



## VERIZON SOFTWARE DEFINED PERIMETER +

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## 1. GENERAL

1.1 **Service Definition.** Verizon Software Defined Perimeter (SDP) is the zero trust approach to networking for remote access, internal networks, and cloud applications. Verizon SDP helps defeat man in the middle network based attacks from unauthorized users and devices. Unlike traditional physical security, Verizon SDP uses logical software components and virtualized resources and is offered as a managed service.

1.2 **Service Features.** Verizon SDP includes the following primary features:

- **Customer Support.** Verizon provides implementation support and ongoing technical support 24x7 via email.
- **Error Tracking.** All Verizon SDP deficiencies are recorded through an electronic trouble ticket process and assigned trouble ticket tracking numbers.
- **Maintenance.** Verizon provides routine Verizon SDP maintenance with advanced notification to Customer and emergency Verizon SDP maintenance required to maintain the security and integrity of the Verizon SDP Service. Verizon will notify Customer as soon as possible prior to commencing emergency maintenance.
- **Management.** Verizon monitors and manages the Verizon SDP instance and the Verizon-provided infrastructure 24x7.

1.3 **Service Implementation.** Verizon will schedule deployment planning call within two business days after receipt of fully completed purchase order. During deployment planning, Customer will provide the appropriate technical configuration information and Authorized or Technical Point of Contact details to the Verizon operations engineer. Upon receipt of complete and accurate Customer configuration information, Verizon will configure Verizon SDP to help protect Customer's Protected Applications. Verizon will assign a project manager to assist Customer in operationalizing the Service, including configuration, deployment, and testing.

## 2. SUPPLEMENTAL TERMS

2.1 **Customer End User Consent.** Customer will obtain any necessary End User consent who send requests to access a Customer Protected Application.

2.2 **Service Tier and Overutilization.** Customer will order the Service tier for the appropriate number of End Users. Verizon will monitor the number of on-boarded End Users for compliance with the purchased Service tier. Usage in excess of the purchased Service tier purchased will be considered Overutilization of the Service. Verizon may, at its sole discretion, support End Users that exceed the Service tier purchased. If Customer's Overutilization (measured as a percentage of total number of users permitted in the next tier) exceeds 20% on the first day of the month being invoiced, Verizon may deem such

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Overutilization as Customer's authorization to increase Customer's Service tier to the higher Service tier and Customer will be invoiced accordingly.

- 2.3 **Service Commitment.** The Service Commitment is 12 months and Early Termination Charges apply. At the end to of the Service Commitment, Verizon will automatically extend the Service term until either party terminates with 30 days prior written notice. Customer may order additional instances of Verizon SDP at any time and, as long as the new instances do not materially change the topology of the existing Verizon SDP, they will be subject to the existing Service Commitment and will be billed at current applicable Service tier rates.
3. **FINANCIAL TERMS.** Customer will pay the charges for Verizon SDP as specified in the Agreement, including any Overutilization charges.
4. **DEFINITIONS.** The following definitions apply to SDP Services, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL [www.verizonenterprise.com/external/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](http://www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm).

Term	Definition
<b>Authorized or Technical Point of Contact</b>	Customer personnel authorized by Customer to access the Service, provide the necessary information and to interact with Verizon.
<b>Client, Device or End User Device</b>	An IP-enabled device, including but not limited to a tablet, smart phone and laptop computer, used to access Customer Protected Applications. These End User Devices run the Verizon SDP Client software. Devices and Clients may be used interchangeably.
<b>Controller</b>	A Verizon SDP-enabled system of servers that communicates with End User Devices (Clients) and Gateway servers providing authorized access to Customer Protected Applications.
<b>Customer Protected Applications</b>	Customer-designated applications to be protected by Verizon SDP.
<b>End User</b>	A single unique individual.
<b>Gateway</b>	A Verizon SDP-enabled server that fronts Customer Protected Applications and communicates with Controllers and End User Devices (Clients).
<b>Overutilization</b>	Use of the Service in excess of the Service tier (number of End Users) purchased