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VERIZON SASE MANAGEMENT + SERVICE LEVEL AGREEMENT

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1. **KEY PERFORMANCE INDICATORS.** This Secure Access Service Edge (SASE) Management Service Level Agreement (SLA) defines the SASE Management service metrics for which Customer may qualify for credits (Service Credits) if Verizon fails to meet such metrics. The SLA is effective on the first full calendar month after the Service Activation Date.

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

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

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

Instances per month ≥ X/Y means that if Verizon exceeds the SLA Response Time X time(s) out of Y instances per month then the Customer may qualify for a Service Credit.

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

Fast Track Change Request	Timeframe
Accepted	≤ 4 hours after request
Implementation	≤ 36 hours after acceptance

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 ≥ X/Y	Service Credit
Acceptance > 4 hours	1/10	1
Implementation > 36 hours after Acceptance	0/10	1

1.3 **Urgent Change Request SLA.** The Customer will provide detailed data to allow Verizon to review the request within the SLA target of ≤ 2 hours. The Urgent Change Request SLAs are as follows:

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Urgent Change Request	Timeframe
Accepted	≤ 2 hours after request
Implementation	≤ 4 hours after acceptance

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

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

1.4 **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.
Suspended	The Change Request is under review and the SLA is paused.

Status Levels in the Implementation Phase	Change Request Conditions
Work in Progress	The Change Request is being implemented.
Work Rescheduled	The Change Request has been rescheduled due to a Customer request and the implementation SLA is not in effect.
Suspended	The Change Request is on hold and the SLA is paused.
Cancel	The Change Request has been discarded. The implementation SLA is stopped.

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.

2. **CALCULATION OF SERVICE CREDITS.**
Service Credits will be calculated monthly as follows:
- Service Credit equals the daily charge (calculated based on the applicable Recurring Charge divided by the number of days in the month for an MRC or a year for an annual Recurring Charge).

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3. **SERVICE CREDIT REQUESTS.**
The following conditions apply to Service Credit requests:
- Customer will notify Verizon within 30 days following the calendar month where an SLA metric has not been met. No Service Credits will be issued if Customer has not requested a Service Credit from Verizon.
- Verizon will verify any requested Service Credit, and will confirm the amount of the Service Credit, if applicable.
- Service Credits will be offset against future charges.

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.
- Major Change Requests do not have an SLA.
- Implementation SLAs do not apply for Change Requests that Customer has requested to be implemented outside of the relevant implementation SLA window.
- Change Requests where Customer requests an exception in terms of standard processes with regards to SLAs will become 'SLA exempt'.
- Verizon's Service Credit calculation is the final and definitive assessment of any credit payable.
- 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 SASE Management maintenance during the applicable Maintenance Window.
  - The performance of emergency SASE Management maintenance.
  - Tests performed or commissioned by or on behalf of Customer.
  - Any Force Majeure Event.

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