



IDENTITY AND ACCESS MANAGEMENT SERVICES +

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1. GENERAL

- 1.1 **Service Definition.** Identity and Access Management Services (“IAMS”) is an add-on service for Customers of the following services: Managed Certificate Services (MCS), UniCERT, IoT Security Credentialing (IoTSC) and Verizon Identity Service (VID) (hereinafter the “Parent Service(s)). Customers of a Parent Service may purchase Service Hours to engage the IAM Operations team for a variety of support service requests in connection that are beyond the scope of standard support provided with the Parent Service.
- 1.2 **Service Features.** The following service features are included with Identity and Access Management Services:
 - 1.2.1 **Service Requests.** Customers request support services (Support Request) for the Parent Service that are outside the scope of standard support (IAMS Service Request) through the Parent Service support channel to the IAM Operations team.
 - 1.2.2 **Service Hours.** Customers may purchase Service Hours in units of 8, 40, 160 or 520 hours for a one (1) year term. Unused Service Hours expire at the end of the term or upon cancellation of the Service. Verizon does not refund and does not roll over any unused Service Hours. Customers may purchase additional Services Hours at any time.
 - 1.2.3 **Eligibility Notification.** When a Support Request is considered an IAMS Service Request, IAM Operations will respond to the request with an IAMS Eligibility Notification, which informs the customer that a Support Request is outside the scope of standard support, and can be fulfilled through IAM Operations team as an IAMS Service Request.
 - 1.2.4 **Delivery Proposal.** After Customer has been sent the Eligibility Notification, IAM Operations will provide Customer with an IAMS Delivery Proposal, which includes a brief description of the work, an estimated use of Service Hours, Customer’s current balance of Service Hours, and a proposed timeframe for delivery. If the current balance of Service Hours is less than the estimated cost as set forth in the Delivery Proposal, Customer will purchase additional Service Hours to increase the Service Hours balance prior to commencement of the work under the Delivery Proposal. The actual time charged will not exceed the estimated cost (as communicated in the Delivery Proposal) by more than 10%. However, any change in scope to the original support request such as due to new or modified requirements and/or updated information, may result in an updated Delivery Proposal for review and acceptance by Customer.
 - 1.2.5 **Service Hours Balance Report.** Customer may request a report of the purchases and consumption of Service Hours up to 2 years in the past. The consumption will include the ticket number of every IAMS Service Request implemented. Upon completion of the IAMS Service Request, IAM Operations



will provide Customer with an updated Service Hours Balance Report that will include the actual Service Hours used for the IAMS Service Request and the remaining Service Hours balance.

- 1.3 **Service Activation.** IAM Operations will notify the Customer when the purchased Service Hours are ready for use and of their current balance of Service Hours. Customers may commence IAMS Service Requests upon such notification.

2 **SERVICE DELIVERY TIMES**

- 2.1 **Response Times.** The IAM Operations team will use reasonable efforts to meet the following response times. For IAMS Eligibility Notifications, the response time will be equal to the lowest severity support SLA timeframe of the corresponding Parent Service. For IAMS Service Hours Balance Report, the response time will be equal to the lowest severity support SLA timeframe of the corresponding Parent Service.

- 2.2 **Individual IAMS Service Request.** The timeline for completion of an individual IAMS Service Request will be provided through the IAMS Delivery Proposal.

- 3 **WARRANTY.** Verizon warrants that it will perform each IAMS Service Request in a good and workmanlike manner substantially in accordance with accepted industry standards and the applicable Delivery Proposal.

- 4 **SUPPLEMENTAL TERMS.** The terms of the Parent Service as set forth in the Customer's agreement continue in full force and effect during the term of IAMS, including, but not limited to, updated Authorized Contacts information.

- 5 **FINANCIAL TERMS.** Customer will pay for the Service Hours purchased as shown in the Agreement