



Network Detection and Response +

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1. GENERAL

- 1.1 **Service Definition.** Network Detection and Response (NDR) provides network threat detection, full-packet forensics, and integrated response for enterprise, cloud, or industrial environments. NDR is delivered as a cloud utility, enabling retention of network packet data (Network Data) which can be continuously analyzed using various detection techniques, including threat intelligence, signatures, and behavioral/anomaly classifiers. NDR provides Customer's incident response teams with visibility into network packet data, meta data, and contextual data (via integrations) for impact analysis, investigation, and response. NDR uses Network Sensors installed locally on Customer's network or cloud environment to passively capture Network Data and stream to the NDR platform for analysis, threat detection, and correlation of threats, and to create a forensic memory of the Network Data for the selected retention period. NDR includes a web based customer portal (Visualizer) that provides Customer access to view their Network Data and identified threats, manage and administer their use of the Service, and obtain reports.
- 1.2 **Service Features.** The following service features are included with Network Detection and Response.
 - 1.2.1 **Network Sensors.** Lightweight software sensors (Network Sensors) are provided to Customer to deploy in the Customer Environment. The Network Sensors are configurable appliances that enable users to collect, filter, and analyze Network Data. Customer will select the areas that the Network Sensors will be installed in the Customer Environment.
 - 1.2.2 **Data and Data Retention.** Verizon will store collected Customer Network Data for the retention period purchased. The standard retention periods available are 1, 3, 6 or 12 months. Standard retention periods are on a rolling basis and the Customer Network Data stored is the most recently captured for the retention period selected. Customer Network Data is automatically deleted when it exceeds purchased data retention period.
 - 1.2.3 **Service Tier.** Customer selects Service Tier based on the bandwidth required to support their data capture needs. The standard available Service Tier options range from 10Mbps to 1Gbps. Customer can tune capture policy on an application/protocol, IP, or subnet basis to optimize and capture Network Data based on their specific needs.
 - 1.2.4 **Customer Portal.** The Visualizer (customer portal) provides Customer access to see their Network Data. Customer can view reports, manage users and policies, view and analyze threats, download packets, and receive notifications of threats perceived in the network.



- 1.2.5 **Customer Access.** Verizon provides Customer with the ability to also access the NDR service through an API interface. Customers can use the APIs to build integration or automation workflows within their environment.
- 1.3 **Service Implementation.** Verizon will schedule a deployment call with Customer's personnel authorized by Customer to access the customer portal and to interact with Verizon for the Service (Authorized Contacts) prior to service activation which includes assistance with installation of software sensors, sensor configuration, registration, and Visualizer training. Verizon will work with the Customer on the sizing of sensors and deployment, based on Customer's selection of Service Tier, quantity of sensors, and deployment architecture. Verizon will provide Customer with a user name and password to access the Visualizer.
- 1.3.1 **Registration.** Customer will provide true, accurate, current and complete information as prompted by Verizon's Network Detection and Response registration process, and will maintain and promptly update such information to keep it true, accurate, current and complete, including, but not limited to, Authorized Contacts.
- 1.3.2 **Network Sensor Optimization.** Customer agrees to allow Verizon to modify Customer's deployment and use of the Network Sensors for the purpose of optimizing the quantity and quality of Customer Network Data in the NDR platform.

