

Rapid Response Retainer Professional Service Description

Add-on Capability: Backbone NetFlow Collection

This service description describes Backbone NetFlow Collection, 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 Backbone NetFlow Collection will capture 30 consecutive days of NetFlow data from the Verizon public IP network consisting of Customer IP address ranges listed in the Customer IP (CIP) schedule (the CIP Schedule) provided by Customer as requested by Verizon. Analysis is not included in this collection. Customer may request that Verizon analyze traffic patterns and telemetry related to Customer's identified IP addresses to identify possible indications of unwanted activity, pursuant to an Engagement Letter. 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).
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. The Backbone NetFlow collection Add-on does not include any deliverables, however if analysis is requested by Customer, any reports will be described in an Engagement Letter.
3. **CONDITIONS.** Customer must provide a fully completed and executed CIP Schedule