



NETWORK DISCOVERY +

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1. GENERAL

1.1 **Service Definition.** Verizon's Network Discovery+ ("Network Discovery") helps customers inventory their network environment by collecting technical and configuration information about each device that is connected to the Customer Network. Network Discovery is only available for devices that are in the U.S.

1.2 **Standard Service Features.** Verizon performs Network Discovery with the following standard features:

- Shipment to Customer of CPE to run the discovery software, including shipping materials for pre-paid return of the CPE to Verizon once Network Discovery is complete
- Use of CPE to run discovery software on the Customer Network to collect information about connected devices, including manufacturer, make, model, serial number and hardware/software version
- Network Discovery report, which includes an inventory of devices, an overview of the network map with diagrams of equipment connections, and an executive summary of Verizon's findings, analysis, and recommendations

1.3 **Customer Responsibilities**

1.3.1 **Scope.** Customer will provide Verizon with information needed to determine the proper scope of the Network Discovery.

1.3.2 **Validation Information.** Customer will provide shipping address, IP Addresses for devices, locations of devices, hostnames, network segmentation, and security restrictions of the network.

1.3.3 **CPE.** Customer will:

- Identity a qualified network engineer to assist with installation of the CPE and resolution of any technical issues.
- Receive the CPE shipment and install the device and modem at Customer site.
- Allow the CPE to access all devices on the Customer Network without blocking by Access Control Lists ("ACLs") or firewall rules.
- For host-based ACLs, temporarily take its management server offline to allow the CPE to access the management server's IP in order to complete the SNMP query.
- Verify connectivity to Customer Network and to Verizon via wireless connection.
- Return the CPE within 5 Business Days of completion of Network Discovery in the packaging provided by Verizon.

2. SUPPLEMENTAL TERMS

NETWORK DISCOVERY +

- 2.1 **Network Discovery Authorization.** Customer represents that it is authorized to have Verizon perform the Network Discovery requested under these terms, and will indemnify Verizon and its employees, affiliates and agents against any liability if it is not.
- 2.2 **Re-performance Remedy.** Customer's sole remedy for any failure of Network Discovery is to request that Verizon re-perform it.
- 2.3 **Assumption of Scanning Risks.** Network Discovery involves the use of network scanning technology that has inherent risks (referred to as Scanning Risks), including, but not limited to, the loss, disruption, or performance degradation of Customer's or a third party's business processes, telecommunications, computer products, utilities, or data. When Customer requests Network Discovery, Customer authorizes Verizon to perform the network scanning and assumes all risk for adverse consequences resulting from or associated with such component of Network Discovery. Verizon shall take reasonable steps to mitigate these Scanning Risks; however, Customer understands that these Scanning Risks are inherent in the provision of certain computer security services and the use of certain computer security products and cannot be eliminated. Customer will indemnify and defend Verizon for all costs and expenses related to a third party's claim of loss, damages and liabilities (including legal expenses and the expenses of other professionals) incurred by Verizon, resulting directly or indirectly from any claim attributable to or arising out of Verizon's use of network scanning technology (referred to as a Scanning Claim), including, without limitation, the use by Verizon of network scanning technology to analyze assets that are not controlled directly by Customer, including, without limitation, servers hosted by third parties. This obligation of Customer in connection with a Scanning Claim does not apply if Verizon's gross negligence or willful misconduct gave rise to that Scanning Claim.
- 2.4 **Reports.** All reports provided to Customer by Verizon are Verizon Confidential Information.

3. FINANCIAL TERMS

- 3.1 **Charges.** Customer will pay the non-recurring charges for Network Discovery based on the total number of devices in the Customer Network, as specified in the Agreement, and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.
- 3.2 **Non-Returned CPE Charge.** If Customer does not ship the CPE within 5 business days. Verizon may charge Customer the list price of the CPE, and Customer agrees to pay that charge.
4. **DEFINITIONS.** The following definitions apply to Network Discovery, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

Customer Network	The devices identified by Customer as subject to Network Discovery.
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