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SOFTWARE AND SUBSCRIPTION SERVICES +

1. GENERAL

1.1 **Service Definition.** Software and Subscriptions Services + provides access to software licenses and cloud subscriptions offered by third party providers (TPP) associated with business communications, global network-based services and security services. Verizon is not the provider of TPP services and is reselling TPP services.

2. AVAILABLE VERSIONS OF SOFTWARE AND SUBSCRIPTION SERVICES

2.1 Zscaler Services

2.1.1 **Service Definition.** Zscaler Internet Access provides Internet security and web gateway services delivered from its Cloud Security Platform. Zscaler Private Access provides management of policies for access to internal resources delivered from its Cloud Security Platform.

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2.1.2 **Standard Service Features.** Zscaler Internet Access services are described at ~~www.zscaler.com/bundles.~~https://enterprise.verizon.com/service/zscaler-service-description.pdf. Zscaler Private Access provides Customer with tools to manage policies governing access to internal resources such as private applications and assets.

2.2 **Symantec Services**

2.2.1 **Service Definition.** Symantec Services provides network-based services to protect, manage and control e-mail and web based communications, including policy based encryption.

2.2.2 **Standard Service Features.** Symantec Services are described at www.symantec.com/connect/groups/verizon-global-service-providers-community

2.3 **Qualysguard Services**

2.3.1 **Service Definition.** QualysGuard Services allows Customer to automate the process of IT security and compliance management, including network discovery, mapping and business prioritization of IT assets; network and web application vulnerability assessments, policy compliance assessments; remediation task management; and reporting according to Customer-defined criteria.

2.3.2 **Standard Service Features.** Qualysguard services are described at ~~pages 5 to 7 at~~ the following URL: ~~www.qualys.com/docs/service-description.pdf~~ https://enterprise.verizon.com/service/qualys-service-description.pdf

2.4 **WhiteHat Services**

2.4.1 **Service Definition.** WhiteHat Sentinel is a web-based application service that i) allows Customer to scan Web Applications, located on Customer's external and internal networks for vulnerabilities and ii) provides information that will help Customer to remediate those vulnerabilities.

2.4.2 **Standard Service Features.** WhiteHat services are described at www.whitehatsec.com/wp-content/uploads/2017/10/sentinel-product-technical-descriptions.pdf

2.5 **Splunk Services**

2.5.1 **Service Definition.** Splunk Software and Cloud Services allow machine data to be searched, monitored, and analyzed to provide business insights in areas such as enterprise security, and IT service management.

2.5.2 **Standard Service Features.** ~~www.splunk.com/en_us/products.html~~Splunk services are described at the following URL:

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https://enterprise.verizon.com/service/splunk-service-description.pdf

2.6 **Verizon Secure Cloud Gateway**

2.6.1 **Service Definition.** iboss Distributed Gateway Platform provides secure cloud gateway services delivered from iboss cloud platform including either standard or mission critical support.

2.6.2 **Standard Service Features.** iboss Distributed Gateway Platform features are described at https://enterprise.verizon.com/service/iboss.pdf

2.7 **Turbonomic Services**

2.7.1 **Service Definition.** Turbonomic is a work load platform which helps Customer to optimize Customer's data center and cloud environments. It continuously analyses workload consumption and application performance which Customer can utilize to drive digital transformation, cloud migration, cloud cost reduction and IT operations effectiveness.

2.7.2 **Standard Service Features.** Turbonomic can be run on-premise, in a public cloud or across a hybrid environment and is available in three editions described at www.verizonenterprise.com/external/service_guide/reg/turbonomic.pdf

2.8 **Netskope Services**

2.8.1 **Service Definition.** Netskope Cloud service helps organizations to securely transition their corporate data to SaaS platforms, such as Microsoft Office 365, Google Apps, Slack and Box; and IaaS platforms, such as Amazon AWS, Microsoft Azure and Google Cloud Platform.

2.8.2 **Standard Service Features.** Netskope features are described at www.verizonenterprise.com/external/service_guide/reg/netskope_product_description_data_sheet.pdf

2.9 **Tanium Services**

2.9.1 **Service Definition.** Tanium provides organizations with a scalable single point of visibility and control to secure and manage system end points.

2.9.2 **Standard Service Features.** Tanium features are described at www.verizonenterprise.com/external/service_guide/reg/tanium.pdf

2.10 **Cylance Services**

2.10.1 **Service Definition.** Cylance provides organizations with a lightweight endpoint Anti-Virus (AV) solution that is effective against both known and unknown malware.

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2.10.2 **Standard Service Features.** Cylance features are described at www.verizonenterprise.com/external/service_guide/reg/cylance_service_description.pdf

2.11 **NICE Cloud Services**

2.11.1 **Service Definition.** NICE Cloud provides organizations with a suite of tools to improve performance of their call center.

2.11.2 **Standard Service Features.** NICE Cloud features are described at https://enterprise.verizon.com/service/NICE.pdf

2.12 **Palo Alto Services**

2.12.1 **Service Definition.** Palo Alto provides organizations with a suite of software and services to improve cybersecurity.

2.12.2 **Standard Service Features.** Palo Alto features are described at https://enterprise.verizon.com/service/Palo_Alto_Networks.pdf

2.13 **Acalvio Services**

2.13.1 **Service Definition.** Acalvio provides organizations with a threat detection system to help find intruders or malware that have breached Customers perimeter defenses.

