

NetTrace Standard Recovery Process

What to do if a computer is stolen

In the event you find that one of your NetTrace-protected computers has been stolen immediately take the following steps.

1. **Without delay**, report the missing PC to NetTrace by submitting the “Report a Theft” form after logging on to www.nettrace.co.za (24 x 7) or send an e-mail to recovery@nettrace.co.za. Alternatively, contact us during business hours on +27-11-267-6296. It is critical that the missing computer be flagged as soon as possible.

Please include as much of the following information as possible:

- Make, Model and Serial Number of the stolen computer;
 - Electronic Serial Number (ESN) of the PC (not required, but helps to make sure it matches our database);
 - The login name of the normal PC user (can be very helpful);
 - Date and location of theft.
2. Report the theft to your local SAPS station as soon as you can. We require a police case number, in order to repossess the stolen item.

Record as much of the following information as possible:

- Police Case Number (vital to effect recovery);
- SAPS Station and Jurisdiction information;
- Name and contact information of SAPS Investigating Officer to contact when the stolen computer calls into our Monitoring Centre;
- Brief details of the theft.

If you believe the theft to be a sensitive, internal matter, and do not wish to involve the SAPS at this stage, please contact us in order that we can discuss the various options available to track and recover the PC.

3. We will confirm receipt of the theft report and that the computer has been “flagged” on the Monitoring Centre by e-mail, or by fax if e-mail is not available.
4. For added security, NetTrace Staff will only communicate with those security contacts that have been designated by the customer in the NetTrace Authorisation Document.

The steps we take if a computer is stolen

When a computer is reported as stolen by our customers, we immediately take the following actions:

1. The computer is flagged in the database as “Stolen”. The next time the computer contacts the Monitoring Centre, it will be instructed to increase its call-back frequency to every 15 minutes, using both channels (IP and dial up) if available. All reports on the web site for that PC are disabled.
2. NetTrace will contact the customer to determine how active the customer would like to be in the recovery process, when and how they should be notified of developments, if the SAPS should be involved in making the recovery and if any civil actions should be instituted.
3. Depending on the process used, NetTrace will contact and develop the relationship with the appropriate SAPS division and/or the necessary entities for the civil action process.
4. NetTrace will aid the entities involved in the recovery process in every way possible to expedite the tracking of the physical location of the stolen PC.
5. In the criminal procedure, the SAPS and NetTrace’s Recovery Officers facilitate recovery of the PC, and will return it to the rightful owner.
6. The Sheriff of the court facilitates recovery of the PC if a civil action is brought, and will return the PC to the rightful owner once the Sheriff’s order on the illegal possessor has been confirmed.



Background Information

NetTrace Loss Control affords a unique security solution that provides tracking of PCs, deterrence against theft, and recovery of computers that are lost or stolen.

What follows is an overview of this service, and the importance of the NetTrace Recovery Service:

NetTrace Loss Control Service Overview

NetTrace's Loss Control service utilizes Absolute Software Corporation's Computrace® Plus solution, based on the Computrace Technology Platform which is comprised of:

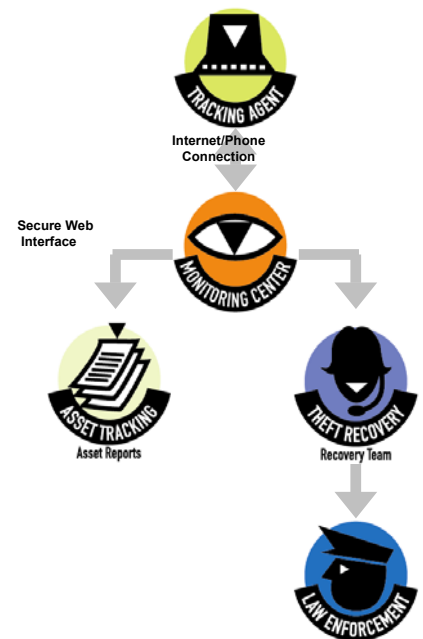
- The Computrace Agent (the "tracking agent") that resides on any Windows-based PC; and
- The Absolute Monitoring Centre (the "Monitoring Centre"),

Residing on a PC's hard drive, the tracking agent contacts the Monitoring Centre on a regular basis reporting the PC's status and location. This message is brief, silent and requires no action by the user. The tracking agent does not interfere with remote communication functions such as Internet access or e-mail.

If a tracking agent-equipped PC falls into the hands of an unauthorised user, the tracking agent's silent operation ensures continued contact with the Monitoring Centre when the PC is connected to a telephone line, or gains access to the Internet.

The Monitoring Centre tracks the status and location of every tracking agent-equipped PC. The Monitoring Centre logs the telephone number and/or IP address, records status information, and then instructs the tracking agent when to contact the Monitoring Centre again.

Additionally, NetTrace utilises the power of the Internet and dial-up networks, providing your organisation with an up to the minute inventory of your entire online remote PC population.



NetTrace Theft Recovery Service

If a PC is lost or stolen, the customer notifies NetTrace via phone, web site or e-mail. The PC is flagged as "Stolen" in the database, and this causes the Monitoring Centre to increase the tracking agent's contact frequency, alerting NetTrace of the location of the missing PC as soon as it is hooked to a phone line or the Internet. Since the Internet spans national borders, IP addresses enable tracking anywhere in the world. If the tracking agent contacts the Monitoring Centre via telephone, NetTrace will acquire the originating Caller Identification number.

Criminal Procedure - the Standard Recovery Process facilitated by NetTrace is based on the criminal procedure within the South African legal system. The above information is supplied to the South African Police Services in the proper format who can then subpoena the telecommunications Service Provider for the corresponding physical address. This will provide adequate information to locate the suspect and the stolen computer. The SAPS, and/or NetTrace's appointed and experienced recovery representatives, can then effect recovery and arrest of the suspect.

Civil Procedure - at the request of the customer, NetTrace will employ the services of a prominent legal firm, as well as those of a highly experienced and successful collections company, to institute civil actions against PC thieves in South Africa. Application is made to the court by the legal firm in order to obtain the required attachment orders for the Sheriff of the Court to recover the missing PC, and for the Sheriff to serve an order on the illegal possessor of the PC. The civil action process does not form part of the Standard Recovery Process and the costs for such actions will be for the account of the customer.

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