



VERIZON SASE MANAGEMENT +

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1. GENERAL

- 1.1 **Service Definition.** SASE (Secure Access Service Edge) Management provides change management, incident management, and health monitoring on specific security cloud service instances. Verizon will provide integrated support across Customer's security cloud instances and Verizon-managed Software Defined WAN (SD WAN) which are connected to the security cloud instances.

SASE Management provides change management of Policy Rules created by Customer for security cloud service instances. SASE Management can be provisioned for Customers with a licensing agreement for implemented and configured instances of Third Party Vendor Software as a Service (SaaS) security cloud products. SASE Management provides ongoing management of the Policy through the Third Party Customer Portal.

- 1.2 **Service Implementation.** Verizon will assign a SASE Management project manager to Customer for implementation. The project manager will schedule a remote project introduction meeting to introduce the Verizon service delivery team. The Verizon service delivery team will provide the initial information that Customer will need to provide, and request necessary access to implement SASE Management.

- 1.3 **Service Features Feature Packages.** SASE Management has 3 support feature packages: SASE Management, SASE Management Plus, and SASE Management Preferred (collectively, the "Feature Packages"). The Feature Packages include the following capabilities:

- **SASE Management.** SASE Management provides change and incident management for a set of basic cloud security functionality (e.g., Secure Web Gateway, Zero Trust Network Access (ZTNA)), managed network tunnel monitoring (if applicable) and integrated support.
- **SASE Management Plus.** In addition to the support provided by SASE Management, SASE Management Plus provides change and incident management of additional cloud security functionality (e.g., Cloud Access Secure Broker (CASB), Data Loss Protection (DLP)).
- **SASE Management Preferred.** In addition to the support provided by SASE Management Plus, SASE Management Preferred provides additional integration capabilities with Verizon's Managed Detection

and Response (MDR) product.

1.4 **Service Features:**

1.4.1 Policy Change Management. SASE Management provides Customer-initiated Policy change management for the security cloud instances. Verizon evaluates, prepares, and implements Policy Rule changes as described in Change Requests. Initial Policy Rule configuration and development and review of new Policy Rules are outside the scope of SASE Management. Migration of existing Policy Rules will be subject to a separate written work agreement and charged at the Applicable Rates.

1.4.1.1 Change Requests. A Change Request is a change which involves creation, modification, or deletion of less than 10 policy rules and/or 40 objects. SASE Management supports up to 5 Change Requests in a 4 hour window, or 10 changes in an 8 hour window (1.25 changes per hour) and up to 31 total Change Requests per month regardless of type. Additionally, the number of Change Requests per month cannot exceed following limits per change type. Additional Change Requests above these limits are subject to fees.

Regular – 31 Change Requests
Fast Track – 10 Change Requests
Urgent – 10 Change Requests

Change Requests are submitted and tracked through the Verizon Enterprise Center (VEC). Verizon assigns a unique Change Request number to each Change Request submitted and Customer must use this number in all communications about the Change Request. Change Requests are categorized as Regular, Fast Track, Urgent, and Major Change Requests. Verizon will send a confirmation to the Authorized User who has submitted the Change Request.

1.4.1.2 Regular Change Request (RCR). Verizon supports up to 31 Regular Change Requests per month, subject to the overall quota of 31 total Change Requests per month. Verizon reviews and accepts an RCR within 24 hours after submission. Verizon implements an RCR in the next maintenance window, provided that the minimum time between Verizon's acceptance of the RCR and the implementation is at least 48 hours. An RCR is a planned change to the topology of the infrastructure or security Policy Rule that:

- Is a planned change which involves changes to existing Policy Rules, or the creation of new Policy Rules and/or objects;
- Involves creation of new hosts in the Policy, and the host is part of a subnet that is already accessible and configured; or
- Involves the distribution of traffic between existing hosts.

1.4.1.3 Fast Track Change Requests (FCR). Verizon supports up to 10 Fast Track Change Requests per month, subject to the overall quota of 31 total Change Requests per month. Verizon reviews and accepts an FCR within 4 hours and implements an accepted FCR within 36 hours after acceptance. A FCR is a planned or unplanned change which:

- Impacts changes to existing Policy Rules or the creation of new Policy Rules and/or objects;
- Creates new hosts in the Policy, and the host is part of a subnet that is already accessible and configured in the service; or
- Allows or disallows traffic between hosts.

