

# ]HackingTeam[

## Remote Control System

Price Scheme

Q2 & Q3 2015 Version



## Introduction

Hacking Team is a Software company 100% focused in the development of Offensive Solutions and Hacking Suite for Governmental Interception, and as such, Software Licenses are the main components of Hacking Team's business model and value proposition.

Hacking Team's licensing model typically consist of:

1. Upfront License fees based on the configuration created for the End-User
2. Yearly fees for Subscriptions and Maintenance & Support
3. Professional Services to assist the End-User in implementing and deploying the solution efficiently

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This price list details the different Software Licenses, Professional Services and Subscription available from the Hacking Team Suite for Governmental Interception.

This price list is an internal sales tool that will assist all Sales person and Field Application Engineers in the creation of configurations, packages and proposal of Hacking Team's Remote Control System Software, Professional Services and Service Subscriptions.

This price list is a living document: it will be updated and issued on a quarterly basis in order to incorporate new modules and new services as they become available and to remove modules that are discontinued.



## 1. Software Licenses

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Because of the diversity of organization and size of our Government End-Users, our Software Licenses are extremely modular and configurable in order to match our End-User's requirements and needs and very flexible in order to allow our End-Users to expand progressively as capacity and volumes grow over time.

Software Licenses is composed of different consistent modules:

1. The **Infrastructure**, mandatory back-end and front-end servers
2. The **Platforms**, both desktop and mobiles operating systems managed by our solution
3. The **Agent**, software modules used to collect evidence and monitor the devices
4. The **Infection Vectors**, true agent deployment methods
5. The **Intelligence** and **Connector**, used to automate the production of actionable intelligence and export it.
6. Additional and Expansion modules

In order to create a configuration, in addition to the mandatory Infrastructure, select at least one platform, the number of agents, the infection vectors and the additional modules required by the End-User or bringing high value to their operations such as the Intelligence module.

The Questionnaire completed by the End-User is used to create the specific configuration matching their requirements and needs.

Note:

- Hardware equipment is not included, except when explicitly mentioned.
- All software, products, specifications and data are subject to change without notice in order to improve reliability, function or design or otherwise.
- Sizing of Master Node and Shards is calculated according to the total number of Concurrent Agents and the retain time of the evidence.

## 1.1. Remote Control System Infrastructure

The Remote Control System Infrastructure includes all the Software components distributed in the End-User's network and on the Internet. The main components consist of Back-End (Master Node and Shards) in End-User's premises and Front-End (Collectors and Anonymizers) on the Internet. It also includes 10 Users Console.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Master Node</b></p> <p>License for one (1) Master Node Server Software, including one (1) Shard / Database server.</p> <p>The Master Node is the Back-End server comprising the databases of agents, targets, evidences and operations, the storage and the business logic. The Master Node consists of Shards that can be added in order to increase response time and storage capacity.</p> <p>The Master Node includes the following key features:</p> <ul style="list-style-type: none"> <li>- Configuration of the Agents</li> <li>- Creation of Infection Vectors</li> <li>- Storage of Target's data (profile, devices, etc.)</li> <li>- Storage of Evidence (e.g., Skype and voice recording, chat and messages from social networks, mail from clients and web interfaces, open files, screenshots, visited web sites, passwords from browsers, mail clients, key-logging, on-screen keyboards, clipboard texts, position, webcam photos, contacts, calendars, etc.)</li> <li>- Optical Character Recognition (OCR)</li> <li>- Crypto-currency transactions tracking (e.g., BitCoin)</li> <li>- File metadata extraction tools (e.g., Word file's author, JPG picture EXIF data)</li> <li>- Role based access control (RBAC) for Administrator, Technician, Analyst, System Admin users</li> <li>- Audit trail</li> <li>- Automatic distribution of data among Shards</li> </ul>	RCS-MND	220.000,00
<p><b>Collectors</b></p> <p>License for two (2) Collectors Servers Software.</p> <p>The Collectors are the front-end server. Collectors are the points of presence on the Internet and the sole components able to communicate with Agents. Collectors can be added to expand the capacity of the system in terms of number of Agents that report back the collected information.</p> <p>2 Collectors provides redundancy in case of failure, allowing Agents to continue reporting.</p> <p>The Collector includes the following key features:</p> <ul style="list-style-type: none"> <li>- Secured communication flow management (encryption/decryption)</li> <li>- 2-layer strong encryption with Agent authentication</li> <li>- Collection of evidence</li> <li>- Fail-proof storage of encrypted evidence in case of Master Node temporary unavailability</li> <li>- Delivery of Infection Vectors to Targets (multi-stage infections)</li> <li>- Upgrade of Agents to new versions</li> </ul>	RCS-CLT	140.000,00
<p><b>Anonymizers</b></p> <p>License for six (6) Anonymizers Software.</p> <p>Anonymizers insure the protection of the Collectors and the routing of the evidence to them. Anonymizers can be replaced or substituted over time to avoid exposure. You can adapt the number of Anonymizers for added security.</p> <p>The Anonymizers includes the following key features:</p> <ul style="list-style-type: none"> <li>- Safeguarding of the communication channel's encryption</li> <li>- Routing of evidence through the Anonymizer chain</li> <li>- Protection of the Collector Internet address and identity</li> </ul>	RCS-ANM	100.000,00
<p><b>Console Users</b></p>	RCS-USR	50.000,00

License for User Console Software for up to ten (10) active and concurrent users.

