



MANAGED SECURITY SERVICES – SAAS POLICY MANAGEMENT +

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1. GENERAL

- 1.1 **Service Definition.** Managed Security Services (MSS) Software as a Service (SaaS) Policy Management+ (SaaS Policy Management) provides implementation of initial Rule Sets and Policy Change Requests for Customer endpoints with Verizon supported Third Party Vendor SaaS products. SaaS Policy Management can be provisioned both for Customers with an endpoint licensing agreement for one or more Verizon supported Third Party Vendor SaaS products, and for Customers who select the SaaS Policy Management with License option. The SaaS Policy Management service provides ongoing management of the endpoint security policy through a vendor-provided console or web-enabled management portal. The SaaS Policy Management with License option additionally provides Customer with installation and configuration assistance for, and ongoing management of, Customer's use of Verizon's Third Party Vendor software licenses.
- 1.2 **Service Implementation.** Verizon will assign a Project Manager to Customer who will schedule a kick off meeting to introduce the Verizon service delivery team, identify the Authorized Contacts for Customer, discuss the scope of the SaaS Policy Management service and its business impacts, and obtain any required information from Customer. Upon receipt from Customer of a completed Deployment Kit, Verizon will create a proposed project plan with high-level milestones and timelines. Verizon will provision SaaS Policy Management service after Customer has approved the project plan.
- 1.3 **Service Features.** SaaS Policy Management provides Rule Set management, Policy change management, and Back-up services. SaaS Policy Management with License additionally provides Customers with the use of Verizon's Third Party Vendor software license, including Verizon endpoint license management.
 - 1.3.1 **Rule Set Management.** Verizon will implement the initial device Rule Set developed in consultation with Customer during the implementation phase. Verizon may work with the Third Party Vendor to provide Rule Set Management. Customer may request changes to the Rule Set associated with a SaaS

Policy Management service instance. Verizon evaluates, prepares, and implements Rule Set changes as described in the Policy Change Management process. Customer can obtain a copy of the Rule Set from the Customer Portal. The development and review of new Rule Sets and/or Policies that are outside the scope of the Policy Change Management definitions in section 1.3.2 and the migration of existing Rule Sets and/or Policies, will be subject to a separate written work agreement and charged at the Applicable Rates.

1.3.2 Policy Change Management. Verizon manages Customer initiated Policy change requests (Change Request).

1.3.2.1 Change Requests. Change Requests are submitted and tracked through the Customer Portal by Authorized Contacts registered in the Service Context. Verizon assigns a unique Change Request number to each Change Request submitted and Customer must use this number in all communications about the Change Request. Change Requests are categorized as Regular Change, Fast Track, Urgent, and Major Change Requests. Verizon will send a confirmation request to the Authorized Contact who has submitted the Change Request, and to other Authorized Contacts registered in the Service Context if deemed necessary.

1.3.2.2 Regular Change Request (RCR). Verizon reviews and accepts a RCR within 24 hours after Customer submission. Verizon implements an accepted RCR in the next Maintenance Window as specified in the Service Context, provided that the minimum time between Verizon's acceptance of an RCR and the implementation is at least 48 hours. RCR is a planned change to the topology of the infrastructure or security Policy consisting of:

- Changes to existing rules, or the creation of new rules and/or objects, in the Rule Set.
- Creation of new hosts in the Policy, and the host is part of a subnet that is already accessible and configured in the service.
- Distribution of traffic between existing hosts.
- A change to the application software.
- Changes to operating system settings, excluding for changes to IP addresses.

1.3.2.3 Fast Track Change Request (FCR). Verizon reviews and accepts an FCR within 4 hours and implements an accepted FCR within 36 hours after acceptance. A FCR consumes a number of Service Tickets as detailed in section 3.1.2 below. A FCR is a planned or unplanned change consisting of:

- Changes existing rules or the creation of new rules and/or objects in the Rule Set.
- Creating new hosts in the Policy and the host is part of a subnet that is already accessible and configured in the service.
- Allowing or disallowing network traffic between existing hosts.