2. SUPPLEMENTAL TERMS

2.1 **Customer Responsibilities**

- 2.1.1 **Use of Service.** Customer will (1) use the Services only in accordance with this Agreement; (2) be responsible for Customer's users' compliance with this Agreement; and, (3) prevent unauthorized access to or use of Services, and notify Verizon promptly of any such unauthorized access or use. Customer is responsible for any activity originating from Customer's account, regardless of whether such activity is authorized by Customer.
- 2.1.3 **Interoperability.** Where applicable, Customer acknowledges that modifications or changes to the Customer Environment may cause interoperability problems, inability to transmit data to Verizon, or malfunctions of the Network Sensor and/or the Customer Environment. Customer will give Verizon written notice (notice via email is acceptable) of any modifications or changes within 5 Business Days after making any such changes. Customer acknowledges that it is Customer's responsibility to maintain, at its sole cost and expense, the Customer Environment to ensure that the Customer Environment is interoperable with the Service.
- 2.1.4 **Customer Warranty.** Customer represents and warrants that Customer (a) has and will continue to have all rights, power, permissions and authority necessary to have Verizon provide Network Detection and Response services including, without limitation, consent of all authorized network end users located in the European Union ("EU") or other countries and where applicable (i) consulting all European Works Councils with respect to the operation of Network Detection and Response for EU based end users, and (ii) complying with all data protection regulators notifications and/or registration obligations with respect to the operation of the Network Detection and Response for all end users; (b) will use the Network Detection and Response services, including all reporting, deliverables, Documentation, and other information provided in connection with the Network Detection and Response service solely for purposes of protecting Customer from abusive, fraudulent, or unlawful use or access to its information, systems and applications including public internet service provided by Verizon and Customer will not market, sell, distribute, lease, license or use any such deliverables, Documentation or information for any other purposes.

- 2.2 **Open Source Software.** The Service and Network Sensors may include programs or code that are licensed under an open source software (OSS) license model. OSS programs and code are licensed under and are subject to the terms and conditions of the applicable OSS license, and are specifically excluded from all license grants, warranty and support obligations described in this Agreement. Nothing in this Agreement limits Customer's rights under, or grants rights that supersede, the terms and conditions of any applicable end user license for the OSS. If required by any license for particular OSS, Verizon makes such OSS, and Verizon's modifications to that OSS, available by written request.
- 2.3 **Use of Data.** As part of Customer's use of the Services, Customer will be providing certain (i) Network Data, (ii) User Data, and/or (iii) Feedback. Some Network Data is necessary for the essential use and functionality of the Services. Network Data is also used to provide associated services such as technical support and to continually improve the operation, security, efficacy and functionality of the Service.
- 2.3.1 **User Data.** Customer grants Verizon a worldwide, royalty-free, sublicensable license to use, modify, reproduce, publicly display, publicly perform, and distribute the User Data only as reasonably required to provide the Service.
- 2.3.2 **Network Data.** Customer hereby grants to Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use (i) the Network Data that is aggregated and de-identified so that it does not identify Customer for the purpose of enhancement of the Services, and (ii) any information that Verizon learns in evaluating Network Data to create the Statistical Data for the purpose of enhancing, developing, and/or promoting the Services.
- 2.3.3 **Feedback.** De-identified Feedback may be incorporated into the Services, and Customer hereby grants Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use de-identified Feedback for any purpose whatsoever, including, without limitation, for purposes of enhancing, developing and/or promoting products and services, including the Services.
- 2.4 **Network Data Portability and Deletion.** Due to the size and volume of Network Data transmitted to and stored with Verizon, Verizon cannot return or make Customer Network Data available to Customer after Service expiration or termination or end of retention period. Verizon will not maintain or provide Customer's Network Data to Customer upon the expiration or termination of the Agreement, or at the end of the retention period, and Verizon will delete or destroy Customer Data, including Network Data and User Data, in its systems or otherwise in its possession or control, unless legally prohibited.
- 2.5 **Verizon's Disclaimer of Warranties.** Verizon does not warrant that use of Network Detection and Response will be uninterrupted or error-free or that any defect in Network Detection and Response will be correctable or that incidents will be fully contained. Customer acknowledges that impenetrable security cannot be attained in real-world environments and that Verizon does not guarantee protection against breaches of security.
- 2.6 **Service Commitment.** The Service Commitment is 1, 2, 3, or 5 year period.
- 2.7 **Service Level Agreement.** Verizon provides Issue resolution under the following Service Level Agreement (SLA) terms.
- 2.7.1 **Issue Definition.** An Issue means a material failure of the Services to conform to its published specifications as described in the Documentation, which failure is demonstrable in the environment for which the Services were designed and causes them to be inoperable, to operate improperly, or produces results different from those described in the Documentation. Verizon is not required to resolve any Issue or otherwise provide any support relating to problems arising out of: (i) use of the Services in a manner not specified in the Agreement or Documentation; (ii) use of the Services in

combination with any third party software not provided or specified by Verizon; or (iii) alterations or modifications to the Services by anyone other than Verizon.