The User Console is the Single Point of Control to perform all operations. Role based access control is built-in and users can access features according to their privileges. The User Console implements a powerful Graphical User Interface, combined with a target-centric specific workflow and an easy to use logic.

The User Console includes the following key features:

- Graph-based representation of Target correlations
- Drag-and-drop advanced Agent's configuration
- Wizard for generating infection vectors
- Real-time alert via email or console notification

## 1.2. Desktop Platforms

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Agents can be installed and deployed on the main desktop Platforms, meaning on the following Operating Systems: Windows, OSX and Linux.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Windows Platform</b></p> <p>License for Microsoft Windows platform.</p> <p>The license allows you to monitor Microsoft Windows devices by implanting the Agent. The license includes support for Windows XP Service Pack 3/Vista/7/8, on both 32-bit and 64-bit architectures.</p> <p>The Microsoft Windows platform includes the following key features:</p> <ul style="list-style-type: none"> <li>- Skype call and chat</li> <li>- Facebook chat and check-ins</li> <li>- Gmail and Outlook.com</li> <li>- Crypto currency transactions (e.g., BitCoin, LiteCoin, etc.)</li> <li>- File capture</li> <li>- Camera snapshots</li> <li>- Mic/Ambiental recording</li> <li>- Device position tracking</li> <li>- User accounts snooping</li> </ul>	RCS-WIN	40.000,00
<p><b>OS X Platform</b></p> <p>License for Apple OSX platform.</p> <p>The license allows you to monitor OSX devices by implanting the Agent. The license includes support for OS X Snow Leopard (10.6) and up to Yosemite (10.10).</p> <p>The Apple OSX platform includes the following key features:</p> <ul style="list-style-type: none"> <li>- Skype call and chat</li> <li>- Microphone recording</li> <li>- Crypto currency transactions (e.g., BitCoin, LiteCoin, etc.)</li> <li>- Apple Mail</li> <li>- Camera snapshots</li> <li>- Key logging</li> </ul>	RCS-OSX	40.000,00
<p><b>Linux Platform</b></p> <p>License for Linux platform.</p> <p>The license allows you to monitor Linux devices by implanting the Agent. The license includes support for Ubuntu, Fedora, Debian, Mageia and Mint.</p> <p>The Linux platform includes the following key features:</p> <ul style="list-style-type: none"> <li>- Skype chats and contacts</li> <li>- Firefox and Thunderbird saved accounts</li> <li>- Thunderbird emails</li> <li>- Crypto currency transactions (e.g., BitCoin, LiteCoin, etc.)</li> <li>- Camera snapshots</li> <li>- Key logging</li> </ul>	RCS-LNX	40.000,00

## 1.3. Mobile Platforms

Agents can be installed and deployed on the main smartphone Platforms, meaning on the following mobile Operating Systems: Android, iOS, Blackberry OS and Windows Phone.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Android Platform</b></p> <p>License for Android platform.</p> <p>The license allows you to monitor Android devices by implanting the Agent. The license includes support for Android 2.3 to 5.0.</p> <p>The Android platform includes the following key features*:</p> <ul style="list-style-type: none"> <li>- Skype, Facebook and Hangout contacts</li> <li>- GSM, Skype and Viber call recording</li> <li>- Skype, WhatsApp, Viber, Line, Facebook, Hangout and Telegram chats</li> <li>- Gmail messages</li> <li>- WiFi passwords</li> <li>- Microphone recording</li> <li>- Location</li> <li>- Automatic attempts at rooting the device</li> </ul> <p><b>Note:</b> some functionality may be available only if device is successfully rooted.</p>	RCS-AND	40.000,00
<p><b>iOS Platform</b></p> <p>License for Apple iOS platform.</p> <p>The license allows you to monitor Android devices by implanting the Agent. The license includes support for iOS 4.x and up to 8.1.</p> <p>The Apple iOS platform includes the following key features*:</p> <ul style="list-style-type: none"> <li>- Skype, WhatsApp and Viber chat</li> <li>- Location</li> <li>- Contacts</li> <li>- List of calls</li> </ul> <p><b>Prerequisite:</b> the iOS device must be jailbroken.</p>	RCS-IOS	50.000,00
<p><b>BlackBerry Platform</b></p> <p>License for BlackBerry OS platform.</p> <p>The license allows you to monitor BlackBerry OS devices by implanting the Agent. The license includes support for BlackBerry OS from 4.5 to 7.1.</p> <p>The BlackBerry OS platform includes the following key features:</p> <ul style="list-style-type: none"> <li>- BBM chats</li> <li>- Mail and SMS messages</li> <li>- List of calls</li> <li>- Location</li> <li>- Microphone recording</li> </ul>	RCS-BBK	40.000,00
<p><b>Windows Phone Platform</b></p> <p>License for Microsoft Windows Phone platform.</p> <p>The license allows you to monitor Microsoft Windows Phone devices by implanting the Agent. The license includes support for Windows Phone 8.0 and 8.1.</p> <p>The Windows Phone platform includes the following key features:</p> <ul style="list-style-type: none"> <li>- Microphone recording</li> <li>- Location</li> <li>- Contacts</li> <li>- Calendar</li> </ul> <p><b>Prerequisite:</b> physical access to the phone; certificates</p>	RCS-WPH	50.000,00



