



APPLICATION ASSURANCE

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1. GENERAL

- 1.1 **Service Definition.** Application Assurance is a hosted portal-based service that enables Customer to monitor performance of its end to end network applications and associated hardware (managed or unmanaged) and view reports and alarms based on predefined criteria via the Application Assurance portal accessed from the Verizon Enterprise Center (VEC) Portal. Verizon offers three features of Application Assurance: Application Flow Analysis, Advanced Application Analysis and Active Testing. Customers will deploy one or more of these features on a site by site basis.
- 1.2 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a + and sometimes referred to as Rapid Delivery) and non-Optimized Service.
- 1.3 **Standard Service Features.**
 - **Application Flow Analysis.** With Application Flow Analysis, Verizon collects application utilization and Class of Service prioritization with IP flow data from Customer's enabled network devices.
 - **Advanced Analysis.** With Advanced Analysis, an advanced version of Application Flow Analysis, Verizon through **strategically placed, Verizon-supportable hardware probes (ordered separately)** performs deep packet inspection and advanced analysis of Customer's networked applications.
 - **Active Testing.** With Active Testing, Verizon provides a third party software-based Traffic Agent (TA software) which Customer uses to generate synthetic tests to monitor and measure the availability, reliability and performance of key application resources. Verizon configures TA software based on Customer requirements to run these transactions in various frequencies.
- 1.4 **Optional Service Features.** Customer can choose to add Customer Care, an additional feature option, to any of the Application Assurance features deployed at any site:

- 1.4.1. **Customer Care.** With Customer Care, skilled network engineers review and analyze application performance at enrolled Customer Sites including the following:
- Monthly one hour web conference technical review of analysis results
 - Custom reports provided as a result of the additional analysis
 - Problem triage and troubleshooting assistance
 - Recommendations for network and application performance improvement
 - Advanced synthetic test agent configuration support
 - Advanced hardware option configuration support

2. SUPPLEMENTAL TERMS

- 2.1 **Use of Reports.** All Application Assurance reports and data are Verizon Confidential Information. Customer Confidential information embedded in such reports and data remains Customer Confidential Information. The Parties acknowledge that Application Assurance is not designed for use in calculating SLA service performance, so Application Assurance reports and data may not be useful for supporting SLA claims.
- 2.2 **End User License.** For Active Testing, Customer will download the TA software via the Verizon-provided process and agree to any applicable third party end user license agreements (EULAs). Customer will delete or destroy the TA software when the Service ends or at Verizon's direction.
- 2.3 **Retention Period for Customer Data.** For services provided, Verizon will retain data related to the Service for up to twelve (12) months after it is first stored and then destroy it. Customer is responsible for archiving any of its data for use beyond that period.
- 2.4 **Maintenance.** Application Assurance outages are scheduled every Saturday from 10:00am to 4:00pm U.S. Eastern Time, in order to perform routine maintenance. Application Assurance Service may not be accessible during that period. Maintenance schedules are subject to change, from time-to-time.
- 2.5 **Restrictions.** Customer will use the TA software only as authorized under this Service Attachment and never in a manner which Customer reasonably could foresee might damage, disable, overburden, or impair Application Assurance or interfere with any other party's use of Application Assurance. Customer will not use the Service to monitor devices outside of Customer's network. Verizon reserves the right to audit and disable the TA software or user logins that are (i) being used in violation of this Service Attachment or the Master Agreement (ii) installed on non-licensed devices, or (iii) in excess of the allowed TA software instances per device.
- 2.6 **Processing of Data.** In using Application Assurance, Customer will have sole discretion in directing any processing of Customer data.
- 2.7 **Restriction on Encryption Functionality In India.** Prior to connecting any encryption equipment to Verizon Facilities in India, Customer must obtain prior evaluation and approval from the relevant telecom authority.
- 2.8 **Italy Restrictions.** 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 this Service Attachment and hereby specifically approves the provisions contained in the following Sections: 2.3 "Retention Period for Customer Data"; 2.5 "Restrictions"; and 2.6 "Processing of Data".

3. FINANCIAL TERMS

- 3.1 **Optimized Services.** Customer will pay the charges for Optimized Application Assurance Service + specified in the Agreement and at the following URL:

www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Charges are in U.S. dollars and will be billed in the invoice currency for the associated service.

- 3.2 **Non-Optimized Services.** Customer will pay the charges for non-Optimized Application Assurance Service specified in the Agreement. In addition, online pricing for Application Assurance Service provided by a U.S. Verizon entity is at

www.verizonenterprise.com/external/service_guide/reg/cp_application_assurance_rates_charges.pdf.

4. **DEFINITIONS.** In addition to the definitions identified in the Master Terms, the following administrative charge definitions apply to Application Assurance:

www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm