

**PROFESSIONAL SERVICES
RED TEAM OPERATIONS SERVICE
STATEMENT OF WORK ID **TBD**
TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT**

This Statement of Work (SOW) is entered into between the entities identified as, respectively, Verizon and Customer in the related Service Order Form (SOF).

1. **PROJECT DESCRIPTION.** Verizon's Red Team Operation service provides Customer with a remote assessment of detection and response capabilities by simulating a breach on the Customer's network (Customer Network) (Project).
2. **SCOPE OF WORK.** Verizon and Customer will agree to the objectives of the Red Team Operations service (Objectives). Verizon will simulate a breach on Customer Network as follows:
 - (a) Command and Control. Verizon will establish a presence on the Customer Network through a simulated phishing attack, perimeter exploitation, or a simulated deployment of an unauthorized device.
 - (b) Situational Awareness. Verizon will enumerate details such as host-based security solutions, domains, user accounts, groups, privileges, trust relationships, and network architecture.
 - (c) Privilege Escalation. Verizon will exploit vulnerabilities and configuration issues identified to gain higher privileges in the Customer Network.
 - (d) Lateral Movement. Verizon will expand the level of compromise to gain access to additional systems and sensitive areas of the Customer Network.
 - (e) Actions on Objectives. Using information and capabilities obtained in the previous steps, Verizon will seek to achieve the Objectives.
3. **DELIVERABLES.** Verizon will provide Customer with a Red Team Operation Report that details the engagement, Objectives, activities conducted, operational details, and recommendations to remediate any vulnerabilities identified. Verizon also will develop and provide Customer with a plan for implementing the Project (Project Plan).
4. **SUPPLEMENTAL TERMS**
 - 4.1 **Project Management.** Verizon will designate a project manager to manage the Project activities and the change control process (Project Manager), which includes determining when a change order is required. Customer will designate a single point of contact (SPOC) to coordinate the Project activities with the Project Manager.
 - 4.2 **Project Initiation.** The Project Manager will initiate the Project with a kick-off meeting with the SPOC to discuss and review the Project scope, set Project timelines, and identify the Customer materials and system access necessary for Verizon to perform the Project. The Project Manager and the SPOC will ensure timely flow and exchange of information required for execution and completion of the Project within the agreed Project timelines.
 - 4.3 **Business Partner Site.** If the Customer Network is hosted on any third-party site, Customer will notify and coordinate with the site business partner to ensure the timely execution and completion of the Project within the agreed Project deadlines.
 - 4.4 **Project Device.** If Verizon provides Customer with a device for performance of this Project, Customer will return the device in working order to Verizon upon request. Customer will pay the replacement cost of a device that is not received by Verizon within 14 days after Verizon has requested its return.

5. FINANCIAL TERMS

- 5.1 **Rates and Charges**. Customer will pay the Professional Services Red Team Operations service Charges specified in the SOF.