## 1.4. Agents

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The Agent is the software that extracts information from the device and monitors the target's activities. The Agent is completely autonomous in operations and configurable at any time according to a powerful event/action paradigm. The Concurrent Agents indicates the number of devices that can be monitored at the same time. New Agents can be purchased and added at anytime. In case the Maintenance & Support has expired, pay attention that queued agents cannot be switched to active, even if active agents have been uninstalled.

Description	Product Code	Upfront License Fees in € EUR
<p><b>10 Concurrent Agents</b></p> <p>License for ten (10) Concurrent Agents.</p> <p>Concurrent Agents license allow you to receive evidence concurrently from 10 Agents. The licensed Agents can be used in any combination on the platforms that has been licensed. The Agents can be used for every kind of evidence available and for an unlimited amount of time. There is no limit to the number of Agents you can install, however only 10 Agents are allowed to transmit evidence. Once you uninstall an Agent, its license can be reused to collect evidence from another device. Additional agents can be licensed at any time.</p>	RCS-AGN-10	50.000,00
<p><b>25 Concurrent Agents</b></p> <p>License for twenty-five (25) Concurrent Agents.</p> <p>Concurrent Agents license allow you to receive evidence concurrently from 25 Agents. The licensed Agents can be used in any combination on the platforms that has been licensed. The Agents can be used for every kind of evidence available and for an unlimited amount of time. There is no limit to the number of Agents you can install, however only 25 Agents are allowed to transmit evidence. Once you uninstall an Agent, its license can be reused to collect evidence from another device. Additional agents can be licensed at any time.</p>	RCS-AGN-25	100.000,00
<p><b>50 Concurrent Agents</b></p> <p>License for fifty (50) Concurrent Agents Software.</p> <p>Concurrent Agents license allow you to receive evidence concurrently from 50 Agents. The licensed Agents can be used in any combination on the platforms that has been licensed. The Agents can be used for every kind of evidence available and for an unlimited amount of time. There is no limit to the number of Agents you can install, however only 50 Agents are allowed to transmit evidence. Once you uninstall an Agent, its license can be reused to collect evidence from another device. Additional agents can be licensed at any time.</p>	RCS-AGN-50	160.000,00
<p><b>100 Concurrent Agents</b></p> <p>License for one hundred (100) Concurrent Agents Software.</p> <p>Concurrent Agents license allow you to receive evidence concurrently from 100 Agents. The licensed Agents can be used in any combination on the platforms that has been licensed. The Agents can be used for every kind of evidence available and for an unlimited amount of time. There is no limit to the number of Agents you can install, however only 100 Agents are allowed to transmit evidence. Once you uninstall an Agent, its license can be reused to collect evidence from another device. Additional agents can be licensed at any time.</p>	RCS-AGN-100	250.000,00
<p><b>200 Concurrent Agents</b></p> <p>License for two hundred (200) Concurrent Agents Software.</p> <p>Concurrent Agents license allow you to receive evidence concurrently from 200 Agents. The licensed Agents can be used in any combination on the platforms that has been licensed. The Agents can be used for every kind of evidence available and for an unlimited amount of time. There is no limit to the number of Agents you can install, however only 200 Agents are allowed to transmit evidence. Once you uninstall an Agent, its license can be reused to collect evidence from another device. Additional agents can be licensed at any time.</p>	RCS-AGN-200	400.000,00



## 1.5. Infection Vectors

A wide selection of agent deployment methods and installation or infection vectors is available according to the End-User's organization, scenario and targets' profiles and devices, from physical or remote infection to WIFI or ADSL networks infection.

