



Network Analytics +

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1. GENERAL

- 1.1 **Service Definition.** Network Analytics + (Network Analytics) notifies Customer of discovered trends, anomalies, and patterns regarding the use and performance of its computer network. Network Analytics gathers available network information relating to traffic passing through the Customer's network and employs network monitoring algorithms to discover and predict network issues.
- 1.2 **Standard Service Features.** Network Analytics first establishes a baseline of the normal behavior of Customer's network. For any trends, anomalies, and patterns discovered that deviate from the baseline, Verizon notifies Customer by email and posts a report of the deviation on the Verizon Enterprise Center (VEC) portal for Customer's review.

2. SUPPLEMENTAL TERMS

- 2.1 **Service Commitment.** Customer will maintain any Network Analytics order for a minimum of 12 months from Acceptance.
- 2.2 **Use of Reports.** All Network Analytic reports and data are Verizon Confidential Information. Customer Confidential Information embedded in such reports and data remains Customer Confidential Information. The Parties acknowledge that Network Analytics is not designed for use in calculating SLA service performance, so Network Analytic reports and data may not be useful for supporting SLA claims.
- 2.3 **Retention Period for Reports.** For service provided, Verizon will retain reports on the VEC for a period of up to seven (7) calendar days following the date on which such report is first stored.
- 2.4 **Maintenance.** Network Analytics outages to perform routine maintenance will be scheduled monthly. Network Analytics may not be accessible during those periods.
- 2.5 **Customer Consent to Collect NetFlow Data.** Customer authorizes Verizon, in its provisioning of Network Analytics, to collect information pertaining to communications over the Internet (NetFlow data) sent to and sent from Customer IP addresses.

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- 2.6 **For Service Provided in Italy.** In accordance with Articles 1341 and 1342 of the Italian Civil Code, Customer acknowledges to have carefully read the entire text of these Terms and Conditions and hereby specifically approves the provisions contained in the following Sections: 2.3 (Retention Period for Reports) and 2.5 (Customer Consent to Collect NetFlow Data).
3. **SERVICE LEVEL AGREEMENT (SLA).** The SLA for Network Analytics may be found at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_na_sla.pdf
4. **FINANCIAL TERMS.** Customer will pay the charges for Network Analytics specified in the Agreement and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.
5. **DEFINITIONS.** In addition to the definitions identified in the Master Terms, the following administrative charge definitions apply to Network Analytics:
www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm