MANAGED CERTIFICATE SERVICES

1. GENERAL

1.1   **Service Definition.** Managed Certificate Services (MCS) enables Customers to request, deploy and manage digital certificates, which may be used to validate the identity of end users, applications and devices, and to protect data and communications, subject to availability. In particular, these certificates may be used in connection with other services such as Identity and Access Management (IAM), point-to-point encryption, digital signatures and certificate archiving/validation services.

1.1.1   **Platforms**. Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized Service.

1.1.2   **Pre-configured solutions** are described in separate schedules to this Service Attachment, including: Infrastructure as a Service (IaaS), Managed Validation Service (MVS), MCS – Mobile (MCSM), Machine to Machine (M2M), and other pre-configured, targeted MCS solutions as Verizon may in the future provide (links to schedules are in Section 4 below).

1.2   **Standard Service Features**

Verizon provides either dedicated or shared Certificate Authorities (CAs), based on Customer's request.

Verizon provides a cloud-enabled platform for Customers to use to verify status of issued digital certificates, and manage status of digital certificates issued from one or more CAs hosted by Verizon.

1.2.1   **Managed Certificate Services Implementation.** Verizon works with Customer to determine resources, roles and responsibilities for each Party and to define scope, objectives, and deliverables. This information will be captured in a document ("Enrollment Form"), which Verizon uses, along with updates from Customer, to determine number of line items or charge items, including CAs, End Users, devices, digital certificates, and timestamps.

1.2.2   **Managed Certificate Services Maintenance.** Verizon performs occasional maintenance and upgrading during the standard maintenance window of Tuesdays and Thursdays from 19:00 to 23:00 local time (Standard Maintenance window) to the security management center from which Customer's service is provided. The Administrator (defined in Section 1.3.1 below) will be informed if the Standard Maintenance window is changed. Verizon may also perform emergency maintenance and upgrading tasks outside of the Standard Maintenance window. Verizon will provide notice to the Administrator of such emergency

maintenance by email. During such Standard Maintenance or emergency maintenance (collectively, "Maintenance"), some or all of the MCS capabilities may not be available.

1.2.3 **Managed Certificate Services Change Control**

1.2.3.1 **Customer-Requested Change.** Customer requests changes to MCS or its pricing tiers by submitting a support ticket via helpdesk.

1.2.3.2 **Verizon-Required Change.** For changes impacting Customer's service (e.g., when usage rate increases beyond specified tier), Verizon initiates a change order (e.g., to increase tier to the level actually used). Customer may request that service-impacting changes be delayed; however, when change is necessary to meet security or performance requirements, Verizon will implement the change after informing Customer.

1.2.4 **Managed Certificate Services Disaster Recovery.** In the unlikely event of a disaster, Verizon will use the latest available backups to create a replacement service at an alternative Security Management Center.

1.2.5 **Portals.** Customer's employees, agents, representatives and Customer-authorized third parties (End Users) as well as devices and applications (Device Users) (collectively, Users) may access Portals and APIs using Verizon-provided authentication credentials. Deliverables include reports and other information provided via the Portals or noted within each MCS option (pursuant to separate schedules).

1.2.6 **Helpdesk and Incident Response.** Verizon provides level 2 and 3 helpdesk support to Customer's helpdesk level 1 authorized technical contacts, who take calls from End Users and escalate to the Verizon helpdesk. Customer may designate up to 20 authorized technical contacts, and may change them upon prior notice to Verizon.

1.2.6.1 **Level 2 and 3 Helpdesk Support.** Verizon's level 2 support identifies and resolves problem incidents. Verizon works with Customer's technical contacts and provides updates of incident response progress. Verizon provides level 3 support if needed. Verizon notifies Customer when Verizon considers a problem resolved or not a Verizon issue, and closes an incident upon Customer notification that the problem has been resolved satisfactorily or taken as a Customer issue, or 7 days have passed since Verizon's resolution notice without Customer response.

1.3 **Customer Responsibilities**

1.3.1 **Customer Personnel.** Customer authorizes suitably skilled and qualified administrators (Administrators) to operate MCS and interact with Verizon. Administrators use Portals to authorize certificate requests, query and manage the status of issued certificates, and generate ad-hoc queries pertaining to Customer's use of MCS.