1.4.1.4 Urgent Change Request (UCR). Verizon supports up to 10 Urgent Change Requests per month, subject to the overall quota of 31 total Change Requests per month. Verizon reviews and accepts or



rejects a UCR within 2 hours and will implement an accepted UCR within 4 hours after acceptance. Customer acknowledges that a UCR gives Verizon less time to review and mitigate security risks associated with the Change Request and implementation of UCR carries a higher degree of risk. The Customer accepts such risks associated with a UCR when submitting a UCR. The Customer will make an Authorized User available by telephone to further clarify the UCR, and provide written confirmation to Verizon via email(s) of Customer UCR decisions made during phone calls with Verizon. A UCR is an unplanned change consisting of:

- Modification of the existing Policy Rules or the creation of new Policy Rules and/or objects; or
- Specification of the required configuration setting and its new value.

1.4.1.5 **Major Change Request.** A Change Request is “Major” when it involves any change not covered by Regular, Fast Track, or Urgent Change Requests. Major changes are out of scope for SASE Management, but can be performed by Verizon under a separate work agreement and are charged at the Applicable Rates.

1.4.2 **Incident Management.** SASE Management provides incident management on the security cloud instances. Incident tickets are logged when a ticket is created by Customer or Verizon for service failures. Verizon created service-related incidents are based on data provided by Third Party Vendors.

Customer traffic may be impacted during Third Party Vendor maintenance windows or service outages. Verizon is not automatically notified of such maintenance windows or service outages by Third Party Vendors. Verizon shall inform Customer when such maintenance windows or service outages are determined as impacting user traffic.

1.4.3 **Monitoring.** Monitoring of the security cloud instances shall consist of tunnel up/down status checks from the SD WAN service to the security cloud instance. A ticket shall be logged when there is a tunnel down alert on the SD WAN service connected to the security cloud instance.

1.4.4 **Verizon Enterprise Center.** Authorized Users have 24x7 access, exclusive of Maintenance Windows, to the VEC at <https://enterprisecenter.verizonbusiness.com>.

1.4.5 **Requests for Information.** Customer shall submit a Request for Information (RFI), relative to SASE Management, through the VEC. - Each RFI creates an RFI incident and will receive a unique reference number that must be used in all further communications on the RFI. RFI tickets can be raised by Customer for support requests not already covered by other tickets.

1.4.6 **Event and Log Data.** Verizon requires access to the Customer’s logs and events on the Third Party Customer Portal in order to provide management for the cloud security instances, including implementation and verification of change requests from the Customer.

2. SUPPLEMENTAL TERMS

2.1 **Excluded Services.** SASE Management does not include device management of the endpoints themselves or of the Customer-owned endpoint software licenses. Changes to end-user systems and Customer devices are not included as part of SASE Management.

2.1.1 **Availability and Health Monitoring of Third Party Platform.** Availability and health monitoring of any Third Party Vendor platform is not part of SASE Management. Availability and health issues of any Third Party Vendor platform may impact the SASE Management. Customer will share availability and health monitoring data with Verizon.



- 2.1.2 **Third Party Services.** Configuration and diagnostics for network configurations for Customer access to Third Party Vendor services is not part of SASE Management.
- 2.1.3 **Third Party Product Maintenance.** SASE Management does not include maintenance of the Third Party Vendor-owned infrastructure, including hardware, software, software upgrade, or security configurations.
- 2.1.4 **Feature/Functionality Enhancements.** If during the term for SASE Management, the Third Party Vendor provides major feature/functionality enhancements that introduce additional configuration work beyond a standard Change Request, such work will be performed and charged at the Applicable Rates.