Internal note: Physical Infection Vectors is mandatory module as it cannot be licensed separately.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Physical Infection Vectors</b></p> <p>License for Physical Infection Vectors.</p> <p>Physical Infection Vectors allows you to use a range of methods to install the Agents on the devices by means of physical access (e.g., by USB connectivity).</p> <p>Availability of Infection Vectors is based on the licensed Platforms (e.g., if you purchase Windows Platform, you automatically have all the Physical Infection Vectors available for Windows).</p>	RCS-PHY	50.000,00
<p><b>Remote Mobile Infector</b></p> <p>License for one (1) Remote Mobile Infection.</p> <p>Remote Mobile Infection (RMI) allows you to remotely infect Android and BlackBerry smartphones by sending specially crafted messages.</p> <p>Hardware included: pre-configured GSM modem.</p> <p><b>Prerequisites:</b> social engineering is highly recommended to make efficient use of the RMI.</p>	RCS-RMI	30.000,00
<p><b>Tactical Network Injector</b></p> <p>License for one (1) Tactical Network Injector.</p> <p>Tactical Network Injector (TNI) is a portable solution to infect devices connected to Wi-Fi or cabled LAN's. The TNI embed patent-pending Virtual Man-in-the-middle Technology that permits to operate without being inline, thus allowing more effective and silent attacks. It features Wi-Fi protection bypass, target identification and infection capabilities.</p> <p>The Tactical Network Injector includes the following key features:</p> <ul style="list-style-type: none"> <li>- Patent-pending Virtual Man-in-the-middle Technology</li> <li>- Support for WEP, WPA/WPA2 and WPS protection</li> <li>- Real-time infection of visited websites and downloaded applications</li> <li>- Automatic injection of exploits in browsed websites</li> </ul> <p><b>Hardware included:</b> pre-configured laptop, dedicated network card with antennas, extra batteries (up to 24h autonomy). Comes in a rugged case.</p>	RCS-TNI	80.000,00
<p><b>Network Injector Appliance (1 Gbps)</b></p> <p>License for one (1) Network Injector Appliance (1 Gbps).</p> <p>The Network Injector Appliance (NIA) grants the capability to monitor the Internet connection of your Target and turn it into a vehicle for installing an Agent on his devices. The attack method and occurrence can be configured.</p> <p>The Network Injector Appliance implements the <b>Virtual Inline technology, patented by Hacking Team</b>, which allows to install the appliance without the need to physically interrupt the connections, thus reducing at the minimum the risk of interrupting service even in case of failures.</p> <p>The Network Injector Appliance (1 Gbps) can be installed on links of maximum speed of 1 Gbps full-duplex.</p> <p><b>Hardware:</b> hardware appliance and SFP+ transceivers for copper (RJ45) and fiber (LC, 850µm and 1310µm) links.</p> <p><b>Prerequisite:</b> a Project Assessment &amp; Pilot shall be quoted and conducted (see Professional Services) to assess the feasibility of the installation at the selected ISP.</p>	RCS-NIA-1G	140.000,00
<p><b>Network Injector Appliance (10 Gbps)</b></p>	RCS-NIA-10G	240.000,00

<p>License for one (1) Network Injector Appliance (10 Gbps).</p> <p>The Network Injector Appliance (NIA) grants the capability to monitor the Internet connection of your Target and turn it into a vehicle for installing an Agent on his devices. The attack method and occurrence can be configured.</p> <p>The Network Injector Appliance implements the <b>Virtual Inline technology, patented by Hacking Team</b>, which allows to install the appliance without the need to physically interrupt the connections, thus reducing at the minimum the risk of interrupting service even in case of failures.</p> <p>The Network Injector Appliance (10 Gbps) can be installed on links of maximum speed of 10 Gbps full-duplex.</p> <p><b>Hardware:</b> hardware appliance and SFP+ transceivers for fiber links (LC, 850µm and 1310µm).</p> <p><b>Prerequisite:</b> a Project Assessment &amp; Pilot shall be quoted and conducted (see Professional Services) to assess the feasibility of the installation at the selected ISP.</p>		
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## 1.6. Intelligence and Connector

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The Intelligence Module provides a correlation engine and target's profiling that highlights the relevant information and automates the production of actionable intelligence in order to speed-up investigations. All the data collected can be exported to any third party solution through the Connector.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Intelligence Module</b></p> <p>License for Intelligence Module Software.</p> <p>The Intelligence module adds correlation and profiling functionalities to the solution. Intelligence automatically processes all the evidence to extract and correlate the relevant bits of information, presenting you the overall picture of your investigations as it progress in time.</p> <p>The Intelligence module includes the following key features:</p> <ul style="list-style-type: none"> <li>- Automatic digital profile for each suspect with digital accounts, most visited places and most contacted peers</li> <li>- Social graph of relationships and communication patterns among targets</li> <li>- Timeline visualization</li> <li>- Movement map tracking multiple suspects</li> </ul> <p><b>Prerequisite:</b> minimum one (1) Shard for Intelligence;</p>	RCS-INT	220.000,00
<p><b>Shard for Intelligence</b></p> <p>License for one (1) Shard for Intelligence Software.</p> <p>The Shard for Intelligence is needed to process the additional data generated by the Intelligence Module. See description of Shard for details.</p> <p><b>Prerequisite:</b> Intelligence Module.</p>	RCS-SHT	80.000,00
<p><b>Connectors Module</b></p> <p>License for one (1) Connectors Software.</p> <p>The Connector allows the extraction of evidence from the database and exports to any third party system (ex: monitor center). The Connector can export evidence in JSON and XML formats.</p>	RCS-CNT	140.000,00