2.7.2 Severity Level. The specific Severity Levels for Issues are set forth below. Upon notice from Customer of an Issue, Verizon will classify such Issue according to the following Severity Levels. Verizon defines the severity of an Issue based on how it impacts Customer's ability to use the Services. A severity code is associated with all service requests, failures, and enhancement requests to indicate the impact and the urgency of the request.

- **Critical – Severity 1:** A Severity 1 (S1) Issue means that the Services are non-operational and no packets can be ingested into the system, or the functionality is significantly decreased, or back-up or other security of data can no longer be performed. The defect affects mission-critical systems or information in the production environment.
- **High – Severity 2:** A Severity 2 (S2) Issue means that the Services are operational with functional limitations or restrictions but there is minimal business impact. Defect has a large impact on the functionality of the application, but does not require immediate resolution into the production environment.
- **Medium – Severity 3:** A Severity 3 (S3) Issue means the Services are operational with functional limitations or restrictions that are not critical to the overall system operation. Defect has a moderate impact on the functionality of the application, however the application remains usable by all groups.
- **Low – Severity 4:** A Severity 4 (S4) Issue means the Services are operational with problems or errors, which have little impact on system operations. Severity 4 includes, but is not limited to, Documentation errors. Defect has a minor impact on the functionality of the application.

2.7.3 Issue Resolution. Upon classifying an Issue, Verizon will use commercially reasonable efforts to address such Issue in accordance with its classification and the table below.

Issue Severity Level	Response Time *	Escalation Time **	Update Frequency
Severity 1	Immediate	2 hours	Continuous
Severity 2	1 hour	24 hours	Daily
Severity 3	8 business hours	5 business days	Weekly
Severity 4	3 business days	10 business days	Weekly

* S1 and S2 problems must be logged by telephone, to ensure the target response time is met.

** Verizon will make reasonable effort to resolve the reported Issue, provide a work-around or escalate to the next level within the times listed. Verizon makes no commitment to resolve an Issue within a specific time.

2.7.4 Maintenance Window. Verizon uses a continuous release methodology for ongoing product enhancements and improvements. In the event there is a scheduled maintenance that will impact the Services, Verizon will notify customers at least 7 days in advance. Such notification will include the estimated start time and date, estimated finish time, description of work to be performed and the potential impact to Customer.

3. FINANCIAL TERMS. Customer will pay the applicable monthly recurring charge (MRC) for the Service Tier and data retention period ordered, as shown in the Agreement.

4. DEFINITIONS. The following definitions apply to Network Detection and Response, in addition to those identified in the Master Terms of your Agreement.

Term	Definition
Authorized Contacts	Customer personnel authorized by Customer to access the product portal and to interact with Verizon for the Network Detection and Response service.

Customer Environment	The network and/or information technology infrastructure in which Customer Network Data reside.
Documentation	Technical support materials including administration and deployment guides as well as knowledge base and other materials (such as videos, diagrams, and the like).
Feedback	Any suggested changes, clarifications, additions, modifications or recommended product improvements to the Services that Customer provides as part of technical support or otherwise by direct entry into a product user interface, phone conversation, email or otherwise.
Network Data	Any technical data and related information about Customer's computer network generated as part of Customer's usage of the Services, including, but not limited to the operating system type and version; network host data; origin and nature of malware, endpoint GUID's (globally unique identifiers); Internet Protocol (IP) addresses; MAC addresses; log files; network configurations; network security policies; information related to the usage, origin of use, traffic patterns, and behavior of the users on a network; and any aggregate, demographic or network traffic data.
Network Sensors	Linux software package that captures Network Data from Customer Environment, optimizes, encrypts and transmits data back to the NDR platform. Sensors are deployed passively off a SPAN, Tap or Mirror port from a network or tap aggregation device.
Service Tier	The volume of Customer Network Data ingested or into the system.
Statistical Data	Any information or data that is created from the Network Data, provided that such information or data is aggregated and de-identified or otherwise cannot be used to identify Customer's network.
User Data	All information and materials, including personal information, that Customer provides in connection with Customer's use of the Services, but does not include Network Data.