

Bitsight usage for telecom companies and other service providers: self-publishing is required.

Background

- Each organization has a list of assets (IP addresses and website domains) by which Bitsight attributes findings to that organization's rating.
- Companies with many IP addresses (e.g., more than 1,000), such as telecom companies or hosting companies, have scores that are often skewed due to their tenant /guest IP addresses. A common example is when your organization has clients who use your company's network.
- With Self-published ratings, telecom companies and other companies marked "Service Provider" in the Bitsight platform are able to indicate which of those IP addresses and domains represent their corporate security posture and which ones do not. Bitsight will then create a new rating with only the assets that appropriately represent your organization's corporate security posture.

As a policyholder of The Hartford, select commercial insureds can request complimentary access to their Bitsight Security Ratings Report to assess their organization's current externally facing security posture.



Steps for Telecom and Service Provider Companies

- **Step 1 - Bitsight Report:** If you haven't already, [fill out](#) your contact information to receive a complimentary Bitsight Security Rating Report to help assess your organization's current overall security posture and identify vulnerabilities.
- **Step 2 - Bitsight Invite:** After registering, you'll receive an email invitation to the Bitsight platform and your customized Bitsight Security Rating Report within 1-5 business days. Follow the instructions within that email to log in to Bitsight and review your report.
- **Step 3 - Bitsight Consultation:** After receiving your Bitsight access and report, a dedicated Bitsight Customer Success Manager (CSM) will contact you via email to set up a time to discuss your organization's Bitsight Security Rating Report and answer any questions you may have. Note that you may also email Bitsight directly at eva@bitsight.com to set up an appointment, if preferred.

Important: Required Steps for Telecom and Other Service Providers Only

- » **Step 3a - Validate and Self-publish:** In order to validate and self-publish your organization's IP addresses, you may do one of the following:
 - **Option 1 – Self-publish with assistance from Bitsight:** With the help of your dedicated Bitsight CSM and as part of your Bitsight Consultation call, request assistance self-publishing your company's network footprint. Your Bitsight CSM will guide you through each step.
 - **Option 2 – Self-publish yourself without assistance:** When [logged in](#) to Bitsight, you can also follow [these instructions](#) to self-publish without assistance from a Bitsight CSM. Please note that these instructions are only viewable after you have logged in to Bitsight. If you have any issues self-publishing, contact your Bitsight CSM or eva@bitsight.com for assistance.
- » **Step 3b - Review Updated Bitsight Results:** After you have followed the above steps and once self-publishing has occurred, it can take a few days before the new results and associated scores will be available in the platform or available for download. The timeframe could vary depending on the size of the organization. When the new report is available, Bitsight will notify you and will be happy to schedule a call with you to discuss the new results, if needed.

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25-GS-3252858 © September 2025 The Hartford