

# EXHIBIT 18

## Tell me about the Malware Detection Scan

This type of scan detects malware on your external facing web site. For each malware detection we'll highlight a suspicious block of script for easy identification and removal. We use 2 methods to identify malware: Static Analysis and Behavioral Analysis.

### What is Static Analysis?

Static Analysis identifies source code typically used in malicious attacks. The static analysis scan tests occur in the first phase of the malware scan using signature rules. [What types of malware can be detected?](#)

### What is Behavioral Analysis?

Behavioral Analysis identifies malware based on a web site's behavior. Our service tests the web site's behavior by visiting the web site with a vulnerable browser and operating system, and running tests using this unpatched machine to determine if the web site behaves outside of normal operating guidelines. Our service monitors the unpatched machine to verify whether suspicious behavior has occurred. [What types of malware can be detected?](#)