1.3.2.4 Urgent Change Request (UCR). Verizon will review and accept an UCR within 2 hours and will implement an accepted UCR within 4 hours after acceptance. Customer acknowledges that a UCR gives Verizon less time to review and mitigate security risks associated with the change request and implementation of UCR carries a higher degree of risk. Customer accepts such risks associated with a UCR when submitting a UCR. Customer will provide detailed data to allow Verizon to review the request within the SLA target of ≤ 2 hours, make available an Authorized Contact by telephone to further clarify the UCR, and provide written confirmation to Verizon via email(s) of Customer UCR decisions made during phone calls with Verizon. An UCR consumes a number of Service Tickets as detailed in section 3.1.3 below. UCR is an unplanned change consisting of:

- Modification of the existing rules or the creation of new rules and/or objects in the Rule Set.
- Specification of the required configuration setting and its new value.

1.3.2.5 Major Change Request. A Change Request is "Major" when it involves any of the following:

- Any Policy change requiring more than 4 hours (and less than 8 hours) of work effort end-to-end, including assessment, preparation and implementation phase.

- Adding a new site-to-site VPN.
- Policy and MSS backend changes related to the move of equipment where the management IP Address or connectivity does not change.

SLAs do not apply for implementation of Major Change Requests.

1.3.2.6 **Change Request Status.** The various status levels in the acceptance, implementation, and verification phase of the Change Request are described below:

Status Levels in the Acceptance Phase	Change Request Conditions
New	The Change Request has been received by Verizon.
Assigned	The Change Request has been assigned to a security team.
Reopened	The Change Request has been reopened for further action or feedback. This may be due to an internal Customer or failed change.
Work in Progress	The Change Request is being managed by a Security Engineer.
Hold	The Change Request is under review and the SLA is paused.
Status Levels in the Implementation Phase	Change Request Conditions
Hold - Accepted	The Change Request has been reviewed and accepted for implementation. The implementation SLA is in effect.
Hold - Internal	The Change Request has been put on hold by Verizon and the implementation SLA is in effect.
Hold – Under Review or Pending Peer Review	The Change Request is pending an action from Verizon. The implementation SLA is in effect.
Hold – Customer Request or Awaiting Customer Feedback	The Change Request is on hold by request of Customer or it is on hold pending an action by Customer which is preventing the implementation of the Change Request. The implementation SLA is not in effect.
Hold – Internal Vendor	The Change Request is pending an action by a Verizon vendor and implementation of the Change Request is pending. The implementation SLA is in effect.
Hold – Customer's Vendor	The Change Request is pending an action by Customer's vendor, which is preventing implementation of the Change Request. The implementation SLA is not in effect, as Verizon is awaiting action from Customer's vendor.
Hold – Scheduled Work	The Change Request has been scheduled for a specific date and time to activate the Change Request. The implementation SLA is in effect.
Status Levels in the Verification Phase	Change Request Conditions
Resolved - Discarded	The Change Request has been discarded. The implementation SLA is stopped.
Resolved - Implemented	The Change Request has been implemented. The implementation SLA is stopped.
Closed	The Change Request has been implemented and Customer has verified the implementation. No further action is required.

1.3.3 **Back-up Services.** Back-up services will be limited to the Change Request and Request for Information ticket information. The Change Requests will be kept on file for 1 year.