## 1.7. Add-ons Modules

The Remote Control System Infrastructure can be expanded at anytime according to the End-User's needs and requirements. Additional Shard, Collectors, Anonymizers and User Console can be added in order to increase response time, storage capacity or additional functionalities.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Remote Control System Manuals Translation to Client Language</b></p> <p>One (1) Remote Control System Manuals Translation to Client Language.</p>	RCS-MTC	30.000,00
<p><b>Shard Add-on</b></p> <p>License for one (1) Shard Software.</p> <p>The Shard extends the capacity of the Master Node in terms of total amount of Concurrent Agents. It increases both the storage capacity and the speed of processing evidence, and it is transparent in term of system administration and management, with no need of dedicated tasks.</p> <p>Each Shard adds support for 150 Concurrent Agents.</p> <p>The Shard includes the following key features:</p> <ul style="list-style-type: none"> <li>- Automatic distribution of data with other Shards</li> <li>- Automatic distribution of processing load</li> <li>- Managed via User Console</li> <li>- No need to be separately administered</li> </ul> <p><b>Prerequisite:</b> one (1) Master Node.</p>	RCS-SHD	80.000,00
<p><b>Collector Add-on</b></p> <p>License for one (1) Collector Server Software.</p> <p>The Collectors are the front-end server. Collectors are the points of presence on the Internet and the sole components able to communicate with Agents. Collectors can be added to expand the capacity of the system in terms of number of Agents that report back the collected information.</p> <p>The Collector includes the following key features:</p> <ul style="list-style-type: none"> <li>- Secured communication flow management (encryption/decryption)</li> <li>- 2-layer strong encryption with Agent authentication</li> <li>- Collection of evidence</li> <li>- Fail-proof storage of encrypted evidence in case of Master Node temporary unavailability</li> <li>- Delivery of Infection Vectors to Targets (multi-stage infections)</li> <li>- Upgrade of Agents to new versions</li> </ul>	RCS-CLT-1	70.000,00
<p><b>Anonymizers Add-on</b></p> <p>License for three (3) Anonymizers Software.</p> <p>Anonymizers insure the protection of the Collectors and the routing of the evidence to them. Anonymizers can be replaced or substituted over time to avoid exposure. You can adapt the number of Anonymizers for added security.</p> <p>The Anonymizers includes the following key features:</p> <ul style="list-style-type: none"> <li>- Safeguarding of the communication channel's encryption</li> <li>- Routing of evidence through the Anonymizer chain</li> <li>- Protection of the Collector Internet address and identity</li> </ul>	RCS-ANM-1	50.000,00
<p><b>Translator Add-on</b></p> <p>License for one (1) Translator Software.</p> <p>The Translator allows the translation of any textual evidence. The source and destination languages can be chosen from a wide selection of languages. The translation underlying technology is supplied by a third-party partner.</p>	RCS-TRS	To be quoted

<b>10 Users Console Add-on</b> License for (10) additional User Console Software for up to ten (10) active and concurrent users.	RCS-USR-10	50.000,00
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## 2. Professional Services

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Because the implementation and deployment of Hacking Team's solution is perceived as strategic, sensitive and high-impacting into their infrastructure and organization, End-Users request professional services, training, assistance, expertise in order to control, secure and accelerate their project.

Hacking Team's Professional Services objective is to ensure deliveries, project success and providing assistance at all levels in the End-User organization (Administrator, Technician, Analysts, System Admin) during the complete life cycle of the project.

The mission of Hacking Team's Field Application Engineers is to make our End-Users benefit from a unique know-how and expertise in the delivery of a state-of-the-art Offensive Solution and its efficient use.

Our Professional Services consists mainly in:

1. **Trainings**, various packages addressing most of the End-User's needs from technical operations
2. **Installation** and on-site **Assistance**, ensuring the solution is well configured, operational and the End-User is correctly using the product.
3. Consulting, **Assessment** and **Expertise**, providing key expertise on how to maximize the efficiency of the Agent deployment remotely or through WIFI and LAN's.

Note:

- All travel and accommodations costs are not included.



