verizon✓

Managed Security Service - Additional Service Options +

1. GENERAL

1.1 **Service Definition.** Managed Security Services – Additional Service Options+ (MSS Additional Service Options) provides additional and/or expanded service components to Customers with an existing Managed Security Services (MSS) Service Attachment(s). The MSS Additional Service Options described herein provide Customers the flexibility to augment their MSS with additional service components as required in order to increase service levels and expand services sets. The terms of Customers MSS Service Attachments and the Agreement apply to the MSS Additional Service Options, unless otherwise provided herein.

1.2 **Service Implementation**. Customers may order MSS Additional Service Options through their Verizon account representative.

1.3 **Service Features**. The following MSS Additional Service Options are available to Customers with current MSS Service Attachment(s).

1.3.1 **Service Tickets (Batch of 12).** Within some MSS services Service Tickets are consumed as a means of payment for certain activities. These MSS services are initially enabled with a standard number of Service Tickets and the number of Service Tickets are refreshed annually based on the MSS service. Customer may buy additional Service Tickets in batches of 12. Customer will incur a non-recurring charge (NRC) for each batch of 12 Service Tickets ordered.

1.3.2 **Site Setup - Local Event Collector.** The Local Event Collector (LEC) is a Verizon proprietary system that acts as a monitoring system, a data collector and/or a jump host system, depending upon the MSS service it is supporting. It is a required architecture element for some MSS services. The LEC is provisioned at a Verizon Secure Management Center (SMC) for the Customer's use during the MSS service engagement. Customer will incur a non-recurring charge (NRC) for each Site Setup – Local Event Collector instance.

1.3.3 **Staging Services.** Staging Services provides basic configuration and software installation necessary for the Customer's Serviced Devices to operate within the Customer Environment and to be managed by Verizon within MSS. Staging Services are a non-recurring project and are provided remotely. Staging Services may be contracted based on 4-hour increments and Customer will incur a non-recurring charge (NRC) based on the contracted time.

1.3.3.1 **Statement of Work**. Staging Services requests must be reviewed and approved by Verizon and result in a Statement of Work (SOW). Solution Architects (SAs) assess project scope through the use of a scoping calculator. The calculator provides guidelines to the SA community for scoping Staging Services for devices in existing Customer locations (i.e. new device or replacement of existing device within existing location). This includes the following activities and is strictly based on the constraint values provided for each of the staging features below:
- OS config/Application version and patch install, and Shipping

- Firewall Policy & Static Routing Implementation
- VPN and VLAN implementation
- Interface configuration (includes IP config)
- IDS/IPS Signature enabling
- Creation of virtual IDS/IPS sensors

1.3.4   **Dedicated Project Management.** Dedicated Project Management provides support, in addition to the standard Project Management included with the MSS service, during the service implementation stage of an MSS engagement. Dedicated Project Management is a non-recurring project and provided remotely in increments of 8-hour Business Days as documented in the Dedicated Project Management Statement of Work. Customer will incur a non-recurring charge (NRC) based on the contracted time. Dedicated Project Management services may include:
- Security Tower lead role for multi-service implementation coordination and oversight;
- Single point of escalation and oversight for complex service implementations;
- Pre-implementation engagement support as requested by the Customer;
- Supporting additional scope and continuity of service discussions, as requested by Customer;
- Coordinating efforts with Customer's current service provider and/or third party vendor(s) as required.

1.3.5   **Dedicated SOC Analyst.** The Dedicated SOC Analyst (DSA) is a tier 3 engineer and is assigned to support a specific Customer to assist with the day-to-day SOC-related activities for Health Monitoring, Device Management and/or Policy Management as determined by the scope of the Customer's MSS engagement with Verizon. The Dedicated SOC Analyst will work from one of Verizon's three regional SOC locations (specifically Ashburn, Virginia; Dortmund, Germany; or Canberra, Australia) for a predefined amount of time per week as documented in the Dedicated SOC Analyst Statement of Work. Available blocks of time are 10, 20, 30 or 40 hours per week. Customer will incur a monthly recurring charge (MRC) based on the contracted time. Verizon will perform an audit of Customer's contracted Dedicated SOC Analyst time against actual usage on a quarterly basis. Customer will be subject to additional charges for Dedicated SOC Analyst time in excess of the contracted limit.

1.3.5.1   **Included Dedicated SOC Analyst Support**. The Dedicated SOC Analyst is available during Business Hours based on the region out of which he or she works and may provide support for the following activities:
- Change management:
  - o   Assist with the preparation and scheduling of Policy change requests
  - o   Implementation of Policy change requests scheduled during the DSA's business hours, not including Complex Change Requests.
  - o   Troubleshoot failed change requests to determine and report root cause of the failure
- Security incident management:
  - o   Support security incident troubleshooting according to Customer-defined priority.
  - o   Perform a regular review of the security incidents to identify any trends and tune the detection policies.
- Problem management:
  - o   Perform a review of Health & Other Incidents to identify and document root cause problems which lead to reoccurring or high impacting incidents.
  - o   Work in partnership with Customer, at the Customer's request, to conduct a root cause analysis in order to identify the underlying cause(s) of the identified incidents and provide remediation advice specific to the Customer Environment.