- 1.3.4 **Endpoint License Management.** During provisioning, for Verizon's Third Party Vendor licenses, Verizon, either directly or through the Third Party Vendor, will provide remote implementation support of endpoint Agents to be deployed in the Customer Environment, including installation and configuration assistance for the Agents. Additionally, Verizon will provide Agent updates (as these updates are made available by the applicable Third Party Vendor) during a Maintenance Window as defined in the Service Context and as agreed in advance with Customer.
- 1.3.5 **Customer Portal.** Authorized Contacts have 24x7 access, exclusive of Maintenance Windows, to the Customer Portal.
- 1.3.6 **Request for Information.** Customer can submit a Request for Information (RFI) relative to SaaS Policy Management service through the Customer Portal. Each RFI creates an RFI incident ticket and will receive a unique reference number that must be used in all further communications on the RFI. Request for Information incident tickets can be raised by the Customer for support requests not already covered by other ticket types.
- 1.3.7 **Security Services Advisor (SSA).** Customer is assigned a SSA who serves as the Customer's primary point of contact for security service management needs related to SaaS Policy Management. The SSA provides updates on service observations and trends and may provide recommendations to the Customer on improving their overall security posture.
- 1.3.7.1 **SSA Scope.** SSA service management activities are limited to the defined scope of Managed Security Service products and the standard hours of operations for the region in which the SSA is assigned. The SSA scope includes the following activities, in partnership with the Customer:
- Participate in the Verizon-hosted Customer kick-off meeting and provide up to a two-hour "train-the-trainer" remote training session on the Customer Portal to Authorized Contacts. Customer Portal training will be delivered once annually.
 - Remotely host a one-hour, quarterly service and analysis review (QSR) meeting to include a review of the following standard deliverables:
 - SSA will deliver the standard QSR
 - Highlights and trends from the previous quarter
 - Review bug submissions
 - Review feature requests
 - Notify Customer of any applicable updates/enhancements to the service and/or Customer Portal.
 - Facilitate Customer contact and communication with other Verizon service teams, such as the Security Operations Center (SOC), in support of Managed Security Service critical issue resolution and service improvement.
- 1.3.7.2 **Dedicated SSA.** Customer may purchase a dedicated SSA at the Applicable Rates to perform additional services and provide additional dedicated time beyond the SSA scope outlined above.
- 1.3.8 **Managed Security Services Policy Management Consultative.** The Policy Management Consultative service is an optional feature which provides clients with advisory assistance on Policy and change management processes including Policy design, Policy change request risk assessments, and Policy lifecycle support for devices that are part of the managed service. The service is remotely delivered based on a set number of Business Hours per week as detailed in the Agreement.
- 1.3.8.1 **Policy Design.** Verizon works with Customer to design policy recommendations based on industry best practice and Customer Environment.
- 1.3.8.2 **Policy Change Request Risk Assessment.** Customer may request changes to the Rule Set associated with a SaaS Policy Management service instance. At the Customer's request, Verizon will conduct an in depth analysis of the requested change to identify potential risks and security problems that could result from the implementation of the policy change.

1.3.8.3 **Policy Lifecycle Support.** Verizon can assist in remediation of security/configuration and/or performance issues identified in the policy review. The schedule and frequency of the reviews will vary based upon the scope and scale of the engagement as mutually agreed with Customer.

2. SUPPLEMENTAL TERMS

2.1 **Excluded Services.** The Service does not include device management of the endpoints themselves or of the Customer-owned endpoint software licenses. Changes to end-user systems and Customer devices are not included as part of SaaS Policy Management service.

2.1.1 **Availability and Health Monitoring of Third Party Platform.** Availability and health monitoring of any Third Party Vendor platform is not part of the Service. Availability and health issues of any Third Party Vendor platform may impact the Service. Customer will share availability and health monitoring data with the Verizon SOC.

2.1.2 **Third Party Services.** Verizon does not configure or diagnose network configurations for Customer access to third party provider services and is not responsible for the management of network related problems. The Third Party Vendor platform is not supported as part of the SaaS Policy Management Service. Verizon does not troubleshoot issues related to the Third Party Vendor platform.

2.1.3 **Third Party Product Maintenance.** The SaaS Policy Management service does not include maintenance of the Third Party Vendor-owned infrastructure, including Hardware, Software, software upgrade, or security configurations.

2.1.4 **Feature/Functionality Enhancements.** If during the term of the SaaS Policy Management service, the Third Party Vendor provides major feature/functionality enhancements that introduce additional configuration work, such work will be performed and charged at the Applicable Rates.

2.2 **Connectivity and Connectivity Equipment.** Verizon requires a secure routable path between the Customer Environment and the Verizon Security Management Center (SMC) to establish a direct connection. The applicable and necessary connectivity equipment is determined prior to the quoting and engagement process to ensure that connectivity architecture is adequate to support SaaS Policy Management services.

2.3 Customer Responsibilities

2.3.1 **Customer Deliverables for Implementation.** Customer will complete a Verizon Deployment Kit within 15 Business Days of the kick-off meeting. Verizon may terminate Customer's Service Order for SaaS Policy Management if the Deployment Kit is not received in a timely manner and/or the Customer is not communicating a good-faith effort to complete the Deployment Kit. Customer will timely approve the project plan, or provide necessary information to implement the project plan. Verizon may terminate the Customer's Service Order if delays in project plan approval or necessary information causes any activity on the critical path of the project plan to be delayed by more than 25 Business Days. Upon termination of any such Service Order(s), Verizon reserves the right to charge Customer for any expenses incurred by Verizon (including labor fees) up through the date of termination based on such project plan delay.

