verizon✓

MACHINE STATE INTEGRITY +

1. GENERAL

1.1 **Service Definition.** Machine State Integrity + (MSI) platform service is a managed security solution that leverages blockchain technology to identify potential security incidents present on the endpoints deployed across an organization by securing the configurations, state, and updates to Machines. Customer Machines are provisioned with a Machine State Integrity agent (Agent), which continuously monitors the Machine's configuration against a pre-defined baseline. When the Machine State Integrity service identifies a deviation from the baseline configuration, the MSI platform generates the appropriate alert.

1.2 **Service Implementation.** Verizon will assign a Project Manager to conduct a kick off meeting to identify Customer's Authorized Contacts, discuss the scope of the Machine State Integrity service and its business impacts, and obtain required information, including the Customer defined Machines to be monitored, the aspects of the Machine configuration the Customer wishes Machine State Integrity to monitor, and the details associated with the alerts sent in cases when a security incident or configuration change is identified.

1.3 **Service Features.** Machine State Integrity includes monitoring, alerting, signing features as defined below.

1.3.1 **Device Configuration Monitoring.** Verizon monitors the Customer machine configuration on a 24x7 basis to identify cases when the configuration of an individual Machine deviates from the customer's pre-defined preferred configuration. The Customer first establishes the baseline machine configuration that may include the content of configuration files and directories, installed software and the Machine's network configuration. On an ongoing basis, the Machine State Integrity service takes a snapshot of the current configuration and sends it to the analytics engine to determine if the configuration has changed.

1.3.2 **Customer Alerting.** In cases when the Machine State Integrity service determines that a machine configuration has changed, MSI alerts the Customer to the change via email. The alert contains information relevant to the machine state change, including the IP address of the affected machine, the type of configuration change that was identified and when relevant, the affected configuration setting both before and after the change.

1.3.3 **Snapshot Blockchain Signing.** As Machine snapshots are captured over time, the snapshot is signed by the Verizon KSI blockchain, ensuring information coming from Machine endpoints are authentic and trusted. Snapshots are used to establish a time-series view of the machine's configuration, including the precise time that a particular configuration change was made.

1.3.4 **Customer Portal.** Customer is provided access to a dedicated Machine State Integrity portal that presents information related to the machines being monitored by the service and information pertaining to the alerts that the service has identified.

2. **SUPPLEMENTAL TERMS**

2.1 **Machine State Integrity License Commitment.** Machine State Integrity is licensed on a License Commitment model. The Machine State Integrity licenses cover the maximum number of Machines that can be simultaneously monitored by the Machine State Integrity service. If Customer exceeds the maximum number of Machines monitored for the License Commitment purchased at any given point in the month, Customer will be charged an Additional Machine license fee. The quantity of Additional Machines will be determined by the difference between the highest number of machines monitored at any given point in the month and the License Commitment. The number of Additional Machines is multiplied by the Tier 1 Machine State Integrity License unit cost to determine the Additional Machine license fee for the given month.

2.2 **Machine State Integrity License Commitment Modification.** Customer can revise the Machine State Integrity License Commitment by submitted a new service order. The revised License Commitment value will go into effect in the service month following order submission and does not affect the Service Commitment.

3. **FINANCIAL TERMS.** Customer will be invoiced the monthly recurring Charges as shown in the Agreement as well as the associated non-recurring charges for the required Machine State Integrity environment and portal setup and integration work. The Service Commitment is for a 12 month term. At the end of a Service Commitment, the Agreement will automatically renew on a month-to-month basis until either party terminates the Service with at least 60 day notice. In the event that Customer terminates the Service prior to the end of the Service Commitment, Customer will pay an Early Termination Charge.

4. **DEFINITIONS.** The following definitions apply to Machine State Integrity, in addition to those identified in the Master Terms.

Term	Definitions
24x7	Nonstop service, 24 hours a day, seven days a week, 365 (366) days a year, independent of time zones and local or international public holidays.
Additional Machines	The number of Machines monitored by the Machine State Integrity service in excess of the License Commitment. The Additional Machine quantity is based on the highest number of Machines monitored at any given point in the service month.
Agent	An executable program that is installed on a Customer Machine and used to capture and send the current state of the Machine to the Machine State Integrity backend service for analysis.
Authorized Contacts	Customer personnel authorized by Customer to access the Customer Portal and to interact with Verizon support personnel.
Customer Portal	Online portal where Customers can view the alerts identified by the service.
License Commitment	The number of Machine State Integrity licenses Customer can utilize at any given point in the month. Also represents the number of Machines that can be simultaneously monitored by the Machine State Integrity service.
Machine	A Machine can be a Customer endpoint that the Machine State Integrity is used to monitor for configuration changes, and can include physical servers, cloud-based servers (virtual machines) or IoT devices that are capable of supporting a Machine State Integrity agent.
Project Manager	A Verizon-designated person who will act as the central point of contact throughout the Machine State Integrity implementation. The Project Manager will be responsible for managing the schedule and will also collaborate with Customer to develop a project plan that will specify resources, dates, times, and locations for the tasks described in the project plan. The Project Manager also is responsible

	for managing the change control process. The Project Manager is not dedicated to Customer.