2.2 **Customer Responsibilities**

- 2.2.1 **Customer Deliverables for Implementation.** Customer will designate a point of contact to make decisions and take appropriate actions related to SASE Management (including but not limited to, coordinating meetings with the SASE service delivery team and identifying the appropriate internal resources for configuration and implementation calls) and work with the SASE service delivery team to resolve any issues that arise on the Customer's SD WAN and cloud security instances. Verizon will request specific information from Customer to allow Verizon to provision SASE Management. Customer is responsible for creation and implementation of the initial Policy Rules. Verizon may terminate Customer's Service Order if requested information is not received within a timely manner. Upon termination of any such Service Order(s), Verizon reserves the right to charge Customer for any expenses incurred by Verizon (including labor fees) up through the date of termination based on such delay.
 - 2.2.1.1 **Third Party Configuration.** Customer is responsible for initial configuration of the security cloud instance required for SASE Management, including tunnel renaming. Initial configuration may be ordered separately from SASE Management and charged at Applicable Rates.
 - 2.2.2 **Customer Deliverables for SASE Management.** Customer will provide the following information and access to Verizon for Customer's Third Party Vendor, as applicable.
 - 2.2.2.1 **Third Party Customer Portal Access.** Verizon requires Verizon-specific administrative Login credentials to the Third Party Customer Portal to manage Policies. Customer will provide administrative Login access to Verizon during service implementation.
 - 2.2.2.2 **Third Party Customer Portal Administration.** Verizon will implement Change Requests on behalf of Customer via the Third Party Customer Portal. Customer will provide Verizon with sole administrative control of the Third Party Customer Portal. Customer agrees that Verizon will have exclusive control of configuration via the Third Party Customer Portal. All configuration changes will be submitted to Verizon via Change Requests. Customer will only have read only access to the Third Party Customer Portal to view advisories and service reporting.
 - 2.2.2.3 **Third Party Customer Portal Consent.** Customer has obtained, or will obtain, all required consents and permissions from users communicating over the Internet impacted by SASE Management or its configuration management, including without limitation the collection, use, processing, analysis and disclosure to Customer of Customer's Internet traffic data.
 - 2.2.3 **Customer Environment and Maintenance Contracts.** Unless otherwise provided herein, Customer is responsible for monitoring and management of the Customer Environment. Customer will (i) procure and maintain with each Third Party Vendor adequate maintenance contracts and all licenses necessary to enable Verizon to properly perform SASE Management activities; (ii) comply with SASE Management



prerequisites and operational procedures; (iii) promptly inform Verizon of any changes effectuated in the Customer Environment; and, (iv) inform Verizon of any changes to the nomination and/or authorization level of the individuals Customer has authorized to oversee, monitor or evaluate the provision of SASE Management.

2.2.4 **Interoperability.** Customer acknowledges that modifications or changes to the Customer Environment may cause interoperability problems or malfunctions within the Customer Environment. Customer acknowledges that it is Customer's responsibility to ensure that the individual components of the Customer Environment are interoperable.

2.2.5 **Installation Sites and Equipment.** Customer shall prepare any installation site and/or Customer Environment in accordance with Verizon's instructions to ensure that any equipment which enables a Verizon interface to the Customer's device(s) is properly configured as required and operates in accordance with the manufacturer's specifications. Customer is responsible for any costs associated with preparation of the installation site and Customer Environment. If Customer fails to make any preparations required herein and this failure causes Verizon to incur costs during the implementation or provision of SASE Management then Verizon reserves the right to invoice Customer for such costs.

2.2.6 **User Interface.** In connection with the provision of SASE Management, Verizon may provide Customer with one or more user Logins to access the VEC or Third Party Customer Portal. Customer shall at all times keep its Login strictly confidential and shall take all reasonable precautions to prevent unauthorized use, misuse or compromise of its Login. Customer agrees to notify Verizon promptly upon learning of any actual or threatened unauthorized use, misuse, or compromise of its Login. Verizon is entitled to rely on Customer's Login as conclusive evidence of identity and authority. Customer shall be liable for all activities and charges incurred through the use of Customer's Login, and hold Verizon harmless from all liabilities, losses, damages, costs and expenses (including, without limitation, reasonable attorneys' fees and costs) incurred by Verizon resulting from the use and/or compromise of Customer's Login, unless the unauthorized use, misuse or compromise of Customer's Login is solely attributable to a Verizon's gross negligence or willful misconduct.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) can be found at the following URL: http://www.verizon.com/business/service_guide/reg/verizon-sase-management-sla.pdf