2.3.2 **Customer Deliverables for SaaS Policy Management.** Customer will provide the following information and access to Verizon for Customer's Third Party Vendor, as applicable.

2.3.2.1 **Third Party Customer Portal Access.** Verizon's Security Operations Center requires Login passwords to the Third Party Customer Portal to manage Policies. Customer will provide administrative Login details during service implementation. If no Verizon-specific administrative Login

passwords are granted, Customer understands that there could be additional security risks, including, but not limited to, stolen Login details.

- 2.3.2.2 **Third Party Customer Portal Administration.** Verizon will implement Change Requests on behalf of Customer via the Third Party Customer Portal. Customer will provide Verizon with sole control of the Third Party Customer Portal. Customer agrees that Verizon will have exclusive control of configuration via the Third Party Customer Portal. All configuration changes will be submitted to Verizon via the Authorized Contacts. Customer will only have read only access to the Third Party Customer Portal to view advisories and service reporting.
- 2.3.2.3 **Third Party Customer Portal Consent.** Customer has obtained, or will obtain, all legally required consents and permissions from users communicating over the Internet impacted by the SaaS Policy Management service or its configuration management, including without limitation the collection, use, processing, analysis and disclosure to Customer of Customer's Internet traffic data.
- 2.3.3 **Customer Environment and Maintenance Contracts.** Unless otherwise provided herein, Customer is responsible for monitoring and management of the Customer Environment. Customer will (i) procure and maintain with each Third Party Vendor adequate maintenance contracts and all licenses necessary to enable Verizon to properly perform SaaS Policy Management services; (ii) comply with SaaS Policy Management service prerequisites and operational procedures; (iii) promptly inform Verizon of any changes effectuated in the Customer Environment; and, (iv) inform Verizon of any changes to the nomination and/or authorization level of the individuals Customer has authorized to oversee, monitor or evaluate the provision of SaaS Policy Management services.
- 2.3.4 **Interoperability.** Customer acknowledges that modifications or changes to the Customer Environment may cause interoperability problems or malfunctions within the Customer Environment. Customer acknowledges that it is Customer's responsibility to ensure that the individual components of the Customer Environment are interoperable.
- 2.3.5 **Installation Sites and Equipment.** Customer shall prepare any installation site and/or Customer Environment in accordance with Verizon's instructions to ensure that any equipment which enables a Verizon interface to the Customer's device(s) is properly configured as required and operates in accordance with the manufacturer's specifications. Customer is responsible for any costs associated with preparation of the installation site and Customer Environment. If Customer fails to make any preparations required herein and this failure causes Verizon to incur costs during the implementation or provision of SaaS Policy Management then Verizon reserves the right to invoice Customer for such costs.
- 2.3.6 **User Interface.** In connection with the provision of SaaS Policy Management services, Verizon may provide Customer with 1 or more user Logins to access the portal. Customer shall at all times keep its Login strictly confidential and shall take all reasonable precautions to prevent unauthorized use, misuse or compromise of its Login. Customer agrees to notify Verizon promptly upon learning of any actual or threatened unauthorized use, misuse, or compromise of its Login. Verizon is entitled to rely on Customer's Login as conclusive evidence of identity and authority. Customer shall be liable for all activities and charges incurred through the use of Customer's Login, and will indemnify, defend and hold Verizon harmless from all liabilities, losses, damages, costs and expenses (including, without limitation, reasonable attorneys' fees and costs) incurred by Verizon resulting from the use and/or compromise of Customer's Login, unless the unauthorized use, misuse or compromise of Customer's Login is solely attributable to a Verizon's gross negligence or willful misconduct.

2.4 **Warranties**

- 2.4.1 **Verizon Warranties.** Verizon warrants to Customer that it will perform its obligations in a good and workmanlike manner. The remedies set forth in the service level agreement (SLA) portion of this Service

Attachment are Customer's sole and exclusive remedies in connection with the portions of SaaS Policy Management related to the failure to meet any standard set forth in the SLA.

