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IT ASSET MANAGER +

1. **GENERAL**

1.1 **Service Definition.** IT Asset Manager is a cloud-based automated platform to track, measure usage of and manage Assets across multiple vendors and original equipment manufacturers (OEMs). IT Asset Manager provides Asset visibility through a customizable and self-managed dashboard and is available in three levels as further defined below. IT Asset Manager is only available in conjunction with Verizon Software and Subscription Services and/or Customer Premises Equipment and Related Services.

1.2 **Service Implementation.** IT Asset Manager is available through the Verizon Enterprise Center (VEC) online portal. US Customers can enable, upgrade, or downgrade to a different IT Asset Manager level through the VEC. Non-US Customers will need to engage their account representative to enable IT Asset Manager and upgrade or downgrade the level.

2 **AVAILABLE IT ASSET MANAGER LEVELS**

2.1 **IT Asset Manager Level 1.** Level 1 is limited to Assets purchased through Verizon. Level 1 enables Customer to track vendor part numbers and applicable service start and end dates. Information displayed and features include:
- **Equipment and Software Licenses Acquisition Details:** Level 1 will show current order status for Equipment and/or Software Licenses ordered from Verizon.
- **Software License Quantities:** Level 1 will show Software License quantities per vendor, per license type, and per Order.
- **Asset Information:** Level 1 includes the following Asset information:
  - o Software Licenses: License names, order SKUs, quantities owned, purchasing entity, and the Verizon Orders used to acquire the licenses.
  - o Equipment: Equipment names, types, architectures, order SKUs, quantities owned, purchasing entity, geographic locations, and the Verizon Orders used to acquire the Equipment.
  - o Equipment Maintenance: Equipment Maintenance instances (tracked by Equipment serial number) and locations of Equipment under Equipment Maintenance.
- **Customizable Views:** Any view on the Orders, license, or Asset tabs can be customized to include only the information the user is looking for.

- **Software License and Equipment Maintenance Subscription Tracking:** Subscription start and end date is tracked for each Software License and Equipment Maintenance subscription. Dashboards and reports can be created to track renewal timing.
- **Key Event Notification(s):** Customer can create notifications for events that may require attention such as upcoming maintenance or subscription expiration.

2.2   **IT Asset Manager Level 2.** Level 2 is limited to Assets purchased through Verizon and includes all Level 1 features and functionalities, plus the following:
- **Integration with Third-Party Vendor Accounts:** Customer can link third-party vendor and OEM accounts to IT Asset Manager for Assets purchased through Verizon to obtain additional Asset and order information that is stored in such accounts such as warranty and end of life dates and specific details on licenses deployed on Equipment. Level 2 integration is available for the vendors and OEMs listed in the IT Asset Manager dashboard. Customer must supply access credentials (in the form of an API key), to allow IT Asset Manager to access each third party vendor or OEM account.
- **Software License Usage and Association:** Customer can view data on Software License usage, as provided by each vendor. This allows license ownership and usage to be tracked (including identifying overuse and underuse on a license-by-license basis). In addition, where available, Software Licenses can be associated with a service or device consuming that Software License.
- **Equipment Support:** Customer can review Equipment acquisition date and end of life information to determine when to replace the Equipment.
- **Contract to Asset Association:** Customer can see Asset service contracts and support levels.
- **Software License Usage Compared to Ownership**: IT Asset Manager Level 2 can help Customer identify potential Software License utilization issues by comparing Software License ownership against usage to determine overuse or underuse.
- **Key Event Notifications:** IT Asset Manager Level 2 provides notifications for events including: Software Licenses expiring in the next 30 days, Software Licenses recently expired, potential overuse or underuse of Software Licenses, Equipment end of life, Equipment not associated with service contracts and upcoming Equipment Maintenance renewals.
- **Customizable Asset Audit Reports:** Customer can create customizable reports of any of the data views. Views can be customized to show specific Software Licenses, orders, or Assets attributes, and the report can be exported to a CSV or Excel file.
- **Training:** IT Asset Manager Level 2 includes two one-hour training sessions.

