

Symantec™ Cyber Security: DeepSight™ Intelligence

Service Description

October 6, 2014



Service Overview

This Service Description, with any attachments included by reference, is part of any agreement which incorporates this Service Description by reference (collectively, the “Agreement”), for those Services which are described in this Service Description and are provided by Symantec.

Symantec™ Cyber Security: DeepSight™ Intelligence services are Symantec threat intelligence services comprising of either DeepSight™ Intelligence portal services (“Intelligence Portal”) or DeepSight™ Intelligence datafeed services (“Datafeeds”) (each a “Service” or collectively, “Services”), depending on the specific Service purchased by Customer. The Intelligence Portal Service is a threat intelligence service that allows Customer to view security information such as vulnerability data, malware, cyber threats and adversary information. Datafeeds provide Customer access to one or more datafeeds containing various security data depending on the datafeed purchased.

Table of Contents

- **Technical/Business Functionality and Capabilities**
 - Service Features
 - Customer Responsibilities
 - Assistance and Technical Support
- **Service-Specific Terms**
 - Service Conditions
- **Definitions**

SYMANTEC PROPRIETARY – PERMITTED USE ONLY



Technical/Business Functionality and Capabilities

Service Features

The following table illustrates the features associated with each Service.

Service Feature	Intelligence Portal – Standard	Intelligence Portal – Enterprise	Intelligence Portal – Advanced Enterprise	Datafeeds	Service Feature Description
Use Level	Up to two (2) Users	Per Managed User	Per Managed User	Per Managed User	Intelligence Portal – Standard is available on a per User basis up to a maximum of two (2) Users. Intelligence Portal – Enterprise and Advanced Enterprise and Datafeeds Services are available on a per Managed User basis.
Managed Services Portal	X	X	X	X	Access to the Managed Services Portal is limited to Authorized Personnel. Certain features and functionality of the Managed Services Portal may vary based on the Service purchased by Customer.
Administrators	2	5	5	1	The number of Administrators that Customer may Register (as defined below) to access and use the applicable Service, including access and use of the Managed Services Portal and Symantec Materials. Administrators may additionally designate a reasonable number of non-Administrators to access and use the Services, subject to the limitations set forth in the Agreement.
Access to GIN	X	X	X		Authorized Personnel may access the Global Intelligence Network (GIN) for Alert Information on vulnerabilities, malware and security risks.
Email or SMS Delivery	X	X	X		Authorized Personnel may designate their email address or short message service (SMS) device number as an electronic delivery method for Alert Information through the Managed Services Portal.
XML Delivery		X	X	X	Authorized Personnel may designate XML as an electronic delivery method for Alert Information through the Managed Services Portal.
MATI Reports			X		Authorized Personnel may access certain Managed Adversary & Threat Intelligence (“MATI Reports”) Reports. MATI Reports are intelligence reports on cyber threats and adversaries with respect to certain specific regions and industries. Accordingly, MATI Reports may not provide information pertinent to the region Customer is located in or Customer’s industry.

SYMANTEC PROPRIETARY – PERMITTED USE ONLY

Symantec™ Cyber Security: DeepSight™ Intelligence

Service Description

October 6, 2014



Service Feature	Intelligence Portal – Standard	Intelligence Portal – Enterprise	Intelligence Portal – Advanced Enterprise	Datafeeds	Service Feature Description
Custom Reports		X	X		Authorized Personnel may access certain custom reports that Symantec may make generally available to all customers through the Managed Services Portal.
DeepSight Security Risk Datafeed				X *	Provides, in XML, CSV or CEF format, access to malicious code data and security risk data, including adware and spyware.
DeepSight Vulnerability Datafeed				X *	Provides, in XML, CSV or CEF format, access to vulnerability information, including mitigation guidance, impact analysis, SCAP related data, and links to security patches.
DeepSight IP Reputation Datafeed				X *	Provides, in XML, CSV or CEF format, access to reputation, hostility and confidence ratings of Internet protocol addresses, derived from threat analysis of data from the Symantec Sensor Network.
DeepSight Advanced IP Reputation Datafeed				X *	Provides, in XML, CSV or CEF format, access to reputation, hostility confidence ratings, (as well as ownership, geolocation, and industry, where such data is available) and malicious behavior details of Internet protocol addresses, derived from threat analysis of data from the Symantec Sensor Network.
DeepSight Domain Name & URL Reputation Datafeed				X *	Provides, in XML, CSV or CEF format, access to reputation, hostility and confidence ratings of domains, Universal Resource Locators, derived from threat analysis of data from the Symantec Sensor Network.
DeepSight Advanced Domain Name & URL Reputation				X *	Provides, in XML, CSV or CEF format, access to reputation, hostility confidence ratings, (as well as ownership, geolocation, and industry, where such data is available) and malicious behavior details of domains and associated Universal Resource Locators, derived from threat analysis of data from the Symantec Sensor Network.