2.4.2 **Third Party Warranties.** For any third party products and/or services incorporated as part of SaaS Policy Management, Customer shall receive only the warranties offered by such third party to the extent Verizon may pass through such warranties to Customer.

2.4.3 **Customer Warranties.** Customer represents and warrants that it has and will continue to have all rights, power, permissions and authority necessary to have Verizon perform SaaS Policy Management services in the Customer Environment (including, without limitation, all rights, power, permissions, authority and network user consents necessary in respect of any IP address assigned to a Customer device and consent from its network users to Verizon's service activities hereunder). Customer hereby assumes the sole responsibility for the accuracy of the IP addresses and domains provided to Verizon. Customer will be liable for all costs and expenses from any third party claims of loss, damage (including reasonable attorneys' fees) and liability of any kind that may be incurred as a result of Customer's breach of the foregoing warranty.

2.5 **Term and Termination**

2.5.1 **Service Commitment.** The Service Commitment is for a 1 year term, 2 year term or, 3 year term. The Service Commitment term commences upon Verizon's issuance of RFS notification. At the end of a Service Commitment, the Agreement will automatically renew for subsequent 1 year terms at the then current 1 year term price, unless a Party provides the other Party with notice of its intent not to auto-renew the Agreement at least 60 days prior to the expiration of the Service Commitment term. Customer may opt to purchase a different Service Commitment term with advance notice 60 days prior to the expiration of a Service Commitment or auto renewed term.

2.5.2 **Pre-RFS Termination.** Either Party may terminate a request for SaaS Policy Management services prior to the Service Activation Date with or without cause, effective 30 days after written notice of cancellation. If Customer requests a termination of a SaaS Policy Management service prior to the Service Activation Date as set forth under this provision, or Verizon terminates a SaaS Policy Management service as a result of Customer's failure to provide the necessary information or reasonable assistance required by Verizon to provision the service Customer will pay any set-up fees and other provisioning charges.

2.5.3 **Post-RFS Termination.** Either Party may terminate SaaS Policy Management service, with or without cause, effective 60 days after written notice of termination is given to the other Party. Customer accepts and agrees that, in the event (i) Customer terminates any Service for convenience, or (ii) Verizon terminates any Service for cause prior to the end of any contracted Service Commitment, then Customer will pay Verizon Early Termination Charges. Customer will pay the invoice for such charges in accordance with the terms of the Agreement.

2.5.4 **Termination for Chronic SLA Failure.** In the event that Verizon breaches the SLAs described in Section 3 for 6 or more consecutive months, Customer shall have the right to terminate this Agreement in whole or in part, so long as such SLA failure is not remedied within 90 days after Verizon has received a registered written notice of the service problems.

2.6 **Third Party Products or Services.** The Parties agree that Verizon shall not be liable for any damages caused by hardware, software, or other products or services furnished by parties other than Verizon, its agents, or subcontractors, or any damages caused by the products and/or services delivered by or on behalf of Verizon which have been modified, serviced, or otherwise attended to by parties other than Verizon or without Verizon's prior written and express consent. Customer acknowledges that Verizon shall not be liable for any damages resulting, directly or indirectly, from any act or failure to act by Customer or any third party, including, without limitation, the non-performance, defaults, omissions or negligence of any third party that provides telecommunications services in the country or countries in which Customer's

premises or systems are situated and other countries from, across, to or in respect which SaaS Policy Management is provided by or on behalf of Verizon.

3. SERVICE LEVEL AGREEMENT (SLA)

3.1 **Key Performance Indicators.** This SLA defines the service metrics for which Customer has the right to receive credits (Service Credits) in case Verizon fails to meet such metrics. In relation to a particular service instance, the SLA will become effective when Verizon has issued the Ready- for-Operation (RFO) notice. These SLAs do not apply to a Major Change Request.

