

VERIZON SOFTWARE DEFINED PERIMETER +

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1. GENERAL

1.1 Service Definition. Verizon Software Defined Perimeter (SDP) is the zero trust approach to networking for remote access, internal networks, and cloud applications. Verizon SDP helps defeat man in the middle network based attacks from unauthorized users and devices. Software Defined Perimeter + (SDP) secures the connectivity between the Customer Protected Applications and authorized End Points and/or authorized users. Unlike traditional physical security, Verizon SDP uses logical software components and virtualized resources and is offered as a managed service. 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.~~ Verizon SDP includes the following primary features:

- **Customer Support.** Verizon provides implementation support and ongoing technical support 24x7 via phoneemail.
- **Error Tracking.** All Verizon SDP deficiencies are recorded through an electronic trouble ticket process and assigned trouble ticket tracking numbers.
- **Maintenance.** Verizon provides routine Verizon SDP maintenance with advanced notification to Customer and emergency Verizon SDP maintenance required to maintain the security and integrity of the Verizon SDP Service. Verizon will notify Customer as soon as possible prior to commencing emergency maintenance.
- **Management.** Verizon monitors and manages the Verizon SDP instance and the Verizon-provided infrastructure 24x7.

1.3 Service Implementation. Verizon will schedule deployment planning call within two business days after receipt of fully completed purchase order. During deployment planning, Customer will provide the appropriate technical configuration information and Authorized or Technical Point of Contact details to the Verizon operations engineer. Upon receipt of complete and accurate Customer configuration information, Verizon will configure Verizon SDP to help protect Customer's Protected Applications. Verizon will assign a project manager to assist Customer in operationalizing the Service, including configuration, deployment, and testing.

2. SUPPLEMENTAL TERMS

2.1 Customer End User Consent. Customer will obtain any necessary End User consent who send requests to access a Customer Protected Application. Customer is solely responsible for obtaining End User

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~~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 **Service Tier and Overutilization.** ~~Customer will order the Service tier for the appropriate number of End Users. Verizon will monitor the number of on-boarded End Users for compliance with the purchased Service tier. Usage in excess of the purchased Service tier purchased will be considered Overutilization of the Service. Verizon may, at its sole discretion, support End Users that exceed the Service tier purchased. If Customer's Overutilization (measured as a percentage of total number of users permitted in the next tier) exceeds 20% on the first day of the month being invoiced, Verizon may deem such Overutilization as Customer's authorization to increase Customer's Service tier to the higher Service tier and Customer will be invoiced accordingly. **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 **Service Commitment.** ~~The Service Commitment is 12 months and Early Termination Charges apply. At the end to of the Service Commitment, Verizon will automatically extend the Service term until either party terminates with 30 days prior written notice. Customer may order additional instances of Verizon SDP at any time and, as long as the new instances do not materially change the topology of the existing Verizon SDP, they will be subject to the existing Service Commitment and will be billed at current applicable Service tier rates.~~

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.~~

2.3.1 **SDP Service Orders and Acceptance Orders.** ~~Customer will order the Service for the appropriate number of End Users. Significant modification, addition or reduction of Gateways and/or Controllers may require a new configuration and a new order.~~

2.3.2 **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.** ~~Customer will pay the charges for Verizon SDP as specified in the Agreement, including any Overutilization charges.~~

3.1 **Rates and Charges.** ~~Customer will pay the charges for SDP + specified in the Agreement.~~

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 Users and 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 of your Agreement and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.~~

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Term	Definition
<u>Authorized or Technical Point of Contact</u>	<u>Customer personnel authorized by Customer to access the Service, provide the necessary information and to interact with Verizon.</u>
<u>Client, Device or End User Device End Point</u>	An IP-enabled device, including but not limited to a tablet, smart phone and laptop computer, used to access Customer Protected Applications. <u>These End User Devices run the Verizon SDP Client software. Devices and Clients may be used interchangeably.</u>
<u>Controller End User</u>	<u>A Verizon SDP-enabled system of servers that communicates with End User Devices (Clients) and Gateway servers providing authorized access to Customer Protected Applications. A single unique individual that is associated with a maximum of 5 End Points.</u>
Customer Protected Applications	Customer-designated applications and assets to be protected by <u>Verizon</u> SDP.
<u>End User</u>	<u>A single unique individual.</u>
Gateway	A <u>Verizon</u> SDP-enabled server that fronts Customer Protected Applications and communicates with Controllers <u>and End User Devices (Clients).</u>
<u>Overutilization</u>	<u>Use of the Service in excess of the Service tier (number of End Users) purchased</u>
<u>Controller</u>	<u>A SDP-enabled server that communicates with End points and Gateway servers providing authorized access to Customer Protected Applications.</u>
<u>Set Up Charge</u>	<u>Charge for IDP Integration/Set Up/Configuration, which includes imaging/forwarding of Controller and Gateway hardware to Customer final destination, as requested by Customer.</u>