

## **Rapid Response Retainer Professional Service Description**

### **Cyber Incident Capability Assessment: Network Health Check**

This service description describes the Cybersecurity Network Health Check (Health Check), which may be selected as the Customer's annual Cyber Incident Capability Assessment choice included in the Rapid Response Retainer base program (see Rapid Response Retainer Statement of Work). An Engagement Letter will describe the specific scope and Deliverables for the assessment described below.

1. **SERVICE DESCRIPTION.** Following signature on an Engagement Letter, Verizon will conduct a kick-off call to discuss resources, and confirm details contained in the Engagement Letter. Customer will provide Customer IP address ranges on a signed Customer IP schedule (CIP Schedule). After receipt of the CIP Schedule, Verizon will begin to capture and analyze 14 consecutive days of netflows stemming from Customer IP address ranges listed on the CIP Schedule. Verizon will analyze those traffic patterns matching Customer's identified CIP addresses against the Verizon watchlist. The Verizon watchlist contains IP addresses deemed suspect by Verizon based on the collection and scrutiny of intelligence drawn from the Verizon global IP backbone, investigations, and other sources. Verizon will match watchlist IP addresses against Customer inbound and outbound traffic to identify possible indications of unwanted activity. Verizon will examine the metadata (e.g., source and destination IP addresses, source and destination ports, packet count and bytes) in Customer's inbound and outbound communications to search for known threat actors, as well as traffic patterns that are considered malicious. Verizon will supplement the netflow health check by IP-heavy firewall logs Customer has obtained through Customer's security event management tool and provided to Verizon for analysis.
2. **DELIVERABLES AND DOCUMENTATION.** Any Deliverables provided by Verizon are intended for Customer and Verizon use only and will be identified in the engagement letter. Customer may disclose a Deliverable to a third party pursuant to the confidentiality terms of the Agreement. Verizon will provide Customer with a report of findings and recommendations ("Network Health Check Report"). The Network Health Check Report will provide a brief executive summary, as well as details on the presence of potentially malicious, unauthorized, or unwanted activity, if any. Verizon will also provide recommendations related to the findings. The Network Health Check Report will explain Customer's strengths and weaknesses, and identify areas that can be improved.
3. **CONDITIONS.** Customer must provide a fully completed and executed CIP Schedule.