## 2.1. Professional Services for Installation and Deployment

Experienced engineers from Hacking Team will install the Software in the End-User's premises and train the different profiles of users (Administrator, Technician, System Admin and Analyst). Additional trainings, workshops and assistance can be provided in order to accelerate the ramp-up of the End-User during the complete life cycle of the project.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Remote Control System Installation &amp; Configuration</b></p> <p>Two (2) days of Installation and Configuration.</p> <p>The Installation and Configuration Service covers the following topics:</p> <ul style="list-style-type: none"> <li>- Site and Configuration Assessment (Internet, Servers, Connectivity, etc.)</li> <li>- Software Installation (Master Node, Collectors, Anonymizer chain, Console, Back-up)</li> <li>- Dry-run of the Software in a test environment</li> <li>- Generation of Certificate and Credentials for Support portal</li> <li>- Configuration of secure access to the Support portal</li> <li>- Hand-over to client for operational use and training</li> <li>- Delivery Certificate signature</li> <li>- <b>Prerequisite:</b> The Client must install all hardware and configure network and the system according to Technical Requirements Document prior to the start of work by HT Field Engineers.</li> </ul>	RCS-ICN	8.000,00
<p><b>Foundation Training</b></p> <p>Eight (8) days of Foundation Training.</p> <p>Foundation Training gives the attendees the confidence to operate the solution autonomously. It can be structured as a single session covering all the topics or as separate sessions for each of the operator roles available (Administrator, Technician, System Administrator, Analyst).</p> <p>The Foundation Training covers the following topics:</p> <ul style="list-style-type: none"> <li>- Remote Control System Architecture</li> <li>- Accounting and Operation</li> <li>- Agent configuration</li> <li>- Infection Vectors</li> <li>- Tactical Network Injector</li> <li>- Dashboards and Alerting</li> <li>- Intelligence</li> <li>- System Maintenance</li> </ul> <p><b>Prerequisite:</b> few years experience in operating systems and software in general. Previous experience in information security is a plus.</p> <p>Number of participants: up to 6 attendees.</p>	RCS-FTR	30.000,00
<p><b>Advanced Training</b></p> <p>Five (5) days of Advanced Training.</p> <p>Advanced Training builds on the client's first months of experience in using Remote Control System, combining the 10 years experience of HackingTeam to provide processes and best practice suitable to the client's unique operational scenarios</p> <p><b>Prerequisite:</b> Foundation Training.</p> <p>Number of participants: up to 6 attendees.</p>	RCS-ATR	20.000,00
<p><b>On-Site Assistance</b></p> <p>Three (3) weeks of On-site Assistance.</p> <p>On-site Assistance is designed to assist in giving the client peace of mind. A Field Engineer is available on-site to help the client with any technical concern or difficulty that may arise during ordinary or extraordinary operation of Remote Control System solution.</p> <p><b>Note:</b> On-Site Assistance is limited to giving technical assistance. Due to company policy and international regulations Field Engineers and support personnel in general cannot be directly involved or participate in Law Enforcement operations.</p>	RCS-OSA	60.000,00

<p><b>Custom Delivery Acceptance Procedure</b></p> <p>Hacking Team includes a standard Delivery Acceptance Procedure (see DAP Document) with every installation. This specific Service allows the End-User and Hacking Team to agree on and perform a custom Delivery Acceptance Procedure, including test cases performed at End-User premises and carried out by Hacking Team's engineers.</p>	RCS-DAP	To be quoted
<p><b>Social Engineering Training</b></p> <p>Five (5) days of Social Engineering Training.</p> <p>Social Engineering Training provides attendees with social engineering techniques, covering tactics for influencing individuals, with a particular focus on intelligence (OSINT and HUMINT) gathering and surveillance missions. This training objective is to maximize the efficiency of the infection attacks.</p> <p><b>Prerequisite:</b> xxx.</p> <p>Number of participants: up to 6 attendees.</p>	RCS-SET	xx.000,00
<p><b>Security Audit</b></p> <p>One (1) security audit of your Remote Control System installation.</p> <p>The Security Audit conducted by HT Field Engineers aims at finding security issues in the setup, network configuration and daily operations of your Remote Control System installation. It is suggested after a period of use of Remote Control System, to assure that ordinary or extraordinary maintenance have not affected the overall security of your solution.</p> <p>The Security Audit includes the following services:</p> <ul style="list-style-type: none"> <li>- Review of network setup for security issues</li> <li>- Mitigation or resolution of found issues</li> <li>- Instruction on best practice for daily operations</li> </ul> <p><b>Note:</b> HT Field Engineers will need to receive assistance from a network engineer of the Client and any person involved in the maintenance or use of the system.</p>	RCS-SDT	20.000,00
<p><b>IT Training</b></p> <p>One (1) week of one (1) IT Training course.</p> <p>The IT Trainings complement the preparation given with the Foundation and Advanced Training, introducing specific topics of IT security in a more general way, with less product specificity. All the courses have a strong hands-on component, to readily apply the acquired knowledge.</p> <p>The available IT Training courses are:</p> <ul style="list-style-type: none"> <li>- Network Penetration Testing</li> <li>- Web Application Penetration Testing</li> <li>- Reverse Engineering</li> <li>- Vulnerability Detection and Exploitation</li> <li>- Advanced Wireless Penetration Testing</li> <li>- IT Intrusion - Desktop and Mobile</li> </ul> <p><b>Note:</b> T&amp;A not included.</p> <p><b>Prerequisite:</b> Foundation Training.</p> <p>Number of participants: up to 6 attendees.</p>	RCS-ITT	30.000,00
<p><b>IT Training – Design Your Course</b></p> <p>One (1) week of IT Training – Design Your Course.</p> <p>The IT Training – Design Your Course gives the possibility of designing a personalized course that covers a choice of IT security topics selected by the Client.</p> <p><b>Note:</b> duration of the course can be extended or reduced according to HT estimate of the time needed for a proficient learning curve. T&amp;A not included.</p> <p><b>Prerequisite:</b> Foundation Training.</p> <p><b>Number of participants:</b> up to 6 attendees, subject to evaluation.</p>	RCS-DYC	To be quoted