3.1.1 **Regular Change Request SLA.** The Regular Change Request SLAs are as follows:

Regular Change Request	Timeframe
Accepted	≤ 24 hours after request
Implementation	During Maintenance Window

3.1.1.1 **Regular Change Request Service Credits.** The Regular Change Request SLA Service Credits are as follows:

Response Time	Instances per Month $\geq X/Y$	Service Credit
Acceptance > 24 hours	$\geq 1/10$	1

3.1.2 **Fast Track Change Request.** The Fast Change Request SLAs are as follows:

Fast Track Change Request	Timeframe
Accepted	≤ 4 hours after request
Implementation	≤ 36 hours after acceptance
Cost	6 Service Tickets

3.1.2.1 **Fast Track Change Request Service Credits.** The Fast Track Change Request SLA Service Credits are as follows:

Response Time	Instances per Month $\geq X/Y$	Service Credit
Acceptance > 4 hours	$\geq 1/10$	1
Implementation > 36 hours after acceptance	> 0/10	1

3.1.3 **Urgent Change Request SLA.** The Urgent Change Request SLAs are as follows:

Urgent Change Request	Timeframe
Accepted	≤ 2 hours after request
Implementation	≤ 4 hours after acceptance
Cost	8 service Tickets

3.1.3.1 **Urgent Change Request Service Credits.** Urgent Change Request SLA Service Credits are as follows:

Response Time	Instances per Month $\geq X/Y$	Service Credit
Acceptance > 2 hours	$\geq 1/10$	1
Implementation > 4 hours, ≤ 8 hours after acceptance	>0/10	1
Implementation > 8 hours after acceptance	>0/10	2

- 3.2 **Service Credit Amount.** Service Credits will be calculated monthly. Service Credits are only available starting 1 month after the service has reached the ready-for-service (RFS) milestone. Service Credits are calculated as follows:
- Service Credit equals the daily charge (calculated based on the applicable monthly recurring charge divided by the number of days in the month)
 - Instances per Month \geq X/Y means that if Verizon exceeds the SLA Response Time X time(s) out of Y instances per month then the Customer may be eligible for a Service Credit.
- 3.3 **Service Credit Claims.** The following conditions apply to service credit claims:
- Customer will notify Verizon within 30 Business Days following the calendar month where an SLA metric has not been met. No Service Credits will be issued if Verizon is not notified.
 - Verizon will verify any requested Service Credit, and will confirm the amount of the credit, if applicable. Verizon's Service Credit calculation is the final and definitive assessment of any credit payable.
 - Service Credits will be offset against future charges.
- 3.4 **Service Credit Conditions.** The following additional conditions apply to service credits:
- The total number of Service Credits may not exceed 50% of the MRC payable during that month.
 - Service Credits will not be due if the failure to meet SLA response times is due to:
 - A failure by Customer (or entity under Customer's control) to comply with Customer's obligations as described herein.
 - The non-performance, default, error, omission or negligence of any entity not under Verizon's reasonable control (such as, but not limited to, failure of any of Customer's third party providers of telecommunications services or problems with equipment Customer has provided).
 - The performance of routine maintenance work on Service Equipment or on any of the equipment used to provision and/or deliver SaaS Policy Management during the applicable Maintenance Window or emergency maintenance.
 - Tests performed or commissioned by or on behalf of Customer.
 - Any Force Majeure Event.

4. FINANCIAL TERMS

- 4.1 **Rates and Charges.** Unless expressly indicated otherwise, all non-recurring charges (NRCs) will be invoiced upon Order Confirmation Date. The monthly recurring charges (MRCs) will be invoiced upon Service Activation Date known as Ready-for-Service (RFS). MRCs are charged for each SaaS Policy Management service instance. MRCs are determined by the pricing rate tier for the total number of users/seats specified for the service instance in the Order. A minimum of 100 users/seats applies.

5. **DEFINITIONS.** The following definitions apply to SaaS Policy Management, in addition to those identified in the Master Terms.

Term	Definitions
24x7	Nonstop service, 24 hours a day, 7 days a week, 365 (366) days a year, independent of time zones and local or international public holidays.
Agent	The Third Party Vendor computer program installed on a Customer endpoint host.
Applicable Rates	The rates that apply for professional services work not covered under this Service Attachment. All such work is subject to the execution of a separate written agreement that describes the activities and the Applicable Rates for performing such work.
Authorized Contacts	Customer personnel authorized by Customer to access the Customer Portal and to interact with Verizon.
Customer Environment	The Customer network and/or information technology infrastructure.

