



## SOFTWARE DEFINED PERIMETER +

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### 1. GENERAL

- 1.1 **Service Definition.** Software Defined Perimeter + (SDP) secures the connectivity between the Customer Protected Applications and authorized End Points and/or authorized users. Unlike traditional physical security, SDP uses logical software components and virtualized resources which are fully managed and provided as a service thereby offering the benefits of scalability, flexibility and high security.
- 1.2 **Standard Service Features.** Verizon provides this secure connection via point-to-point VPNs, application-layer VPNs, and an enhanced security layer to authenticate limited-trust entities chosen by Customer which supports the specified Controller(s), Gateway(s) and Customer Protected Application(s). This approach enables Customers to dynamically provision VPN access policies without changes and updates at End Points. SDP includes the following features:
  - **Customer Support.** Verizon provides implementation support and ongoing technical support 24x7 via phone.
  - **Error Tracking.** All SDP deficiencies are recorded through an electronic trouble ticket process and assigned trouble ticket tracking numbers.
  - **Maintenance.** Verizon provides routine SDP maintenance with advanced notification to Customer and emergency SDP maintenance required to maintain the security and integrity of the SDP Service. Verizon will notify Customer as soon as possible prior to commencing emergency maintenance.
  - **Management.** Verizon monitors and manages the SDP instance and the Verizon-provided infrastructure 24x7.

### 2. SUPPLEMENTAL TERMS

- 2.1 **Customer End User Consent.** Customer is solely responsible for obtaining end user consent and for taking any steps that may be required by law or regulation to inform its end users who send requests to access a Customer Protected Application.
- 2.2 **Customer Data.** Except as may be necessary to troubleshoot, Verizon will not collect, store or have access to any Customer-specific or Customer end user information, including any content of communications between end user and a Customer Protected Application. Verizon will only store log data of the requests for access to such Customer Protected Applications, which includes action on the request and how long the end user was accessing the information.
- 2.3 **Compliance with Regulations.** The configuration of Customer provided components of SDP, including but not limited to the identification of Customer Protected Applications and End Point devices, is entirely within the Customer's control. Customer will obtain its own legal advice as it deems necessary and to comply with any applicable data protection, privacy, antitrust and labor law, law, regulation, codes of practice or other requirements prior to utilizing SDP.
- 2.4 **SDP Service Orders and Acceptance**

## Software Defined Perimeter +

- 2.4.1 **Orders.** Customer will order the appropriate number of End Points. Significant modification, additional or reduction of Gateways and/or Controllers may require a new configuration and a new order.
- 2.4.2 **Acceptance Process.** Verizon will notify Customer when SDP is ready for use. Customer has 10 days to verify that SDP meets the specifications of this Service Attachment. If within that period, Customer provides a rejection notice to Verizon stating the specification(s) that are not met, Customer may elect either to give Verizon 20 days to correct the nonconformity, or terminate SDP without liability. If Customer does not give Verizon a rejection notice within the 10-day verification period, Customer will be deemed to have accepted SDP.
3. **FINANCIAL TERMS**
- 3.1 **Rates and Charges.** Customer will pay the charges for SDP + specified in the Agreement and at the following URL: [www.verizonenterprise.com/external/service\\_guide/reg/applicable\\_charges\\_toc.htm](http://www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm).
- 3.2. **Service Commitment.** The Service Commitment for each SDP is shown in the applicable Service Order. The minimum Service Commitment is 12 months. Customer may order additional instances of SDP at any time including End Points. As long as those new instances do not materially change the topology of the existing SDP, they will be subject to the existing Service Commitment, and will be billed at existing Agreement rates. If Customer adds new instances that change the topology of the existing SDP, new rates and a new Service Commitment will need to be agreed to for all Customer SDP instances.
4. **DEFINITIONS.** The following definitions apply to SDP Services, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL [www.verizonenterprise.com/external/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](http://www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm)

Term	Definition
End Point	An IP-enabled device, including but not limited to a tablet, smart phone and laptop computer, used to access Customer Protected Applications.
Customer Protected Applications	Customer-designated applications and assets to be protected by SDP.
Gateway	A SDP-enabled server that fronts Customer Protected Applications and communicates with Controllers.
Controller	A SDP-enabled server that communicates with End points and Gateway servers providing authorized access to Customer Protected Applications.
Set Up Charge	Charge for IDP Integration/Set-Up/Configuration, which includes imaging/forwarding of Controller and Gateway hardware to Customer final destination, as requested by Customer.