## 2.2. Infection Vectors Professional Services

The Professional Services below are intended to make a better use of the diverse infection methods available.

Description	Product Code	Upfront License Fees in € EUR
<p><b>Infection Vectors Assessment</b></p> <p>The Infection Vectors Assessment aims at determining whether it is possible to improve the efficiency of our infection vectors against a specific Target's device or devices. HT R&amp;D team will analyze a range of common devices to evaluate if it is possible to fine-tune the code base to improve the ability to infect these Target devices. This is useful for example to cope with local customization and peculiarities (e.g., differences due to specific firmware changes made by the service provider to branded phones).</p> <p>Once the assessment is complete, you will receive a report with the outcome. In case there is a positive outcome you will receive a quote for the Infection Vectors Calibration service.</p> <p>- <b>Note:</b> the assessment may require up to one (1) month.</p>	RCS-IVS	50.000,00
<p><b>Infection Vectors Calibration</b></p> <p>The Infection Vectors Calibration service entitles you to ask for a dedicated calibration of infection vectors against specific phone brands and models and scenarios you face in real operations.</p> <p>Note: the quotation and technical specifications of the service will be delivered after the prerequisites are met, as they depend on the outcome.</p> <p><b>Prerequisite:</b> Exploit Delivery Service; completed Infection Vectors Assessment.</p>	RCS-IVC	To be quoted
<p><b>Custom App Project</b></p> <p>Two (2) Custom App project.</p> <p>The App Project service is designed to deliver a dedicated, valid Android app published on the Play Store (Android) that can be used to infect a controlled number of Target devices. Being authentic and served by the expected sources, the App is a powerful infection vector.</p> <p><b>Note:</b> it is suggested to begin this project after 3 to 6 months of use of Remote Control System. The experience acquired in the first months is essential to understand how the project should develop and for which operational context the App is to be designed.</p> <p><b>Prerequisite:</b> Exploit Delivery Service; the Custom App project is based on the availability of a specific class of exploits.</p>	RCS-APP	160.000,00
<p><b>NIA Project Assessment &amp; Pilot</b></p> <p>The Project Assessment &amp; Pilot assesses the feasibility of installation of Network Injector Appliances (NIAs) in the network of one (1) Internet Service Provider (ISP).</p> <p>During the Project Assessment &amp; Pilot, the following activities will be conducted:</p> <ul style="list-style-type: none"> <li>- Check of the technical requirements of the ISP network;</li> <li>- Identification of the optimal deployment options;</li> <li>- Evaluation of the number of NIAs needed to fully cover the ISP;</li> <li>- Identification of further network hardware needed for the installation;</li> </ul> <p>Once the assessment is complete, a Pilot installation will be performed, including:</p> <ul style="list-style-type: none"> <li>- Installation of one (1) NIA in the ISP network;</li> <li>- Functional tests on a DSL connection at the client premises;</li> <li>- Infection of a test target;</li> </ul> <p><b>Note:</b> the Pilot is performed with a demo installation. No real infections can be performed.</p> <p><b>Prerequisite:</b> full installation of Remote Control System.</p>	RCS-NIA-PAP	50.000,00
<p><b>NIA Project Deployment</b></p> <p>The Project Deployment includes all the installation activities needed to fully deploy the Network Injector Appliances to the selected Internet Service Provider (ISP) as identified in the Project Assessment.</p> <p>The scope of the Project Deployment is defined during the Project Assessment and further</p>	RCS-NIA-PDP	To be quoted

<p>detailed in the Statement of Work document</p> <p><b>Note:</b> the Project Deployment cost does not include the cost of the Network Injector Appliances or the cost of any additional hardware that may be needed to complete the installation.</p>		
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## 3. Yearly Subscriptions, Maintenance and Support

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Because of the nature of 0-day Exploits and in order to ensure that the attacks performed by our End-Users are efficient and that our Agent is safe, Hacking Team is delivering Exploits through a yearly Subscription based service.