Customer Portal	Online portal where Customers can have a near real time view on the change requests being processed, and where they can view the security posture and effectiveness of the Security Devices
Deployment Kit	A group of documents provided to Customer including various instructions as well as forms for the collection of additional data to enable onboarding.
Fast Track Change Request (FCR)	A Customer initiated Change Request that Verizon reviews and accepts within 4 hours and implements an accepted FCR within 36 hours after acceptance.
Login	IDs, account numbers, personal identification numbers or codes, passwords, digital certificates or other means of authentication.
Maintenance Window	A time window used for Verizon's performance of maintenance or management services on the SaaS Policy Management Service. During a Maintenance Window, the service may be temporarily disrupted or unavailable. In the case of Verizon's performance of Customer requested change request(s), the scheduling of Maintenance Windows may be agreed between Customer and Verizon. Maintenance windows are limited to a maximum of 6 hours unless otherwise communicated in writing by Verizon.
Major Change Request	A Customer-initiated Change Request requiring more than 4 hours (and less than 8 hours) end-to-end, including assessment, preparation and implementation phase. Service level agreements do not apply for implementation of Major Change Requests.
Order Confirmation Date	Verizon will confirm Customer's Service Order via email and the date of this email is the Order Confirmation Date. The Order Confirmation will confirm the MSS service(s) requested.
Policy or Policies	Policy are the rules by which the security device functions to protect Customer Environment as intended. Such as firewall policy (also known as Rule Sets), configuration, Whitelist, etc. which define ingress and egress of network traffic.
Project Manager	A Verizon-designated person who will act as the central point of contact throughout the MSS - Managed Services implementation process and MSS - if applicable. The Project Manager will be responsible for managing the schedule and will also collaborate with Customer to develop a project plan that will specify resources, dates, times, and locations for the tasks described in the project plan. The Project Manager also is responsible for managing the change control process. The Project Manager is not dedicated to Customer. A Dedicated Project Manager may be required if it concerns provisioning more than 3 devices over 5 sites at an additional charge.
Regular Change Request (RCR)	A Customer initiated Change Request that Verizon reviews and accepts within 24 hours after Customer submission and implements an accepted RCR in the next Maintenance Window as specified in the Service Context, provided that the minimum time between Verizon's acceptance of an RCR and the implementation is at least 48 hours.
Request for Information (RFI)	Request for Information – A Customer inquiry regarding SaaS Policy Management service
Ready for Operations (RFO)	Ready For Operations - The date (following RFS) that Verizon sends RFO notice to Customer and informs Customer that the service instance been fine-tuned and the escalation parameters, Service Context, and procedures have been set as mutually agreed. The SLA is effective as of this date. RFO is given per service instance.
Ready for Service (RFS)	Ready For Service - The date on which Verizon provisions the SaaS Policy Management service instance.
Rule Sets	Security Policy.

Service Context	<p>A set of documents with version control, posted on the Customer Portal, containing information about Customer that Verizon uses for the provisioning of Policy Management service to Customer. The Service Context is setup during the service initiation phase and is maintained via the change management process. Customer can also add or update host information in the Service Context. The Service Context may include 1 or more of the following:</p> <ul style="list-style-type: none"> • Authorized Contact details and authorization procedure for escalation, notification, and reporting • Service Description • Escalation, notification, reporting, and change control processes • Authorized Contacts • Information on maintenance and support contracts • Timeframe of Maintenance Windows • Roles and Responsibilities in the form of a RACI Matrix for complex and/or custom solutions <p>Network topologies and asset inventories of systems</p>
Service Ticket	<p>A unit for charging certain usage-based services. 48 Service Tickets are provided under SaaS Policy Management, annually following RFS. Verizon may modify the number of Service Tickets provided at its discretion.</p>
Security Management Center (SMC)	<p>A data center that hosts the Managed Security Services platform and the systems for monitoring the SaaS Policy Management service. The SMC includes: equipment to connect to the management stations (if applicable).</p>
Security Operations Center (SOC)	<p>A data center where the Verizon security analysts work.</p>
Third Party Vendor	<p>The vendor that is supported as part of the SaaS Policy Management Service.</p>
Third Party Customer Portal	<p>The customer portal of the Third Party Vendor whose product is supported under the SaaS Policy Management service</p>
Urgent Change Request (UCR)	<p>A Customer initiated Change Request that Verizon reviews and accepts within 2 hours and will implement within 4 hours after acceptance.</p>