should an employee have issues on units, he/she should email servicedesk@kmc.solutions so KMC IT would need to assess the issue first.</p> <p>If user defect then cost should be covered by Client as agreed in the Accountability form, if unit defect due to normal wear and tear then this will be replaced at no cost by KMC.</p> <p>(Logistics will be part of KMC CASA Dispatch Support)</p>

Dispatch Process Flow:



Casa User Guide

Desktop and Laptop Basics

Knowing Your Desktop

Basically, there are three major common components that comprises a PC: the system unit (or CPU as known colloquially), the monitor and the peripherals (mouse, keyboard, headsets, etc.).

Along with the system unit and the monitor, are their power cables and display cables. These will be elaborated later.

Some users are equipped with a UPS. It is the small heavy box-like object that act as an emergency power supply in case of power loss or fluctuation. Though optional, it is essential to some businesses that are critical of their operation.

Knowing Your Laptop

1. Unlike the desktop, the laptop is portable and quite easy to setup. Its ports are easy to identify and very accessible too.
2. On the right side should be the Headphone/Mic Combo Jack, Micro SD Card Reader, USB 3 Port, and the Lock Slot.
3. The left side contains the Charger Port, USB Type-C, LAN Port, HDMI Port and USB 3 Port.
4. Your laptop should come with a charger.
5. Using a monitor to extend your display is also ideal and recommended.
6. You may also connect and external keyboard and mouse.

Port Extender

Your laptop ports can be insufficient for your other peripherals. This adapter comes in handy when you need an extra port. It has a USB port, LAN port, HDMI port and a USB C port. You can connect this adapter on the USB C port of the laptop

Connecting to the Internet

Desktop

1. To connect to the Internet, just connect the cable on your desktop's LAN port and the other end on your router's LAN port.
2. The LED indicators should light up on both ends once plugged in. Make sure that the cables are connected properly to prevent network issues.

Laptop

1. To connect to the Internet, just turn on your Wi-Fi and connect to your router's SSID.
2. If you want a wired connection, you will need a LAN cable. Just connect the cable on your laptop's LAN port and the other end on your router's LAN port.
3. The LED indicators should light up once plugged in. Make sure that the cables are connected properly to prevent network issues.

Security and Encryption

Your device is equipped with BitLocker for additional security. BitLocker is an encryption feature built into computers running Windows 10 Pro. It pops up upon powering on the laptop right before the account login screen shows up.

Troubleshooting

Desktop

Monitor has no display

- a. Check the monitor if it is powered on.
- b. Check if the display and power cables are connected properly. Check the power source also.
- c. Check if the system unit is still turned off.
- d. If the issue persists, please contact the IT Service Desk for further instructions and troubleshooting.

System Unit is not Turning On

- a. Check if the cables are connected properly.
- b. Check the power cable for possible loose connection.
- c. If the power button is color yellow and blinking, contact the IT Service Desk right away.
- d. If issue still persists, please contact the IT Service Desk for further instructions and troubleshooting.

Mouse and/or keyboard is not working or responding

- a. Check the device if it's properly connected to the port.
- b. Unplug/plug the devices USB port.
- c. Connect the device to other available USB ports.
- d. Restart the PC.
- e. If issue still persists, please contact the IT Service Desk for further instructions and troubleshooting.

No Internet

- a. Check if the network cable is properly connected on the router LAN port going to the PC.
- b. Unplug/plug the network cable. (LED should light up if the connection is active).
- c. Restart the PC.
- d. If issue still persists, please contact the IT Service Desk for further instructions and troubleshooting.

Laptop

No Internet – Wi-Fi

- a. Check if your laptop is connected to your SSID at the lower right side of the taskbar.
- b. Disconnect/Connect the device from the WiFi SSID. Re-enter the password if needed.
- c. Restart the laptop.

- d. If issue still persists, please contact the IT Service Desk for further instructions and troubleshooting.

No Internet – LAN

- a. Check if the network cable is properly connected on the router LAN port going to the laptop.
- b. Unplug/plug the network cable. (LED should light up if the connection is active).
- c. Restart the laptop.
- d. If issue still persists, please contact the IT Service Desk for further instructions and troubleshooting.

Device Care

- a. Clean the device, screen, and peripherals with a dry cloth occasionally to keep it dust and dirt free.
- b. Keep your hands clean when using the device, not only because of the pandemic, but it also keeps your keyboard and mouse clean.
- c. Refrain from eating or drinking while using the PC. If doing so, place them on a safe distance to avoid spilling on the PC.
- d. Plugging in personal storage devices such as flash drives and external hard drives are discouraged to avoid infecting the PC with malware. But if necessary, proceed with caution by scanning the drive first using Windows Defender.
- e. Putting your PC on a cool and well ventilated area is recommended to prevent heat accumulation. Too much heat can make the PC run slow or even crash.
- f. Avoid putting the system unit in an enclosed space. It also hinders good airflow inside the laptop and may cause excess heating.
- g. Keeping the laptop on the bag after use prevents unwanted accumulation of dust on the fans and vents.
- h. Contact KMC Service Desk right away when issues occur. This will help you resolve and prevent further damage to the desktop.

For further assistance, you may reach KMC IT Service Desk at 02 8779 6540 loc 8080 or email servicedesk@kmc.solutions