Hacking Team also offers to End-Users to run every day automatized test on very specific configurations and scenario combining operating systems and anti-viruses, as part of its daily RiTE tests (RiTE is a Testing Ecosystem).

Maintenance & Support for the 1<sup>st</sup> year is included in the Software Upfront License fees from the date of delivery of the solution (delivery certificate). Subsequent years of Maintenance & Support are calculated on 20% of the Software Upfront License.

Note:

- The yearly Maintenance & Support fee is calculated on the Licensed Software configuration purchased by the End-User. In case the Software configuration is modified or expanded, the yearly Maintenance & Support fee will be recalculated.
- All software, products, specifications and data are subject to change without notice in order to improve reliability, function or design or otherwise.

## 3.1. Yearly Subscriptions, Maintenance and Support

Exploit Delivery Services are delivered to the End-Users through a Yearly Subscription. The 1<sup>st</sup> year of Maintenance & Support is included in the Upfront License fees. Maintenance entitlements are defined in the End User License Agreement (EULA).

Description	Product Code	Yearly License Fees in € EUR
<p><b>Exploit Delivery Service – 1 Year Subscription</b></p> <p>License for one (1) year subscription to Exploit Delivery Service (EDS). EDS grants you access to a selection of 0-day exploits targeting different applications. The Exploit Delivery Service includes the following key features:</p> <ul style="list-style-type: none"> <li>- RiTE (RiTE is a Testing Ecosystem) performing validity and security checks daily.</li> <li>- Exploit Delivery Network (EDN) managed by HT and hosted on anonymous systems, providing a secure environment for serving exploits</li> <li>- Requests performed via secured online ticketing. As an example, a request can consist of customer-provided application content (e.g., Word file) and specific infection vector</li> <li>- Delivery of weaponized customer’s content (e.g., Word file with embedded exploit), to be sent to the Target by the customer via customer’s Tactical Network Injector or other means</li> <li>- Automatic delivery of multi-stage exploits’ components</li> <li>- Automatic deletion of all the stages and content from the EDN as soon as the infection is complete</li> </ul> <p><b>Note:</b> exploits availability and service process can change without notice.</p>	RCS-EDS	120.000,00
<p><b>Custom RiTE Scenario – 1 Year subscription</b></p> <p>One (1) Custom RiTE Scenario subscription for 1 year. RiTE (RiTE is a Testing Environment) is HT target simulation testing system. RiTE runs more than 500 tests every day to evaluate the security and efficacy of the solution components and functionalities. The Custom RiTE Scenario subscription allows you to define your own custom scenario to be run daily in RiTE for 1 Year, for example to test security software that are local to specific countries or communities (e.g., 360.cn in Asian Chinese communities). <b>Prerequisite:</b> the scenario is subject to validation from HT Quality Assurance department.</p>	RCS-RTE	20.000,00
<p><b>Anonymizers Management Services– 1 Year subscription</b></p> <p>This service includes the complete management of the Anonymizers such as: One (1) Custom RiTE Scenario subscription for 1 year.</p> <ul style="list-style-type: none"> <li>- System administration</li> <li>- Periodical system health checks</li> <li>- Troubleshooting &amp; support</li> <li>- Administrative costs (e.g., accounting, payment)</li> </ul>	RCS-AMS	10.000,00
<p><b>Maintenance and Support – 1<sup>st</sup> Year Subscription</b></p> <p>License for 1<sup>st</sup> Year Maintenance and Support. It includes:</p> <ul style="list-style-type: none"> <li>- Software updates (e.g., bug fixing, improvements to platform support)</li> <li>- Invisibility updates</li> <li>- Dedicated Support through Web Ticketing System</li> <li>- RiTE (RiTE is a Testing Ecosystem), HT internally developed target simulation environment, performs 500+ daily tests of several combinations of 50+ anti-virus and 20+ applications.</li> </ul> <p><b>Note:</b> support is provided in English language.</p>	RCS-MNT	Included in the Software Upfront License
<p><b>Maintenance &amp; Support – Yearly Subscription</b></p> <p>License for Yearly Maintenance and Support. It includes:</p> <ul style="list-style-type: none"> <li>- Software updates (e.g., bug fixing, improvements to platform support)</li> <li>- Invisibility updates</li> <li>- Dedicated Support through Web Ticketing System</li> </ul>	RCS-MNT-1	20% of Software License

- RiTE (Rite-is-a-Testing Ecosystem) performs 500+ daily tests of several combinations of 50+ anti-virus and 20+ applications.		
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