2.13.2 **Standard Service Features.** Acalvio features are described at https://enterprise.verizon.com/service/Acalvio_Service_Description.pdf

2.14 **Versa Services**

2.14.1 **Service Definition.** Versa software allows organizations to deploy software defined (SD) solutions of SD-Routing, SD-Security, and Secure SD WAN.

2.14.2 **Standard Service Features.** Versa features are described at https://enterprise.verizon.com/service/versa_networks_product_descriptions.pdf

3. **SUPPLEMENTAL TERMS**

3.1 **End User Terms**. When ordering TPP services, Customer acknowledges having read, understood, and agreed to the applicable end user license terms or agreement (EULA) for the TPP services ordered by Customer, which are identified below and incorporated by reference. If a TPP provides notice to Verizon that Customer has breached the TPP's EULA, Verizon will have the right to terminate the applicable TPP

service. The EULAs for TPP services that govern Customer's use and access to TPP services are specified below:

3.1.1 **Zscaler Services**: www.zscaler.com/legal

3.1.2 **Symantec Services**: www.symantec.com/content/dam/symantec/docs/eulas/service-agreement/online-services-agreement-2016-12-en.pdf

3.1.3 **Qualysguard Services**: www.qualys.com/docs/eula.pdf

3.1.4 **WhiteHat Services**: www.whitehatsec.com/terms-conditions/

3.1.5 **Splunk Services**: www.splunk.com/en_us/legal/splunk-software-license-agreement.html and www.splunk.com/en_us/legal/terms/splunk-cloud-terms-of-service.html as applicable

3.1.6 **Verizon Secure Cloud Gateway / Iboss Distributed Gateway Platform:** www.verizonenterprise.com/external/service_guide/reg/iboss-eula.pdf

3.1.7 **Turbonomic Services**: https://greencircle.vmturbo.com/servlet/JiveServlet/downloadBody/1772-102-10-16527/Click%20Through%20Customer%20License%20%28Turbonomic%29.pdf

3.1.8 **Netskope Services:** ~~https://www.netskope.com/software-eula~~ https://www.netskope.com/subscription-terms

3.1.9 **Tanium Services:** https://www.tanium.com/EULA

3.1.10 **Cylance Services:** ~~www.verizonenterprise.com/external/service_guide/reg/cylance-eula.pdf~~ https://www.cylance.com/en-us/company/about-us/verizon-eula.html

3.1.11 **NICE Cloud Services:** https://www.nice.com/Documents/NICE.Agreements.Verizion.EndUserLicenseAgreement.pdf

3.1.12 **Palo Alto Services**: https://www.paloaltonetworks.com/content/dam/pan/en_US/assets/pdf/legal/palo-alto-networks-end-user-license-agreement-eula.pdf and https://www.paloaltonetworks.com/legal-notices/terms-of-use as applicable.

3.1.13 **Acalvio Services**: https://www.acalvio.com/eula

3.1.14 **Versa Services**: https://www.versa-networks.com/Versa-Networks-EULA-End-User-License-Agreement.pdf

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3.2 **Disclaimer of Warranties**. In addition to the disclaimer of warranties in Customer's master agreement with Verizon, Customer acknowledges and agrees that Verizon is not the provider of the Software and Subscription Services +, and Verizon provides no warranties, guarantees, or assurances of quality that apply to Software and Subscription Services. Customer will seek support, maintenance, and fulfillment of all warranties, guarantees, and quality assurance issues solely from TPP, and will not involve Verizon in the same.

3.3 **Customer Responsibilities**. Customer (and not Verizon or TPP) is responsible for taking any steps to gain any required consents by its end users and/or provide any notifications to its end users using any Software and Subscription Services + as may be required by law or otherwise.

4.   **FINANCIAL TERMS**

4.1 **Charges.**   Customer will pay the charges for Software and Subscription Services + specified in the Agreement   and   at   the   following   URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Upon the Service Activation Date, Customer will be invoiced the NRC, MRC or the annual recurring charge (ARC) for the Service Commitment. Verizon reserves the right to audit the number of subscriptions (e.g. End User, IP Addresses) Customer has on Software and Subscription Services +, and in the event that the number of subscriptions exceeds the number of subscriptions ordered by Customer, Verizon reserves the right to charge Customer for the difference. Verizon may also charge applicable NRCs for such additional subscriptions.

4.2 **Service Commitment.**   The Service Commitment for Software and Subscription Services + is shown in the applicable Service Order.   Customer may order additional subscriptions at any time and each order will have its own Service Commitment, and each order will be billed at the then-current rates. If: (i) Customer terminates a Software and Subscription Services + before the end of the relevant Service Commitment for reasons other than Cause; or (ii) Verizon terminates Software and Subscription Services + for Cause, then Customer will pay an amount equal to the relevant MRC and/or ARC for the terminated subscriptions remaining during relevant Service Commitment(s). Notwithstanding any terms to the contrary in the Master Terms, the provision of Software and Subscription Services shall be terminated at the end of Customer's Service Commitment unless Customer and Verizon agree to a new Service Commitment prior to such end date.

5. **DEFINITIONS.** In addition to the definitions identified in the Master Terms, the following administrative charge definitions   apply   to   Software   and   Subscription   Services   +: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

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