



State of West Virginia Cloud Based Telephony System

Technical Proposal

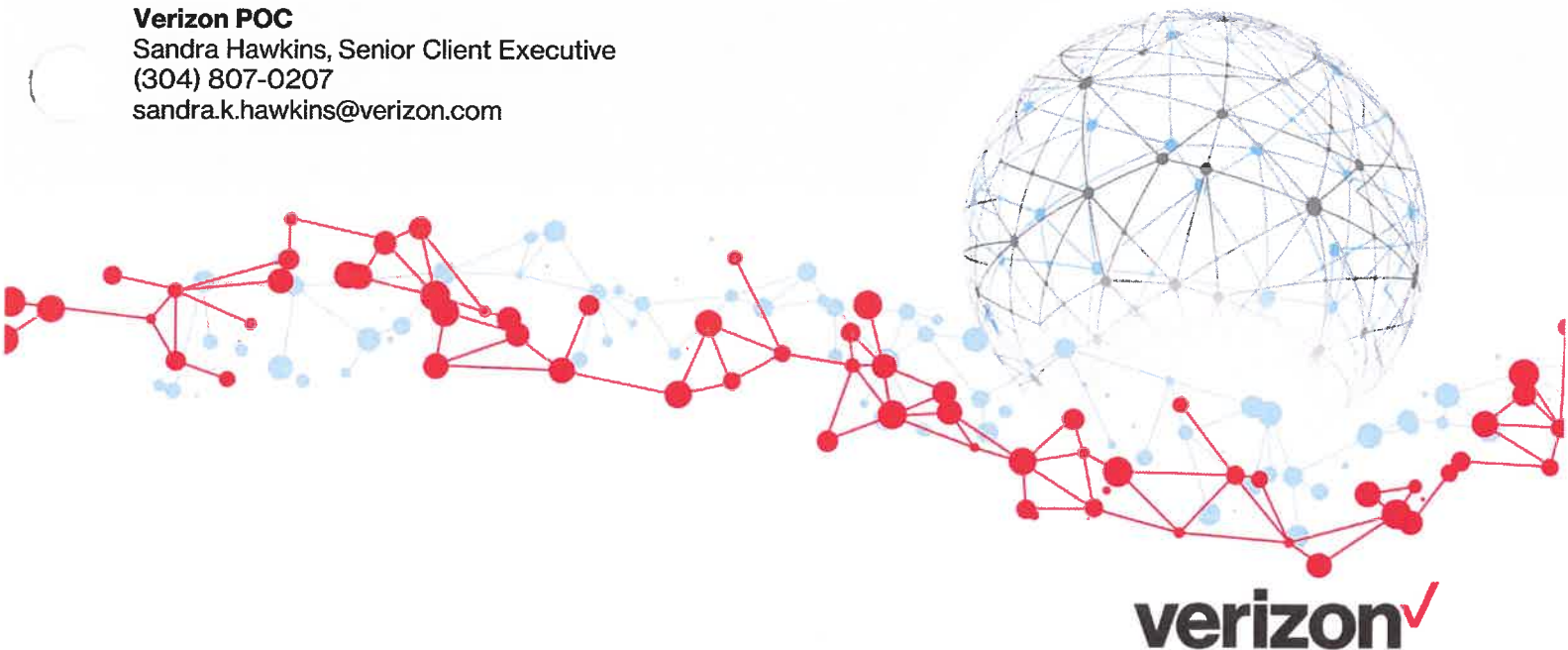
October 13, 2023
Solicitation: CRFP AGO240000002

Submitted to
Toby L. Welch
Department of Administration
Purchasing Division
2019 Washington STE
Charleston, WV 25305

Submitted by
Verizon
4700 MacCorkle Ave. SE
Charleston, WV 25304

10/13/23 09:11:37
WV Purchasing Division

Verizon POC
Sandra Hawkins, Senior Client Executive
(304) 807-0207
sandra.k.hawkins@verizon.com



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COVER PAGE



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 1295974		Reason for Modification:	
Doc Description: CLOUD BASED TELEPHONY SYSTEM			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-09-26	2023-10-11 13:30	CRFP 1500 AGO2400000002	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:

Vendor Name : Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

Address :

Street : 4700 MacCorkle Ave. SE

City : Charleston

State : WV **Country :** USA **Zip :** 25304

Principal Contact : Sandra Hawkins

Vendor Contact Phone: 304.356.3395 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Signature X *[Signature]* **FEIN#** 47-0751768 **DATE** 10/11/2023

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code 5A-3-10b, for the West Virginia Attorney General's Office (hereinafter referred to as the "Agency") to provide a contract for the purchase of a cloud-based telephony system solution, services and support required for the migration of existing Data, software and hardware maintenance, as well as installation and training per the attached documentation.

**** Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO		SHIP TO	
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US		ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

m Code	Manufacturer	Specification	Model #
43222800			

Extended Description:

Cloud Based Telephony System:
Vendors MUST fill out Cost Sheet included as an attachment. Cost must be separated and labeled separately of the technical response.
ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2023-10-03

	Document Phase	Document Description	Page
2400000002	Final	CLOUD BASED TELEPHONY SYSTEM	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP AGO240000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Verizon Business Network Services LLC, on behalf of MCI
Communications Services LLC, d/b/a Verizon
Business Services

Company



Authorized Signature

10/11/2023

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP AGO24-002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

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- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
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Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

Company

Angel Amador

Authorized Signature

10/11/2023

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 1295974		Reason for Modification:	
Doc Description: Addendum No 1 - CLOUD BASED TELEPHONY SYSTEM		Addendum No 1 is issued to publish questions and answers and to modify the bid opening date.	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-10-06	2023-10-13 13:30	CRFP 1500 AGO2400000002	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:

Vendor Name : Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

Address :

Street : 4700 MacCorkle Ave. SE

City : Charleston

State : WV **Country :** USA **Zip :** 25304

Principal Contact : Sandra Hawkins

Vendor Contact Phone: 304.356.3395 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X *Paul Conzola* **FEIN#** 47-0751768 **DATE** 10/11/2023

I offer offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

- 1) To publish a copy of questions with responses
- 2) To modify the technical bid opening date from 10/11/23 to 10/13/23

--no other changes--

**** Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

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Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
	Cloud based Telephony service				

Comm Code	Manufacturer	Specification	Model #
43222800			

Extended Description:

Cloud Based Telephony System:

Vendors MUST fill out Cost Sheet included as an attachment. Cost must be separated and labeled separately of the technical response.

****ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED****

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2023-10-03



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Proposals
 Info Technology

Proc Folder: 1295974			Reason for Modification: Addendum No 2 is issued to clarify a response to a question
Doc Description: Addendum No 2 - CLOUD BASED TELEPHONY SYSTEM			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-10-10	2023-10-13 13:30	CRFP 1500 AGO2400000002	3

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:

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Principal Contact : Sandra Hawkins

Vendor Contact Phone: 304.356.3395 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X *Angel Conzales* FEIN# 47-0751768 DATE 10/11/2023

Offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To clarify a response given to Question No 29 of the Technical Questions that was published in Addendum No 1, per attached.

--no other changes--

**** Online responses have been prohibited for this solicitation, if you have questions contact the Buyer - Toby Welch @ toby.l.welch@wv.gov

See attached instructions for requirements for responding.

INVOICE TO	SHIP TO
ATTORNEY GENERAL'S OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US	ATTORNEY GENERALS OFFICE 1900 KANAWHA BLVD E BUILDING 1 RM E-26 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit of Measure	Unit Price	Total Price
1	Cloud based Telephony service				

Comm Code	Manufacturer	Specification	Model #
43222800			

Extended Description:

Cloud Based Telephony System:

Vendors MUST fill out Cost Sheet included as an attachment. Cost must be separated and labeled separately of the technical response.

