



PaySafe Connect Service*

**PDI's PaySafe Connect Service is no longer available for purchase but will continued to be supported for existing Customers until further notice.*

PaySafe Connect

PDI's PaySafe Connect service is a fully monitored, managed, security service for PCI DSS Self-Assessment Questionnaire (SAQ) B-IP merchants. SAQ B-IP refers to the requirements applicable to merchants who process cardholder data only via standalone, PTS-approved point-of-interaction (POI) devices with an IP connection to the payment processor.

PDI's ongoing monitoring and management of appliances deployed on the edge of sensitive environments is reinforced with proactive, bi-annual audits of firewall configurations. As security best practices mature, firewall services and configurations are dynamically updated as well.

Service Activation

PDI's activation of its PaySafe Connect Service consists of the three main phases: Discovery & Onboarding; Deployment; and Validation.

- **Discovery & Onboarding**

During the onboarding process, Customer will submit to PDI the information necessary to provision a security appliance configured specifically for Customer's environment. If a Customer has questions regarding the information or provisioning multiple sites, Customers may request a PDI Engineer to assist Customer.

Once the necessary discovery and onboarding information has been provided to PDI, PDI will initiate the provisioning and activation of the Service.

- **Deployment**

Once all documents have been returned and confirmed by PDI, hardware is shipped directly to the location that the Customer specifies during discovery. If necessary, PDI project team will schedule a time and date with the Customer to guide the Customer through any pre-configuring required and with bringing the firewall online at the Customer site. The PaySafe Connect is shipped with basic installation instructions; Should the Customer have questions, PDI support is available 24x7x365 to assist.

- **Validation**

After the initial deployment, PDI will work with the Customer to test the environment and ensure that it meets the Customer's access needs and published security policies.

Service includes

PDI's PaySafe Connect Service consists of Managed Connect Services, PaySafe Connect Software Licensing, Hardware and Cellular Connectivity.

- **Managed Connect Services**

- Access Control Rules

For sensitive card holder network environments, PDI will develop access control rules that meet business needs while limiting or blocking unauthorized or unneeded network traffic. PDI utilizes a "Deny by Default" security posture, limiting access to that which is explicitly authorized for the CDE.

- Network Segmentation¹

PDI configures all PaySafe Connect firewalls with network segmentation to protect sensitive card holder networks from local and public networks using clearly defined sub networking and accepted best practices for isolating and securing critical networks. This would be the initial configuration for any later Network Segmentation Validation Tests, as required under certain circumstances by the PCI DSS.

¹ Please note that a request to change or opt-out of segmentation of Customer's network may have a later effect on Customer's ability to meet its PCI DSS compliance requirements.

- Health and Functionality

PDI utilizes automated alert systems in the event of changes in overall network health. These alerts include "online/ offline" primary connection alerts, automated failover and failback to secondary connections alert notifications.

- **PaySafe Connect Software Licensing**

PDI PaySafe Connect Service includes pre-installed software with each hardware unit and includes a limited, nontransferable, royalty-free and nonexclusive license for Customer's use of such software during the term of the agreement.

- **Cellular Connectivity**

- Cellular Failover

Cellular Failover provides a seamless secondary cellular internet connection should the primary internet connection become unavailable. The service is intended for business-critical applications ONLY and not for general internet use.

- Cellular Failover shall be used for back-up connectivity to the primary internet
- Service is solely for the use of payment related applications.
- Any other use of the failover service is strictly prohibited.
- Includes 300MB of data usage per month.
- If you do not use all of the monthly data allotment during a billing period, you forfeit that usage
- Any use of service except as intended may result in penalties including temporary suspension of cellular service and overage fees.

- General Terms

- Cellular data overages will be billed to customer in 1GB increments.
- Coverage may be affected by terrain, weather, network changes, foliage, buildings, construction, signal strength, high-usage periods, cellular modem, and placement at Customer site.

- **Requesting Changes**

After initial installation of the PaySafe Connect service, all subsequent changes must be requested in writing using the *PDI PaySafe Firewall Change Request* form (provided by PDI support). This is required for tracking and audit purposes to ensure that all changes originated from an authorized representative of your organization. All changes will be reviewed to ensure the request does not violate PDI's secure configuration standards.