1.3.2 **Compliance with Certificate Policy and Certificate Practice Statements (CP/CPS).** For Verizon CAs, Customer ensures that its registration processes and certificate use are compliant with the appropriate CA CP/CPS as provided by Verizon in a link on the CA certificate. For Customer-branded CAs, Customer produces and complies with its own CP/CPSs. Customer ensures that End Users understand applicable CP/CPSs governing use of certificates issued by the CAs.

1.3.3 **Credentials.** Customer creates and protects authentication credentials(s) used by Administrators or Users to access the Portal. Customer is responsible for all use of the Portals and APIs by Users.

1.3.4 **Third Party Software and Equipment.** Customer complies with Verizon's reasonable instructions related to the acquisition and use of such software and equipment.

2. **SUPPLEMENTAL TERMS**

2.1 **Acceptance Testing.** Customer has 5 Business Days after notification that MCS is in service (the In-Service Date) to test the System (the Test Period). Customer indicates approval of MCS by signature on the Verizon-provided acceptance document or other mutually agreed upon means (Customer Acceptance). Customer documents any issues in writing to Verizon within the Test Period. Upon receipt, Verizon has 10 Business Days to respond and remediate. Customer Acceptance occurs if Customer uses MCS for any purpose other than testing or the Test Period passes without communication from Customer. Service Activation Date occurs upon Customer Acceptance.

2.2 **Limited Warranty**. Verizon warrants that information embedded in each certificate provided by Verizon will, at time of provisioning, contain no material errors resulting from Verizon's or the Public CA's failure to exercise reasonable care in generating the certificate.

2.3 **Third Party Products and Services Disclaimer.** Verizon may direct Customer to third party products or services for use with MCS. Customer will independently investigate and test, and has sole responsibility for, determining suitability of third-party products and services, and for any contracts Customer enters into with third parties. Verizon has no liability with respect to claims related to or arising from such use.

2.4 **Country Specific Terms.**

2.4.1 **Japan**. Verizon may not sell, and Customer may not order, MCS if:
- Customer is an entity that is domiciled in Japan; or
- Customer's principal seat of establishment/headquarters is in Japan.

If either condition applies, Customer will inform Verizon immediately and upon Customer's notice or Verizon's discovery Verizon may immediately terminate MCS.

2.4.2 **India.** Customer acknowledges that MCS employs encryption technology and Customer may require prior approval of the Indian Department of Telecommunications or other Indian governmental authorities to use MCS in India. Customer is solely responsible to obtain such approvals, when necessary.

2.5 **Intellectual Property Rights**. All title, copyrights, trademarks, service marks, patents, patent applications and all other intellectual proprietary rights now known or hereafter recognized in any jurisdiction ("IP Rights") in and to the MCS, technology, web sites, documentation, other products and services and any derivative works of any of the foregoing ("Proprietary Materials") are, as between Verizon and Customer, owned and will continue to be solely and exclusively owned by Verizon. Customer agrees to make no claim of interest in or to any such IP Rights. Customer acknowledges that no title to the IP Rights in and to the Proprietary Materials is transferred to Customer and that Customer does not obtain any rights, express or implied, in any Proprietary Materials other than the rights expressly granted in the Agreement.

3. **SERVICE LEVEL OBJECTIVES.** Service Level Objective at
http://www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_slo.pdf

4. **FINANCIAL TERMS**
Customer will pay the charges specified in the Agreement for MCS and optional pre-configured solutions described in Section 1.1 above, and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Each solution is more fully described in schedules (links shown below).Each schedule includes links to the online rates and charges. The charges for Managed Certificate Service are in United States dollars and will be billed in the invoice currency of the associated service.

Service	U.S. provided	Non-US Provided
Infrastructure as a Service (IaaS)	IaaS (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_iaas.pdf)	IaaS (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_iaas_2017APR28.pdf)
Managed Validation Service (MVS)	MVS (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mvs.pdf)	MVS (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mvs_2017APR28.pdf)
Mobile (MCSM)	Mobile (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mobile.pdf)	Mobile (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mobile_2017APR28.pdf)
Machine to Machine (M2M)	M2M (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mtm.pdf)	M2M (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_mtm_2017APR28.pdf)
OmniRoot* – Certificate Chaining	OmniRoot (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_omniroot.pdf)	OmniRoot (at www.verizonenterprise.com/external/service_guide/reg/cp_mcerts_plus_omniroot_2015OCT15.pdf)

*OmniRoot solution not available for ordering.

5. **DEFINITIONS**. In addition to the definitions identified in the Master Terms, the following administrative charge definitions apply to MCS:
www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

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