*This Datafeed is only available to Customers who have specifically purchased it, as indicated in Customer's Subscription Instrument.

Customer Responsibilities

Customer acknowledges and agrees that Symantec can only perform the Services if Customer provides required information or performs required actions as set forth in the Agreement or as reasonably requested by Symantec. Accordingly, and without

SYMANTEC PROPRIETARY – PERMITTED USE ONLY



limitation, if Customer does not meet the following responsibilities, Symantec's performance of the Services may be delayed, impaired or prevented, as noted below:

- Customer must first register ("Register") the serial number(s) printed on the Subscription Instrument in the Symantec licensing portal located at <https://licensing.symantec.com> and appoint the Administrators associated with the Services ("Registration").
- Customer is solely responsible for acquiring and maintaining the Internet or telecommunications services and devices required to receive, access or use the Services or Symantec Materials.

Assistance and Technical Support

The following technical support ("Support") is included with the Service.

- Support available on a twenty-four (24) hours/day by seven (7) days/week basis to assist Administrators with configuration of the Service features and to resolve reported technical problems with the Services.

Service-Specific Terms

Service Conditions

- Customer may not disclose the results of any benchmark tests or other tests connected with the Services to any third party without Symantec's prior written consent.
- Customer warrants and represents that the quantity of Services purchased, as identified in the Subscription Instrument, reflects the total number of Users or Managed Users, as applicable, at the time of purchase. If, during the Service Period, Customer's number of Users exceeds two (2) for Intelligence Portal Service – Standard or Customer's Managed Users exceeds the banded amount in the Subscription Instrument for Intelligence Portal Service – Enterprise, Intelligence Portal Service – Advanced Enterprise, or Datafeeds, then Customer agrees to promptly, but no later than thirty (30) days following the increase in Users or Managed Users, as applicable, purchase additional Service entitlements to become compliant with such increase.
- While Symantec makes reasonable efforts as to the accuracy of Symantec Materials, Symantec disclaims all liability for any error or omission in Symantec Materials and makes no warranty as to the accuracy, reliability or completeness of Symantec Materials. Customer agrees that any reliance on Symantec Materials shall be strictly at Customer's sole risk.
- Except as otherwise specified in this Service Description, the Services may use open source technology and other third party materials that are subject to a separate license. Please see the applicable Third Party Notice, if applicable, at <http://www.symantec.com/about/profile/policies/eulas/>.
- The Services may be accessed and used globally, subject to applicable Use Levels, export compliance limitations and technical limitations in accordance with the then-current Symantec standards.

Definitions

Capitalized terms used in this Service Description shall have the meaning given below. Any capitalized terms not defined in this Service Description shall have the same meaning as in the Subscription Instrument.

Symantec™ Cyber Security: DeepSight™ Intelligence

Service Description

October 6, 2014



“Administrator” means an employee or third-party contractor designated by Customer to have administrative access to and use of the Services, including the Managed Services Portal and Symantec Materials, and are identified upon Registration or thereafter within the Managed Services Portal. In the event of a conflict, those Administrators identified within the Managed Services Portal will control over Administrators identified at the time of Registration.

“Alert Information” means the alert messages, data and/or information that Symantec provides or makes available pursuant to the Services.

“Authorized Personnel” means, collectively, Administrators and any additional personnel Administrators have designated as non-Administrators to access and use the Services, subject to the limitations set forth in the Agreement.

“Managed Services Portal” means Symantec’s password-protected intelligence portal website, currently located at deepsight.symantec.com, including any Symantec subsites accessible via the Managed Services Portal, and all content accessible on such sites.

“Managed Users” means the total number of Customer’s employees (excluding third party contractors), and is reflected in the banded amount in the SKU Description for Services set forth in the Subscription Instrument.

“Symantec Materials” means the materials provided in connection with the Services, including but not limited to the Alert Information, MATI Reports or Datafeeds, but not including any third party websites, or content thereon, that may be reached from any link contained in any such materials.

“Subscription Instrument” means one or more of the following applicable documents which further defines Customer’s rights and obligation related to the Service: a Symantec certificate or a similar document issued by Symantec, or a written agreement between Customer and Symantec, that accompanies, precedes or follows the Service.

“Use Level” means the unit of measurement or model, by which Symantec measures, prices and sells the right to access and use a Service, as indicated in the Subscription Instrument.

“User” means a Customer employee or third-party contractor and is reflected in the SKU Description for Services set forth in the Subscription Instrument.

END OF SERVICE DESCRIPTION

SYMANTEC PROPRIETARY – PERMITTED USE ONLY