



## VERIZON IDENTITY +

1. GENERAL
  - 1.1 Service Definition
  - 1.2 Standard Service Features
  - 1.3 Optional Service Features
2. SUPPLEMENTAL TERMS
  - 2.1 Data Privacy and Security
  - 2.2 Encryption
3. SERVICE LEVEL AGREEMENT
4. FINANCIAL TERMS
  - 4.1 Service Commitment
5. DEFINITIONS

### 1. GENERAL

- 1.1 **Service Definition.** Verizon Identity (Verizon ID) is a cloud-based identity-as-a-service solution that provides credentialing, multi-factor authentication, and identity trust services for Verizon ID Users. Verizon ID provides Customers the ability to enable and manage a User's access to Customer's corporate networks, web applications, and operating systems.
- 1.2 **Standard Service Features.** The standard Verizon ID service is Enterprise Identity Credentials which includes Identity Proofing, User Provisioning, a Verizon ID Mobile Application, Authentication and an Enterprise Dashboard.
  - 1.2.1 **Identity Proofing.** Verizon ID includes remote identity proofing which allows a Verizon ID User the ability to create and maintain their individual identity based on data scanned and captured using the Verizon ID Mobile Application.
  - 1.2.2 **User Provisioning.** Verizon ID may be provisioned by the Verizon ID User or the Customer. Verizon ID supports and a Customer may choose among multiple form factors for authentication including biometrics, voice, facial and fingerprint authentications.
  - 1.2.3 **Verizon ID Mobile Application.** The Verizon ID mobile application supports end to end identity proofing and can verify and authenticate Verizon ID Users via biometrics-based authentication factors and is available on Google Android phones and tablets and Apple iOS devices.
  - 1.2.4 **Authentication.** Verizon ID provides multiple authentication factors and supports Customer and Verizon ID User preferences for authentication methods.
  - 1.2.5 **Enterprise Dashboard.** Customers may assign administrators with privileges to manage users and utilize the reporting dashboard to view information that is specific to the Customer, Verizon ID Users and their activities. Administrators can access all information in the Summary, Service, Reports and Alerts tabs in the dashboard.
  - 1.2.6 **Enterprise Integration Services.** Verizon Professional Services will perform Verizon ID integration services and are a requirement for Verizon ID service and service feature enablement. Integration services require a separate Professional Services contract, including a Statement of Work (SOW) and are an additional charge. Integration services are provided at three levels: Simple, Medium and Complex. The level of integration service Customer may require is dependent on the number of Customer integration endpoints and will be outlined in the applicable Professional Services SOW and are subject to additional charges as outlined in that SOW.



### 1.3 Optional Service Features

- 1.3.1 **Verizon ID Workforce.** Verizon ID Workforce provides contact free biometric and blockchain based authentication using the Verizon ID mobile application as an authenticator. Verizon ID Workforce is pushed to Users from a mobile application store that is hosted by Customer, Customer's Mobile Device Management (MDM) solution or a third-party mobile application store and allows Users to access software-as-a-service (SaaS), on-premises and cloud applications without a complex password.
- 1.3.2 **Verizon ID Workforce Plus.** Verizon ID Workforce Plus includes Verizon ID Workforce features with the addition of a credential provider (CP) for Customer endpoint devices. The CP allows the Verizon ID mobile application to be pushed out through Customer MDM solutions to enable Credential-less Logins to Windows, Mac and Linux operating systems, VPN systems, VDI thin clients and privilege access management systems.
- 1.3.3 **Verizon ID Customer.** Verizon ID Customer provides Customer Identity & Access Management (CIAM) capabilities that allow Customers to manage User identities and secure access. Users, through the Customer mobile application, will be able to enroll their identity, profile information, and biometrics and enable access to multiple authentication methods including device, biometric and continuous authentication. These features allow password-less authentication and support social-login integration as well as traditional Multi Factor Authentication (MFA) with OTP. The profile management feature of Verizon ID Customer includes progressive profiling, data source tagging, and allows automatic form fills. Verizon ID Customer requires integration services from Verizon Professional Services which must be purchased at additional charges as outlined in a Professional Services SOW.
- 1.3.4 **Verizon ID Verification.** Verizon ID Verification is a mobile application that provides a Verizon ID User with the ability to have identity documents verified and confirmed. Verizon ID Verify Customers will have the ability to scan and triangulate drivers licenses and North American passports, including the passport chip. Verizon ID Verify is an optional add-on feature to Verizon ID Workforce or Verizon ID Customer.
- 1.3.5 **Verizon ID Quick Start Program.** The Verizon ID Quick Start Program is available for Verizon ID Workforce or Verizon ID Workforce Plus and includes up to 1000 User licenses for use during a one-year term. Verizon ID Quick Start includes integrations with any two of the following Customer integration points:
- Windows, Mac or Linux Operating System;
  - Office 365;
  - Single Sign On Solution;
  - Remote Access Systems;
  - Web Application.
- Additional Customer integration points requires the purchase of Verizon ID integration services as described in Section 1.2.6 above. At the end of the Verizon ID Quick Start Program's one-year period, Customer will adjust their contracted number of Users under the standard Verizon ID Workforce or Workforce Plus offering to match Customer's desired number of Users for their choice of continued Verizon ID services.
- 1.3.6 **Digital Signature Services.** Digital signature services enable Customer to apply digital signatures for Electronic Prescriptions for Controlled Substances (EPCS) and to corporate documents and Adobe PDF files, such as employment, financial, or other materials.



1.3.7 **Authentication Enablement Service (Hardware Token & Associated Seat License).** Verizon will provide Users with instructions on how to initialize a hardware token and the operation of the token on the VID platform. For Customers requiring one-time password (OTP) based hardware tokens, Verizon ID supports the OneSpan DigiPass Go 7 Hardware token which is a FIPS 140-2 Level 2 Certified OTP hardware token. Customers must order these tokens directly from OneSpan.

**2. SUPPLEMENTAL TERMS**

2.1 **Data Privacy and Security.** Customer is solely responsible for (i) determining the User population; (ii) the nature and extent of the access to Customer’s systems and resources provided to the Users by the Verizon ID authentication and; (iii) determining the level of authentication related to the access required.

2.2 **Encryption.** Verizon ID uses encryption and may therefore be subject to restrictions and/or regulations, including with respect to use with Verizon Facilities. To the extent such restrictions and/or regulations apply, Customer shall comply.

3. **SERVICE LEVEL AGREEMENT.** The service level agreement for Verizon ID may be found at the following URL: [https://enterprise.verizon.com/service/verizon\\_id\\_sla.pdf](https://enterprise.verizon.com/service/verizon_id_sla.pdf).

4. **FINANCIAL TERMS.** Customer will pay the non-recurring charges (NRCs) and monthly recurring charges (MRCs) as shown in the Agreement as well as the Professional Services charges for the required Verizon ID setup and integration work.

4.1 **Service Commitment.** The Service Commitment is for a one-year term, two-year term, or three-year term. If the Service is terminated or downgraded during a Service Commitment term, Customer will pay Early Termination Charges and any applicable third party license fee, in accordance with the payment terms of the Agreement.

5. **DEFINITIONS.** The following definitions apply to Verizon ID, in addition to those identified in the Master Terms of the Agreement.

Term	Definition
<b>Credential-less Login</b>	Authentication without requiring a User ID and Password
<b>MDM Solution</b>	A platform for the management of mobile devices
<b>OTP</b>	One time password that is valid for only one login session or transaction.
<b>Users</b>	External and internal users authorized by a Customer and registered with Verizon ID.