verizon

PROFESSIONAL SERVICES
VERIZON THREAT INTELLIGENCE PLATFORM SERVICE
STATEMENT OF WORK
TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT

This Verizon Threat Intelligence Platform Service Statement of Work (SOW) is entered into between the entities identified as, respectively, Verizon and Customer in the related Service Order Form (SOF). This SOW is made pursuant to the Professional Services Service Attachment (PSSA) and is made part of the Agreement. All capitalized terms used but not expressly defined in this SOW have the meanings given such terms in the Agreement. The Service Commitment and Service Activation Date are shown in the SOF.

1. **PROJECT DESCRIPTION.** Verizon will provide Customer with the Verizon Threat Intelligence Platform Service (VTIPS) at the either the Essential, Plus, or Premium level of service as indicated on the SOF.

1.1. **General Scope of Work.** VTIPS provides Customer the capability to utilize cyber security resources and threat intelligence feeds within their security operations. When integrated into Customer operations, VTIPS will provide analyzed cyber threat intelligence. Certain activities require cyber threat intelligence consulting support hours (Consulting Hours) which Customer may request using the engagement letter process (Engagement Letter), each as described below. VTIPS consists of 5 core package sizes, 3 levels of service, additional options, and additional optional Professional Services engagements. The services and options are selected by the Customer during pre-sales discovery meetings, and identified in the SOF.

1.2. **Essential.** The Essential level of service includes the following services:

1.2.1 **Onboarding.** Within 10 days following the Service Activation Date, Verizon will send an email to Customer's Point of Contact (POC) requesting a date and time for an onboarding discussion. Onboarding will take place via a conference call between Customer and Verizon. During the Onboarding session, Verizon will: (1) collect Customer contact information; (2) review Customer's VTIPS core package sizes, levels of service, and options ordered; (3) identify Customer's existing SIEM configuration; (4) collect any information required from Customer for registration into the VTIPS portal (Portal); and (5) provide Customer with a toll-free support number for 24x7x365 on-call support (the VTIPS Hotline). Customer will be required to register for access to the Portal via a URL link, which will be provided during onboarding (and as further described below). Verizon will also review the additional optional services available and the Engagement Letter process for requesting additional cyber threat intelligence consulting services (each a Project). Once the onboarding process is complete, Customer will be able to order additional cyber threat intelligence consulting support, as further described below.

1.2.2 **Integration of Anomali ThreatStream.** VTIPS provides a Software as a Service (SaaS) based platform, available in 5 core packages and various options as selected by Customer and identified in the SOF.

1.2.2.1. Core Packages**:** The size of the core package selected will be determined by the amount of data flowing through Customer's existing SIEM at the time of the Order. If during the Service Commitment, the amount of data flowing through Customer's SIEM has increased to the next core package size, Customer will be notified and a Change Order will be provided to the Customer to update the core package selection to reflect the increased amount of data flow. Core package sizes are available in the following levels:

Core Package	Max Gig's Per Day	Included Users
Starter	100	2
Small	250	5
Corporate	500	10
Enterprise	1000	15
Large Enterprise	2000	25
Custom	<2000	to be defined per custom engagement

If Customer consistently exceeds the maximum gigabytes per day of the core package in their Order, Verizon may require Customer to purchase the core package that equals the actual amount of data flowing through the Customer's SIEM. Verizon may perform quarterly reviews of Customer's actual amount of data flow to ensure that the correct core package is ordered.

1.2.2.2. Standard Integration. Each core package, known as a Tier 1 integration, includes a standard integration of Anomali ThreatStream data feed into Customer's existing SIEM platform, if supported by Anomali (if not supported additional discussion will be required). Customer will be provided a VTIPS registration web link during onboarding. Once Customer has registered, Verizon will integrate the VTIPS, either remotely or onsite, to the Customers SIEM and complete the setup of the service.

1.2.2.3. Anomali ThreatStream Platform Support. Support for issues related to the SaaS is available from both Verizon and Anomali support teams via 24x5 on-call support. Resolution of SaaS support issues may be 2 hours to 24 hours depending on the criticality of the issue.

1.2.2.4. Training Support. Post installation training will be provided online via the Anomali ThreatStream portal and Anomali University. Additional training requests and advanced training inquires may require an Engagement Letter.

1.2.3 **Enhanced Verizon Intelligence Feed Integration.** The Enhanced Verizon Intelligence Feed (EVIF) will be integrated directly into Customer's VTIPS by making Customer a member of the Verizon trusted circle. The trusted circle is the primary intelligence sharing mechanism within VTIPS. The enhanced Verizon intelligence feed includes third party threat intelligence, open source threat data, and Verizon's proprietary global IP footprint threat data, providing additional intelligence and a wider view of the global threat landscape. Essential service level includes EVIF support services during Business Hours.

1.2.4 **Intelligence Summaries.** Verizon will provide in Customer's VTIPS Portal, the Verizon intelligence information which may include communications such as weekly Verizon intelligence summaries (INTSUM), and a monthly Verizon intelligence briefing (phone and web conference). Additionally, ad hoc threat alerts and advisories will be sent to Customer from time to time. Collectively, the INTSUM, monthly briefings, and threat alerts/advisories are referred to herein as Intelligence Summaries.

1.2.5 **Verizon Threat Intelligence Platform Service Hotline**. Customer on-call support is available 24x7x365 through a toll-free support number to the VTIPS Hotline. The VTIPS Hotline is to be used by Customer when Customer has service issues or requests for tailored intelligence support. Upon calling the VTIPS Hotline, a Verizon representative will log the Customer's information and reason for the call, and will engage the next level of phone support. Customer will then receive a follow-up call from Verizon, to discuss further details of their request and to ensure analytical efforts are accurately focused. If Customers request is related to issues around the Anomali Threatstream, Verizon will coordinate a call between Customer and the Anomali helpdesk.

1.2.6 **Optional Services**. Customer may order the following optional services, at an additional fee, as detailed in the SOF:

1.2.6.1. Tier 2 Integration: Tier 2 integrations refer to the integration of threat data into a host based or network based solution such as endpoints, firewalls, or network devices. Depending on the specific integration, Verizon may perform a remote or onsite installation (where available) of an integrator application, or assist Customer with performing the necessary setup.

1.2.6.2. Hybrid Integration: Hybrid integration refers to an on-premise private storage node for VTIPS. Verizon will install a virtual machine (VM) onto a Customer owned server, or remotely assist Customer with the setup. Hybrid integration enables Customer to pull threat intelligence information from the VTIPS without the Customer's data leaving their network. The Hybrid integration is delivered as a VM image which can be installed on VMware ESXi server v5.5, v6.0, or v6.5. The VM image includes the Anomali ThreatStream Hybrid Ubuntu installer. The minimum requirements for the VM based on the deployment package sizes are as follows:

Parameters	CPUs	Memory	Primary Disk	Data Disk
1-25 analysts, 0-5k observables/day, *or* 2 integrations	8-10	16GB	60GB	80GB
15-25 analysts, 5-10k observables/day, *or* 3-4 integrations	10-12	32GB	60GB	100GB
25+ analysts, 10k+ observables/day, *or* 5+ integrations	12-16	64GB	60GB	200GB

1.2.6.3 Additional Users: Customer may require additional users than included in a core package. Customer may add additional users to any of the core packages at an additional cost pursuant to a SOF.

1.3. **Plus.** The Plus level of service includes the Essential level of service (with the exception of section 1.2.6 Optional Services, unless otherwise stated) as well as the services listed below.

1.3.1 **Enhanced Onboarding**. In addition to the onboarding activities outlined above in section 1.2.1, Plus Customers will also receive enhanced onboarding activities during their onboarding call, including: (1) Verizon will work with Customer to identify the date and Customer location for Verizon to perform a Prioritized Critical Asset Inventory (PCAI), which is typically scheduled within 45 days of the Service Activation Date; (2) Verizon will discuss the PCAI re-validation which will be conducted quarterly throughout the Service Commitment; and (3) Verizon will request information required from Customer to set-up Customer user accounts.

1.3.2 **Prioritized Critical Asset Inventory (PCAI)**. Verizon will contact remotely, or travel onsite (where available) to the Customer location identified during onboarding, to develop a PCAI. Verizon will provide up to 80 hours of support to develop the PCAI, and is included in the price of the Plus level of service. The PCAI will be used to outline Customer prioritized assets for which the intelligence platform will focus its cyber threat research and analysis. With Customer's integrated and dedicated assistance, this process will define those items for which the Customer is the most concerned and would like to focus the intelligence analysis. Verizon will also work with the Customer to identify the keywords for the Dark Web Cyber Brand Intelligence service (section 1.3.3 below). Verizon will provide up to 40 hours of support quarterly for revalidation of Customer's PCAI. Revalidation is also included in the price of the Plus level

of service. Following onboarding, Verizon and Customer will work on an agreed upon schedule for the PCAI.

1.3.3 **Enhanced Verizon Intelligence Feed Integration.** The Plus and Premium service levels include EVIF support on a 24x7x365 basis.

1.3.4 **Dark Web Cyber Brand Intelligence**. Verizon and Customer will develop keywords aligned to the Customer's desired surface, deep, and dark web monitoring requirements during PCAI development. Up to 335 keywords/keyword phrases are included (Keyword Inventory). The Keyword Inventory can encompass elements such as awareness of brand reputation, product reputation, personnel protection, physical infrastructure protection, supply chain risk management, and network architecture protection. Revalidation of the Customer's Keyword Inventory will be conducted quarterly by Verizon with Customer, in conjunction with the quarterly revalidation of the PCAI. VTIPS will provide a weekly report on the status of keyword findings and immediate notification for any high-risk findings. The following additional Keyword Notifications services are available:

- Customer can order additional keywords in increments of 10 keywords/keyword phrases that will be used for additional surface, deep, and dark web monitoring. Orders for additional keywords/keyword phrases will be pursuant to a SOF at an additional fee.
- Customer can order proactive research and/or in-depth intelligence analysis of keyword alerts via an Engagement Letter. Customer will be charged at the hourly rate identified in the SOF.

1.3.5 **Cyber Threat and Industry Bulletins**. In addition to the Intelligence Summaries provided in the Essential Package, Verizon will provide in Customer's VTIPS Portal, the reports listed below, when available:

- Daily cyber intelligence bulletin
- Weekly cyber threat bulletin
- Monthly intelligence industry report
- Monthly cyber intelligence technical deep-dive webinar
- Additional ad-hoc reports (collectively, with the Intelligence Summaries, the Intelligence Reports) produced by Verizon's team and/or compiled by other intelligence sources may be distributed to Customers.

Customer requests for the Intelligence Summaries or Intelligence Reports to be delivered in a different format, or via a different means than as provided in this section 1.3.4, can be done via an Engagement Letter and will be charged at the hourly rate identified in the SOF.

1.3.6 **Remote Dark Web Threat Hunter.** Customers have 24x7x365 access to the remote dark web threat hunter team (Remote Dark Web Hunter) for assistance with setting up threat feeds, alarming thresholds, interpretation of data, and in determining appropriate mitigation strategies. The Remote Dark Web Hunter(s), will be available to Customer pursuant to the VTIPS Hotline, will be familiar with the Customers threat landscape and PCAI, and will be able to assist Customer with related questions. The results of a call to the Remote Dark Web Hunter will be communicated to the Customer via phone only. Customer may request written deliverables, reports, or additional support; Verizon and Customer will detail such request in an Engagement Letter and Customer will be charged at the hourly rate identified in the SOF.

1.3.7 **Plus Consulting Hours.** The Plus level of service includes 6 Consulting Hours per week. Consulting Hours are used in increments of 15 minutes. Verizon will notify Customer when 5 Consulting Hours have been used during the week. Consulting Hours are used Sunday to Saturday and reset every Sunday. Consulting Hours pursuant to a separate Engagement Letter or support provided by Anomali do not count

against Customers included Consulting Hours. Additional Consulting Hours may be ordered through the Engagement Letter process.

1.4. **Premium.** The Premium level of service includes everything listed above under the Essential and Plus level of service as well as an onsite dark web threat hunter (where available) and premium reporting as described below.

1.4.1 **Dark Web Cyber Brand Intelligence Additional Keywords**. In addition to the 355 keywords/keyword phrases included in the service outlined in the Plus level of service (section 1.3.3 above), Premium Customers will receive 500 additional keywords/keyword phrases included in their service, for a total of 855 keywords/keyword phrases.

1.4.2 **Onsite Dark Web Threat Hunter.** Verizon will provide 1 on-site surface, deep, and dark web threat hunter (Dark Web Hunter), where available, to be located at a Customer location identified by the Customer, during Business Hours. Verizon will provide remote support in the first 90 days, while identifying an onsite Dark Web Hunter that fits the Customer's requirements. Customer is responsible for providing the onsite Dark Web Hunter with computer access, office space, telephone access, and access to Customer facilities and personnel. This access must ensure the onsite Dark Web Hunter has the ability to speak with and integrate into Customer offices which he/she supports. The onsite Dark Web Hunter will perform the following work:

- provides dark web hunting support 8 hours during Normal Business Hours;
- become familiar with the Customers environment to supports Customer's PCAI;
- perform Customer requested surface, deep, and dark web searches and analysis in support of monthly deliverable requirements, such as: domain name, IP address, email address, file hash, registry key, malware name, URL, bad actor name, and/or campaign name;
- perform the following tasks to produce intelligence analysis:
  - coordinate and confirm platform integration;
  - provide operationalized dark web cyber intelligence analytical deliverables;
  - leverage tools, techniques and technologies to collect and structure open source data from the surface, deep, and dark web sources and deliver intelligence information from those platforms;
  - confirm platform integration with the Customer's security operations center (SOC), and/or Customers computer emergency response team **(**CERT) is accomplished;
  - perform coordination with Remote Dark Web Hunter(s) to support required deliverables;
  - facilitate Change Order and Engagement Letter processing;
  - perform daily interaction with Customer regarding their deliverables to ensure the quality of the product meets Customer expectations; and,
  - interact with Customer IT and security teams.