2.3   **IT Asset Manager Level 3.** Level 3 includes all Level 2 features and functionalities, plus the capability for Customer to upload and track Assets not purchased from Verizon for vendors and OEMs that are enabled in IT Asset Manager. Customer can also link third-party vendor accounts to IT Asset Manager. Level 3 integration is available for the vendors and OEMs listed in the IT Asset Manager dashboard. Customer must supply access credentials (in the form of an API key), to allow IT Asset Manager to access each third party vendor or OEM account.

3   **SUPPLEMENTAL TERMS**

3.1   **Disclaimer.** IT Asset Manager is provided "As Is" and there is no guarantee that IT Asset Manager will be uninterrupted or error-free or that IT Asset Manager will meet Customer's requirements or be capable of tracking, monitoring or supporting every Asset owned or ordered by Customer. IT Asset Manager may not support or be compatible with all vendors or OEMs. Further, the information presented on the IT Asset Manager dashboard is solely for informational purposes and Verizon does not verify, confirm, guarantee, or warrant the accuracy or completeness of any information contained therein. Notwithstanding any terms to the contrary in the Agreement, Verizon makes no guarantees that any support for IT Asset Manager will be provided from or within the United States only or that Customer's data utilized or stored in connection with IT Asset Manager will be stored, acted upon, or accessed, directly or indirectly, from or within the United States only.

3.2 **Customer Responsibilities**. Customer is responsible for gaining any required consents by third party vendors or OEMs and/or providing any notifications to third party vendors or OEMs as may be required by law or otherwise. To enable certain IT Asset Manager features, Customer must provide access credentials as directed herein.

3.3 **Prohibited Use.** Customer will not: (i) use IT Asset Manager for any unlawful, unauthorized, fraudulent or malicious purpose, (ii) modify, adapt, sublicense, translate, sell, reverse engineer, decompile or disassemble any portion of IT Asset Manager (except to the limited extent applicable laws specifically prohibit such restriction); (iii) bypass any measures Verizon may use to prevent or restrict access to IT Asset Manager or otherwise interfere with any other party's use and enjoyment of IT Asset Manager; or (iv) use Customer's account or IT Asset Manager to infringe any intellectual property or other right of any other third party. Customer accepts the limits of the non-assignable, non-transferable, non-sublicensable, and non-exclusive right to access and use IT Asset Manager. Customer will use IT Asset Manager only as authorized in this Agreement and related documentation for the level purchased by Customer.

4 FINANCIAL TERMS

4.1 **Charges:** Customer will pay the charges for IT Asset Manager specified in the Agreement and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. IT Asset Manager has three levels and five size tier options as described below. The monthly recurring charge (MRC) is determined by: 1) the level of service on the last day of the month; and, 2) the total number of Assets being tracked by IT Asset Manager on the last day of the month. The MRC is not prorated and is billable in arrears. Level 1 is included at no additional charge with Verizon Software and Subscription Services and/or Customer Premises Equipment and Related Services. Level downgrades may only be done once every six months. If Customer cancels IT Asset Manager and the cancellation order is processed prior to the last day of the month, then there will be no MRC for that month.

4.2 **Size Tiers**. There are five Asset amount sizes used to determine the MRC for Levels 2 and 3. Customer will be invoiced in arrears based on the total number of Assets that are tracked by IT Asset Manager on the last day of the month. The sizes are as follows:

Size	Total Number of Assets
Small	0 to 999
Medium	1,000 to 14,999
Large	15,000 to 44,999
Extra Large	45,000 to 79,999
Unlimited	80,000 +

5 **DEFINITIONS**. The following definitions apply to IT Asset Manager, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Asset	An individual or group of Software Licenses, Equipment, or Equipment Maintenance subscriptions.
Equipment	Customer premises equipment (CPE), such as routers, switches and servers tracked by IT Asset Manager.

Equipment Maintenance	Maintenance coverage (at the serial number/line item level) on Equipment tracked by IT Asset Manager. Equipment Maintenance may be Verizon branded, OEM branded, or provided by a third party vendor who is not the OEM.
Software License	A license that grants the user permission to use one or more copies of software or cloud subscriptions and associated features on equipment provided by third party providers.

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