4. FINANCIAL TERMS

4.1 **Administrative Charges.** The following administrative Charges are applicable to SASE Management. Administrative Charges will be charged, and Customer will pay, for each service element comprising the SASE Management as applicable. Additional administrative Charges (shown as Ancillary Charges) are found in the Master Terms and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm

4.2 **Service Commitment.** The Service Commitment is for a one year, two year, three year, four year, or five year Service Commitment as shown on the Order. Billing period for SASE Management will begin when the first network or security cloud instance related to SASE Management is operational, (the "Service Activation Date"), and the Service Commitment term will commence at this time. At the end of a Service Commitment, the Agreement will continue until either Party terminates upon 60 days' written notice.

4.3 **Rates and Charges.** Customer will pay the non-recurring charges (NRCs), monthly recurring charges (MRCs) and annual recurring charges (ARCs) as set forth in the Order. Unless expressly indicated



otherwise, all NRCs will be invoiced upon Commencement Date and the initial MRCs or ARCs will be invoiced upon Service Activation Date. Recurring Charges are determined by the pricing rate tier for the total number of users, service package, and Third Party Vendor security cloud instance type specified for the service instance in the Order.

5. **DEFINITIONS.** The following definitions apply to SASE Management, in addition to those identified in the Master Terms.

Term	Definition
24x7	Nonstop service, 24 hours a day, seven days a week, 365 (366) days a year, independent of time zones and local or international public holidays.
Applicable Rates	The rates that apply for work not covered under this Service Attachment. All such work is subject to the execution of a separate written agreement that describes the activities and the Applicable Rates for performing such work.
Authorized Users	Customer personnel authorized by Customer to access the Third Party Customer Portal and/or the VEC and to interact with Verizon.
Change Request	A Customer-initiated request to update Policy Rules on the security cloud instance. A Change Request is a change which involves creation, modification, or deletion of less than 10 Policy Rules and/or 40 objects within a Policy Rule.
Customer Environment	The Customer network and/or information technology infrastructure.
Fast Track Change Request (FCR)	A Customer-initiated Change Request that Verizon reviews and accepts within four hours and implements an accepted FCR within 36 hours after acceptance.
Login	IDs, account numbers, personal identification numbers or codes, passwords, digital certificates or other means of authentication.
Maintenance Window	A time window used for Verizon's performance of maintenance or management services on SASE Management. During a Maintenance Window, the service may be temporarily disrupted or unavailable. In the case of Verizon's performance of Customer requested change request(s), the scheduling of Maintenance Windows may be agreed between Customer and Verizon.
Major Change Request	A Customer-initiated Change Request requiring: i) the creation, modification, or deletion of more than 10 Policy Rules and/or 40 objects within a Policy Rule and/or; ii) more than four hours (and less than eight hours) end-to-end, including assessment, preparation and implementation phase. Service level agreements do not apply for implementation of Major Change Requests.
Policy or Policies	Policies are the set of policy rules under which a specific security cloud instance functions to protect the Customer Environment as intended.



	Examples of such are Policy Rules under Access Policy, Security Policy, NAT Policy, Decryption.
Policy Rule or Policy Rules	Policy Rules are the rules which specify the action to be taken on a specific policy. For example, for Access Policy, potential policy rules could be to Allow Access and Block Access.
Project Manager	A Verizon-designated person who will act as the central point of contact throughout the implementation process. The Project Manager will be responsible for managing the schedule and will also collaborate with Customer to develop a project plan that will specify resources, dates, times, and locations for the tasks described in the project plan.
Regular Change Request (RCR)	A Customer-initiated Change Request that Verizon reviews and accepts within 24 hours after Customer submission and implements an accepted RCR in the next Maintenance Window, provided that the minimum time between Verizon's acceptance of an RCR and the implementation is at least 48 hours.
Third Party Vendor	The security vendor that is supported as part of SASE Management.
Third Party Customer Portal	The Customer portal of the Third Party Vendor whose product is supported under SASE Management.
Urgent Change Request (UCR)	A Customer initiated Change Request that Verizon reviews and accepts within two hours and will implement within four hours after acceptance.