INTEGRATED PKI AUTHENTICATION +

1. GENERAL

1.1 **Service Definition**. Integrated PKI Authentication service provides Customer with the Integrated PKI Authentication Software that Customer can use to build and maintain a public-key infrastructure (PKI) on a Customer's on-premises (On-Prem) environment. A PKI enables Customer to authenticate permissible device and user access to its On-Prem environment using encrypted communication channels and digital certificates.

1.2 Standard Service Features

1.2.1 **Software License**. Verizon will grant Customer a License for use of the Integrated PKI Authentication Software on its On-Prem environment. Customer will select a license tier and an offline or online version based on the specifics of the Customer's On-Prem network.

1.2.2 **Technical Support**. Verizon will provide technical support to Customer for use of Integrated PKI Authentication Software during the Service Commitment (Technical Support) as follows:

1.2.2.1 **Hours**. Verizon will provide Technical Support 8am to 5pm Monday to Friday (excluding Holidays) during one of these assigned time zones: U.S. Eastern, Australia Eastern, or Greenwich Mean.

1.2.2.2 **Support Requests**. Customer will designate up to two technical contacts (Customer Technical Contacts) as authorized to submit requests for Technical Support (Support Requests) to Verizon. A designated Customer Technical Contact will submit a Support Request using the applicable form required by Verizon. A Support Request will be considered complete when all information on the applicable form is provided to Verizon by a designated Customer Technical Contact.

1.2.2.3 **Software Versions**. Verizon will notify and provide Customer with the option to receive any applicable updates to the Integrated PKI Authentication Software. Verizon will provide Technical Support on the currently supported versions of the Integrated PKI Authentications Software.

1.3 Optional Service Features

1.3.1 **Certificate Discovery and Management**. The Certificate Discovery and Management feature provides Customer the capability to detect, identify, analyze, report and manage digital certificates across On-Premises, cloud, and hybrid environments.

1.3.2 **Integration Licenses**. Integration Licenses provide Customer the capability to integrate certain functionalities of the Integrated PKI Authentication Software with Customer's internal systems.

1.3.3 **Key Archiver**. The Key Archiver feature provides the capability to store private encryption keys, permitting retrieval and recovery should keys become corrupt or lost.

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1.3.4 **24x7 Technical Support**. 24x7 Technical Support provides Technical Support on an around the clock basis. With 24x7 Technical Support, Customers may designate an additional two Customer Technical Contacts as authorized to submit Support Requests to Verizon.

1.3.5 **Disaster Recovery Configuration**. Disaster Recovery Configuration provides the capability to utilize the Integrated PKI Authentication Software at two On-Prem environments under the same License and includes 24x7 Technical Support.

2. **SUPPLEMENTAL TERMS**

2.1 <u>**Software and Documentation**</u>. The following Verizon standard Software license terms apply to Integrated PKI Authentication Software: Customer may make one copy of the Integrated PKI Authentication Software, other than the documentation, for archival or back-up purposes only if any copyright and other proprietary rights notices are reproduced on such copy. Customer may make a reasonable number of copies of documentation provided as part of the Integrated PKI Authentication Software solely in support of its use of it. Customer may not: (a) attempt to reverse engineer, decompile, disassemble or otherwise translate or modify the Integrated PKI Authentication Software in any manner; or (b) sell, assign, license, sublicense or otherwise transfer, transmit or convey the Integrated PKI Authentication Software, or any copies or modifications thereof, or any interest therein, to any third party. All rights in the Integrated PKI Authentication Software, including without limitation any patents, copyrights and any other intellectual property rights therein, remain the exclusive property of Verizon. Customer agrees that the Integrated PKI Authentication Software is the proprietary and confidential information of Verizon subject to the provisions of the clause entitled Confidentiality in the Agreement.

2.2 <u>**Oracle Database**</u>. Customer will need an Oracle database software and license for use with Integrated PKI Authentication Software. Customer will ensure the applicable Oracle database software and license are valid for the Service Commitment.

3. **FINANCIAL TERMS**. Customer will pay the Integrated PKI Authentication Charges in the Service Order.

3.1 <u>**Service Commitment**</u>. The Service Commitment is for a term of one, two, or three years as shown in the Service Order. Upon expiration of the Service Commitment, the Agreement is automatically renewed for a subsequent Service Commitment equal to the expired Service Commitment, unless a Party provides the other Party with notice of its intent not to auto-renew the Agreement at least 30 days prior to the expiration of the Service Commitment. For termination prior to the end of the Service Commitment, Customer will pay the Early Termination Charges in accordance with the Agreement.

4. **DEFINITIONS**. The following definitions apply to Integrated PKI Authentication, in addition to those identified in the Master Terms of the Agreement.

Term	Definition
Holidays	National holidays in the U.S. for the U.S. Eastern time zone, in Australia for the Australia Eastern time zone, and in Ireland for the Greenwich Mean time zone.