1.4.3 **Premium Dark Web Monthly Reporting.** Premium Customers will receive additional reporting and briefings by the onsite Dark Web Hunter as described below.

1.4.3.1 Monthly Dark Web Intelligence Analysis Report. The onsite Dark Web Hunter will (1) focus research and analysis on Customer's Prioritized Critical Asset Inventory; (2) conduct social network analysis (SNA), digital network intelligence (DNI), and link analysis; and, (3) publish a monthly intelligence analysis report depicting cyber threat associations, hierarchies, and relationships.

1.4.3.2 Monthly Dark Web Intelligence Analysis Briefing. The onsite Dark Web Hunter will provide a monthly dark web intelligence analysis briefing to Customer depicting cyber threat associations, hierarchies, and relationships.

1.4.4 **Premium Consulting Hours**. The Premium level includes Plus Consulting Hours as set forth in

Section 1.3.7 and includes an additional 20 Consulting Hours per week. Verizon will notify Customer when 25 Consulting Hours have been used during the week.

1.5. **Additional Cyber Threat Intelligence Available Services.** After the onboarding process is complete, Customer can request additional cyber threat intelligence Consulting Hours and support (each a Project) by contacting Verizon via the Hotline (Essential or Plus Customers), or by working through the onsite Dark Web Hunter (Premium Customers) as applicable, and initiating the Project via an Engagement Letter as specified herein.

1.5.1 **Cyber Threat Intelligence Consulting Support.** Customer may request support from Verizon within the categories listed below. Specific services available within each category that are applicable to the Customer's needs will be discussed during a scoping call. Scope and pricing will be outlined in an Engagement Letter and will be provided pursuant to the hourly rates identified in the SOF. The Cyber Threat Intelligence Consulting Support categories are:

- Custom Surface, Deep, and Dark Web Research;
- Custom Tactical, Operational, and Strategic Intelligence Analysis; and,
- Incident Response Investigative Activities.

1.5.2 **Engagement Letter Process**. The scope of each Engagement Letter will be agreed upon on a case-by-case basis. The Project initiation process takes an average 3 hours during which Verizon will define, and Customer will agree upon, the Project objectives, scope of work, Customer sites, number of Hours, and expected Deliverables. When Customer orders a Project, Verizon will provide a written Engagement Letter that describes the Project requested, methodologies to be used in performance of the requested Project, and the number of Hours required to complete the requested Project. Additional or changed Project hours will require an amended Engagement Letter.

2. SUPPLEMENTAL TERMS

2.1. Term and Termination

2.1.1 **Service Commitment**. The Service Commitment is for a 12 month term, 24 month term, or, 36 month term, as identified on the SOF. At the end of a Service Commitment, the Agreement will renew for subsequent 12 month terms at the then current 12 month term price, unless a Party provides the other Party with notice of its intent not to renew the Agreement at least 90 days prior to the expiration of the Service Commitment. Customer may opt to purchase a different Service Commitment term with advance notice 90 days prior to the expiration of a Service Commitment or auto renewed term.

2.1.2 **Service Termination.** Customer accepts and agrees that, in the event (i) Customer terminates any Order for convenience or (ii) Verizon terminates any Order for Cause prior to the end of the Service Commitment, then Customer will pay Verizon all unpaid fees payable under this SOW and the applicable SOF for the remainder of Service Commitment, including Early Termination Charges and any applicable annual third party license fee. Customer will pay the invoice for such charges in accordance with the terms of the Agreement.

2.2. **Deliverables**. Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement's confidentiality terms. VTIPS Deliverables are described in sections 1.2, 1.3 and 1.4, inclusive, of this SOW, and as described in an Engagement Letter.

3. FINANCIAL TERMS

3.1. **Rates and Charges.** For new customers, in the first year, there will be a non-recurring charge (NRC) for setup and installation. Customer will also pay an annual recurring charge (ARC) and/or a monthly recurring charge (MRC), as applicable, for the Verizon intelligence feed, service level, core package and the Service Commitment as set forth in the SOF. Travel and expenses will be billed as provided in the PSSA, this SOW, and the SOF.

3.2. **Project Charges:** For additional Projects or Services provisioned under this SOW, Customer will be invoiced on a time and material basis at the rate identified on the Engagement Letter, and at the rates listed in the SOF.