1.3.5.2   **Excluded Dedicated SOC Analyst Support**. The Dedicated SOC Analyst will not provide:
- Level 1 real time handling of Health or Security alerts.
- 24x7 support
- Onsite support

                                       1331538_2

- Lifecycle management
- Security solution design
- Project management
- Provisioning
- Physical installation
- Order entry
- Network Engineering
- LAN/WAN support engineering
- Custom Reporting

1.3.6 **Client Security Engineer.** The assigned Client Security Engineer (CSE) assists Customer with lifecycle support of their network security environment for a predefined amount of time per week. The CSE works in an advisory role with the Customer's IT and security teams and will be familiar with the Customer's topology, routing, and traffic flows, and how they affect the Customer's business. The CSE works with the customer's network and security architects to assist with the creation of new security designs based on industry best practices and which can be customized to align the Customer's security policies. The CSE can be also engaged to provide proactive project proposals based on capacity monitoring and operation pain points (e.g. as associated with device end-of-support, end-of-life, and technology refreshes). The CSE will work from one of Verizon's three regional SOC locations (specifically Ashburn, Virginia; Dortmund, Germany; or Canberra, Australia Available blocks of time are 10, 20, 30, or 40 hours per week. Customer will incur a monthly recurring charge (MRC) based on the contracted time. Verizon will perform an audit of Customer's contracted Client Security Engineer time against actual usage on a quarterly basis. Customer will be subject to additional charges for Client Security Engineer time in excess of the contracted limit. The CSE is available during Business Hours based on the region out of which he or she works and may assist with:
- Provide information security functional expertise;
- Assist the Customer on architectural design to support information security and business outcomes;
- Assist the Customer's security architects to create security designs based on industry practices and the technical and policy requirements of the Customer;
- Review new and proposed changes to architecture designs;
- Advise on optimal capacity management of the security infrastructure during the service life cycle;
- Provide Intrusion Detection and Prevention (IDP) Lifecycle support;
- Design custom IDP Rules;
- Advise on new technologies and associated Verizon services.

1.3.7 **Dedicated Security Services Advisor.** The Dedicated SSA provides supplemental and/or non-standard support to the Customer such as an increased frequency of updates on service observations and trends and custom report development and delivery. Dedicated SSAs are available for a predefined amount of time per week, require a minimum of 50% of dedication, and Customer will incur additional charges as applicable. Dedicated SSA will work from the region where he or she is based. Available blocks of time are 4, 10, 20, 30 or 40 hours per week. Customer will incur a monthly recurring charge (MRC) based on the contracted time. Verizon will perform an audit of Customer's contracted Dedicated Security Services Advisor time against actual usage on a quarterly basis. Customer will be subject to additional charges for Dedicated Security Services Advisor time in excess of the contracted limit. The Dedicated SSA is available during Business Hours based on the region out of which he or she works and may provide support for the following activities:
- Remotely host service and analysis reviews on a schedule determined in partnership with the Customer to review of the following deliverables:
  - Highlights and trends
  - Review daily data volume usage for MSS Analytics Customers
  - Provide actionable mitigation recommendations on the top identified Security Incidents
  - Address rolling action item list for closure or next steps

- o Review and discuss bug submissions status
- o Review and discuss feature requests status
- o Notify Customer of any applicable updates/enhancements to the service and/or Customer Portal
- Develop custom reporting based on Customer's reporting requirements. Standard reports are available in the Customer Portal (any reporting not available in the Customer Portal is considered custom).
- Facilitate Customer contact and communication with other Verizon service teams, such as the Security Operations Center (SOC), in support of Managed Security Service issue resolution (e.g. SLA breach) and service improvement.
- Facilitate internal Customer communications between business units and/or Customer-engaged third party vendors.
- Assist MSS Analytics Customers with self-service log source additions/deletions.
- Address MSS Analytics Customer questions regarding daily data volume usage and thresholds.
- Assist Customer with vulnerability scanning of Verizon-owned networks for the purpose of collecting additional data points and context to improve the quality of security incident identification, specifically:
  - o Set-up, schedule and execute quarterly external network vulnerability scans for up to 64 non-Verizon-owned IP addresses, with Customer approval.
  - o Upload Customer-provided internal and external vulnerability scan data for Verizon-supported scan vendors to Customer Portal.
- Field Customer questions regarding service observations and trends, relevant security advisories, help assess business impacts and threat potential, and recommend next steps as appropriate.

2. FINANCIAL TERMS

2.1 **Rates and Charges**. Unless expressly indicated otherwise, all non-recurring charges (NRCs) will be invoiced upon Order Confirmation Date. The monthly recurring charges (MRCs) will be invoiced upon Service Activation Date known as Ready-for-Service (RFS). MSS Additional Service Options which are charged as MRCs are subject to a 1 year Service Commitment.