

Rapid Response Retainer Professional Service Description

Add-on Capability: Dark Web Hunting

This service description describes Dark Web Hunting, which may be selected as an Add-on capability pursuant to the Rapid Response Retainer base program (see Rapid Response Retainer Statement of Work), and included in a SOF.

1. **SERVICE DESCRIPTION.** Verizon's Dark Web Hunting service provides proactive, investigative intelligence research, analysis, and reporting to assist the Customer manage security risks and situational awareness. Verizon's Dark Web Hunting provides adversarial threat patterns and activities focused on Customer's business priorities. Dark Web Hunting includes the following:

1.1 **Keyword and Risk Areas.** Verizon will work with the Customer to determine Customer's monitoring and hunting priorities. The priorities will consist of a list of Customer keywords, and the risk areas the Customer would like Verizon to focus on during Hunting, Alerting, and Weekly Reporting. Customer keywords can encompass elements such as awareness of brand reputation, product reputation, personnel protection, physical infrastructure protection, supply chain risk management, and network architecture protection (Keywords). Verizon will search the surface, deep and dark web for Keywords identified and will focus on the risk areas that Customer identifies as its primary concern (Risk Areas). Risk Areas may include any of the following:

- Brand;
- TypoSquatting Risk;
- Domain/Sub-Domain Risk;
- IP Range Risk;
- Hash Value Risk;
- Malware Risk;
- Intellectual Property / Loss Risk;
- Third Party Risk (Includes Supply Chain/Vendors/Contractors);
- Critical Infrastructure Risk;
- Physical Security Risk;
- Human Factor Risk (C-Suite/New Hire/Separations/Insider Threat);
- Travel Risk;
- Social Engineering Risk;
- Attack Patterns;
- Vulnerability Management Risk;
- Competitor Risk;
- Fraud.

1.2 **Hunting and Analysis.** Verizon will hunt the surface, deep, and dark web of the internet for Keywords and indications of the theft or misuse of Customer information related to the Risk Areas. Verizon uses advanced open source research techniques, extensive use of numerous search engines, foreign language capabilities, forums, blogs, and dark web markets to provide detailed intelligence information produced from publicly available surface, deep and dark web information, to search for Keywords in the Risk Areas identified as priority for the Customer. Verizon will scan, and detect nefarious activity occurring outside Customer's infrastructure, to help identify and mitigate physical and cyber related adversarial activity against the Customer Risk Areas.

Verizon will collect alerts, analyze them, and then prioritize the alert by a community based risk/confidence score. A high priority finding/alert is a community based risk/confidence score of 70 or above, unless otherwise requested by Customer.

On a weekly basis Verizon will provide a weekly report including a summary of Keyword findings/alerts in the Risk Areas identified. The Weekly Reports will summarize the 15 highest priority findings based on Customer selected Keywords and Risk Areas.

- 1.3 **Dark Web Hunting Consulting Support.** In the event Customer requires support in addition to the services above, 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 Rapid Response Retainer SOF (rate for RISK Services). Support categories are:
 - Custom surface, deep, and dark web research;
 - Custom tactical, operational, and strategic intelligence analysis; and,
 - Incident response investigative activities.
2. **DELIVERABLES AND DOCUMENTATION.** Any Deliverables provided by Verizon are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the confidentiality terms of the Agreement. Verizon will provide a Weekly Report and deliverables as described in an Engagement Letter.
3. **CONDITIONS.** Customer is solely responsible for identifying Keywords and Risk Areas.