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1. GENERAL

1.1 **Service Definition.** Software and Subscription 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 **Acalvio Services**

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

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

2.2 **Avaya Services**

- 2.2.1 **Service Definition.** Avaya IX Subscriptions and Avaya OneCloud ReadyNow Services provide organizations with unified communication solutions via software licenses or cloud delivered services on a subscription basis.
- 2.2.2 **Standard Service Features.** Avaya IX Subscriptions and Avaya OneCloud ReadyNow Services are described at the following URL: <https://enterprise.verizon.com/service/avaya-product-description.pdf>

2.3 **Cisco Duo Services**

- 2.3.1 **Service Definition.** Cisco Duo is a cloud based security platform that protects against unwanted access to Customer applications and data.
- 2.3.2 **Standard Service Features.** Cisco Duo services are described at the following URL: <https://enterprise.verizon.com/service/cisco-duo-product-description.pdf>

2.4 **Cisco Enterprise Agreement**

- 2.4.1 **Service Definition.** The Cisco Enterprise Agreement software-licensing program helps organizations buy, consume, and manage Cisco technology across the Cisco software portfolio with a three or five year cross-platform agreement and unified terms and conditions.
- 2.4.2 **Standard Service Features.** Cisco Enterprise Agreement services and features are described at: <https://www.cisco.com/c/en/us/products/software/enterprise-agreement.html>. Certain services and features may not be available or may not be available in all jurisdictions. The Enterprise Agreement services and features available to Customer can be found on Customer's Cisco Smart account.

2.5 **Cylance Services**

- 2.5.1 **Service Definition.** Cylance provides organizations with a lightweight endpoint Anti-Virus (AV) solution that is effective against both known and unknown malware.
- 2.5.2 **Standard Service Features.** Cylance features are described at www.verizonenterprise.com/external/service_guide/reg/cylance_service_description.pdf

2.6 **Netskope Services**

- 2.6.1 **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.
- 2.6.2 **Standard Service Features.** Netskope features are described at <https://enterprise.verizon.com/service/netkope-product-description.pdf>

2.7 **NICE Cloud Services**

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

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

2.8 **Onapsis Services**

2.8.1 **Service Definition.** Onapsis Software Services provides organizations with the ability to scan SAP / Oracle environments to identify and manage vulnerabilities.

2.8.2 **Standard Service Features.** Onapsis services are described at the following URL: <https://enterprise.verizon.com/service/onapsis-product-description.pdf>

2.9 **Palo Alto Services**

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

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

2.10 **Qualysguard Services**

2.10.1 **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.

2.10.2 **Standard Service Features.** Qualysguard services are described at the following URL: <https://enterprise.verizon.com/service/qualys-service-description.pdf>

2.11 **Splunk Services**

2.11.1 **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.

2.11.2 **Standard Service Features.** Splunk services are described at the following URL: <https://enterprise.verizon.com/service/splunk-service-description.pdf>

2.12 **Symantec Services**

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

2.12.2 **Standard Service Features.** Symantec Services are described at <https://enterprise.verizon.com/service/broadcom-product-description.pdf>

2.13 **Tanium Services**

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

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

2.14 **ThousandEyes Services**

2.14.1 **Service Definition.** ThousandEyes enables organizations to see network performance through a combination of smart monitoring agents, a cloud application and open APIs so they can deliver an optimal service to branch offices, retail stores, and remote employees.

2.14.2 **Standard Service Features.** ThousandEyes features are described at <https://enterprise.verizon.com/service/thousandeyes-product-description.pdf>

2.15 **Turbonomic Services**

2.15.1 **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.

2.15.2 **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

2.16 **Verizon Secure Cloud Gateway / iboss Distributed Gateway Platform**

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

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

2.17 **Versa Services**

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

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

2.18 **WhiteHat Services**

2.18.1 **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.

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

2.19 **Zscaler Services**

2.19.1 **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.

2.19.2 **Standard Service Features.** Zscaler Internet Access and Private Access services are described at https://enterprise.verizon.com/service_guide/reg/zscaler-service-description.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 **Acalvio Services:** <https://www.acalvio.com/eula>

3.1.2 **Avaya Services:**

3.1.2.1 **Avaya IX Subscriptions:**

Avaya Global Software License Terms: <https://downloads.avaya.com/css/P8/documents/100072471>

Avaya Subscription Licensing Terms: <https://downloads.avaya.com/css/P8/documents/101031806>

3.1.2.2 **Avaya OneCloud Ready Now:** <https://www.avaya.com/en/termsofservice/> and the terms of use for Hosted Services at <http://support.avaya.com/LicenseInfo>.

3.1.3 **Cisco Duo Services:**

<https://www.cisco.com/c/en/us/about/legal/cloud-and-software/universal-cloud-agreement.html>

and

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/duo-offer-description.pdf

3.1.4 **Cisco Enterprise Agreement:** The Cisco EULA for services and features ordered by Customer will be provided via a Customer-specific Cisco Smart account. Customer must access their Smart account, print, sign and return the EULA to Cisco prior to utilizing their Enterprise Agreement. A Cisco Smart account can be created here: www.cisco.com/go/Smartaccounts

3.1.5 **Cylance Services:** <https://www.cylance.com/en-us/company/about-us/verizon-eula.html>

3.1.6 **Netskope Services:** <https://www.netskope.com/subscription-terms>

3.1.7 **NICE Cloud Services:**

<https://www.nice.com/Documents/NICE.Agreements.Verizon.EndUserLicenseAgreement.pdf>

3.1.8 **Onapsis Services:** <https://www.onapsis.com/license-agreement>

- 3.1.9 **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>.
- 3.1.10 **Qualysguard Services:** www.qualys.com/docs/eula.pdf
- 3.1.11 **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
- 3.1.12 **Symantec Services:** www.symantec.com/content/dam/symantec/docs/eulas/service-agreement/online-services-agreement-2016-12-en.pdf
- 3.1.13 **Tanium Services:** <https://www.tanium.com/EULA>
- 3.1.14 **ThousandEyes Services:** <https://www.thousandeyes.com/legal/tou>, along with any applicable supplemental or additional terms located at <https://www.thousandeyes.com/legal>
- 3.1.15 **Turbonomic Services:** <https://greencircle.vmturbo.com/servlet/JiveServlet/downloadBody/1772-102-10-16527/Click%20Through%20Customer%20License%20%28Turbonomic%29.pdf>
- 3.1.16 **Verizon Secure Cloud Gateway / iboss Distributed Gateway Platform:**
www.verizonenterprise.com/external/service_guide/reg/iboss-eula.pdf
- 3.1.17 **Versa Services:**
<https://www.versa-networks.com/Versa-Networks-EULA-End-User-License-Agreement.pdf>
- 3.1.18 **WhiteHat Services:** www.whitehatsec.com/terms-conditions/
- 3.1.19 **Zscaler Services:** www.zscaler.com/legal

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. The Activation Date shall be the date upon which either the TPP or Verizon has provided written notification or confirmation to the Customer that services have begun, whichever is earlier. 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