



Verizon Identity Service – Service Level Agreement

This Service Level Agreement (SLA) defines the service metrics that Verizon strives to meet in the delivery of Verizon Identity Service (Verizon ID) and the credits Customer is eligible to receive if those metrics are not met.

1. **Overview.** This SLA for Verizon ID is set forth at https://enterprise.verizon.com/service/verizon_id_sla.pdf. Verizon reserves the right to amend this SLA from time to time effective upon posting of the revised SLA to the URL cited above or other notice to Customer. This SLA sets forth Customer's sole remedies for any claim relating to failure to meet any standard set forth in this SLA. Verizon's records and data will be the basis for all SLA calculations and determinations.

2. **SLA Definitions.** The following definitions apply to SLAs.

2.1 **Availability.** Availability is based on the total number of minutes in a calendar month during which the Verizon ID component listed below is available divided by the total number of minutes in that month (subject to the exclusions specified below). Availability figures are rounded to the nearest tenth of a percent.

2.2 **Credential Issuance.** Credential issuance availability is based on the availability of Verizon ID to register Users. Credential issuance is available when Verizon's Verizon ID monitoring structure determines that it can be accessed to register a User

2.3 **Identity Broker.** Identity Broker availability is based on the availability of Verizon ID to authenticate Users. Identity Broker is available when Verizon's Verizon ID monitoring structure determines that it can be accessed to authenticate a User.

2.4 **Calculation.** Availability (%) =

$$1 - \frac{\text{Total minutes that a Verizon ID Service components is not available per month (subject to exclusions)}}{\# \text{ days in month} \times 24 \text{ hours} \times 60 \text{ minutes}} \times 100\%$$

2.5 **Quality SLA.** If any SLA metric is not met for three consecutive months, Customer may elect to discontinue Verizon ID without liability except for accrued Verizon ID charges prior to discontinuation

2.6 **SLA Metrics.**

Component	SLA
Credential Issuance Availability	99.5%
Identity Broker Availability	99.9%
Verizon ID Service Quality	No recurring SLA issues for 3 consecutive months



- 3 **SLO Definitions.** The following definitions apply to Service Level Objectives (SLOs). No credit will be due for failure to meet an SLO.

3.1 **Customer Request Response Timing.** Customer request response timing is the number of Business Days that have elapsed from the time that the request is initiated to Verizon via a Trouble Ticket and Verizon responds to that request (subject to the exclusions specified below) as provided below. Verizon's response will include a Trouble Ticket Number and may include a request for additional or supporting information and a timeline for resolution.

3.2 **Adding or Modifying Users.** Verizon will update Verizon ID to increase or decrease the number of active Users within its Verizon ID tier level commitment using a CSV file provided by Customer.

3.3 **Adding or Modifying an Application.** Verizon will provide a response to Customer concerning configuring Identity Broker to provide authentication services to a new or modified application after receipt of a change request from Customer.

3.4 **SLO Metrics**

Component	SLO
Customer Request to Add or Modify Users	Response time within 1 Business Day of request
Customer Request to Add or Modify Applications	Response time within 5 Business Days of request
Customer Request for a Report	Response time within 3 Business Days of request

4. **Report Requests.** Upon Customer's request via Trouble Ticket, a Verizon ID SLO or incident report will be emailed to Customer's POC (subject to the exclusions specified below). Customer may receive up to one SLO report per calendar month and one incident report per incident.

5. **Credits.** Customers will be credited for failure to meet SLAs as shown below. Only one credit amount will apply in any one month.

Service Level Attained	Credit
If one or more of the following are true: <ul style="list-style-type: none">Credential issuance availability between 99.0% and 99.4%Identity Broker availability between 99.5% and 99.8%	1% of MRC
If one or more of the following are true: <ul style="list-style-type: none">Credential issuance availability between 98% and 98.9%Identity Broker availability between 99% and 99.4%	3% of MRC
If one or more of the following are true:	5% of MRC

<ul style="list-style-type: none"> • Credential issuance availability between 97% and 97.9% • Identity Broker availability between 98.5% and 98.9% 	
If one or more of the following are true: <ul style="list-style-type: none"> • Credential issuance availability between 96% and 96.9% • Identity Broker availability between 98% and 98.4% 	10% of MRC
If one or more of the following are true: <ul style="list-style-type: none"> • Credential issuance availability between 95% and 95.9% • Identity Broker availability between 97% and 97.9% 	15% of MRC
If one or more of the following are true: <ul style="list-style-type: none"> • Credential issuance availability less than 95% • Identity Broker availability less than 97% 	20% of MRC

6. **Exclusions.** The following exclusions apply to all SLA credits:

- 6.1. Failure to meet the SLA due to emergency or scheduled maintenance by Verizon.
- 6.2. Failure to meet the SLA due to any act or omission on the part of Customer, its contractors or vendors, or any other entity over which Customer exercises control or has the right to exercise control.
- 6.3. Failure to meet the SLA due to because a component of Customer's or User's equipment fails.
- 6.4. Failure to meet the SLA due to a failure of Customer's or User's internet connection.
- 6.5. Acts of God or events of Force Majeure.

7. **Claims.** Customer must submit a SLA credit request in writing to its Verizon account team for a credit within 15 days of the end of the month for which Customer believes an SLA credit is due. Such SLA credit request must include the date and time the issue(s) began and ended, the Verizon ID component affected and the Trouble Ticket number for each issue (if applicable).

8. **Customer Disconnect Notice.** In the even that Customer seeks to terminate service for SLA failures, Customer must submit a written disconnect notice to its Verizon account team that describes the SLA that has consecutively failed within 30 days following the end of either the third or subsequent consecutive month of Verizon's failure to meet such SLA.