****ONLINE SUBMISSIONS OF REQUESTS FOR PROPOSAL ARE PROHIBITED****

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Questions are due by 3:00 p.m.	2023-10-03

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFP AGO24-002

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Addendum Numbers Received:

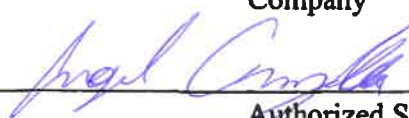
(Check the box next to each addendum received)

- | | |
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| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
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| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

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Verizon Business Network Services LLC, on behalf of MCI
Communications Services LLC, d/b/a Verizon Business Services

Company



Authorized Signature

10/11/2023

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

1. GENERAL INFORMATION AND INSTRUCTIONS

SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Department of Administration, Purchasing Division (hereinafter referred to as the "Purchasing Division") is issuing this solicitation as a request for proposal ("RFP"), as authorized by W. Va. Code §5A-3-10b, for the West Virginia Attorney General's Office (hereinafter referred to as the "Agency") to provide a cloud-based telephony solution.

The RFP is a procurement method in which vendors submit proposals in response to the request for proposal published by the Purchasing Division. It requires an award to the highest scoring vendor, rather than the lowest cost vendor, based upon a technical evaluation of the vendor's technical proposal and a cost evaluation. This is referred to as a best value procurement. Through their proposals, vendors offer a solution to the objectives, problem, or need specified in the RFP, and define how they intend to meet (or exceed) the RFP requirements.

Verizon's Response

Verizon has read and understands.

2. INSTRUCTIONS TO VENDORS SUBMITTING BIDS

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

A pre-bid meeting will not be held prior to bid opening

A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: Tuesday October 3, 2023 @ 3:00 p.m.

Submit Questions to: Toby L Welch 2019
Washington Street, East Charleston, WV
25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus zero (0) convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME: VERIZON BUSINESS SERVICES

BUYER: Toby L Welch

SOLICITATION NO.: CRFP AGO2400000002

BID OPENING DATE: *Technical* 10/11/23

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: *Technical* 10/11/23@ 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division 2019
Washington Street East
Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

This Solicitation is based upon a standardized commodity established under W. Va. Code § SA-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § SA-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § SA-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrcNenpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §SA-3-37 and W. Va. CSR§ 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR§ 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR§ 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules§ 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules§ 148-1-4.5. and§ 148-1-6.4.b."

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 50-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor wvOASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § SA-3-63.

Verizon's Response

Verizon acknowledges the instructions to vendors in Section Two of the RFP.

3. GENERAL TERMS AND CONDITIONS

Verizon's Response

Verizon complies with the terms, conditions and specifications contained in Sections 1 through 46 of this RFP with the exception of the variances noted on the following pages.

SECTION 3: GENERAL TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of Three (3) Years _____ . The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Alternate Renewal Term - This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

the contract will continue for _____ years;

the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

One-Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Construction/Project Oversight: This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

Other: Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One-Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

Construction: This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

LICENSE(S) /CERTIFICATIONS/ PERMITS: In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

- Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.
- Automobile Liability Insurance** in at least an amount of: _____ er occurrence.
- Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ .er occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.
- Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.
- Cyber Liability Insurance** in an amount of: \$1,000,000.00 _____ per occurrence.
- Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.
- Pollution Insurance** in an amount of: _____ per occurrence.
- Aircraft Liability** in an amount of: _____ per occurrence.
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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

_____ for _____

Liquidated Damages Contained in the Specifications.

Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

Verizon Response:

Verizon pricing does not include taxes, fees or surcharges. Taxes, fees and surcharges will be listed separately on the invoice.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P- Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

Verizon Response:

Payment via P-Card can only be accepted if State agrees to set up P-Card for auto recurring payments. Verizon's preferred payment options are 1) electronic Automated Clearing House (ACH) payment; 2) electronic bank account Wire Transfer; or 3) paper check payment. Both electronic payment options can be set up through the Customer's account on Verizon's online billing portal, the VEC. (Finance executive approval required for agreement to accept P-Card as form of payment)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

Verizon Response:

Verizon acknowledges the customer's tax exemption status. Documentation may need to be submitted in order to process this benefit. The pricing proposed in this agreement does not include any applicable tax, governmental charge, surcharges or pass-through charges.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

Verizon Response:

All Charges are exclusive of Taxes, fees and surcharges. Customer shall pay any Taxes, fees and surcharges that apply to Charges. Verizon will exempt Customer from Taxes, fees and surcharges in accordance with law and regulation, after receiving a valid tax exemption certificate. If Customer is required by law or regulation to make any deduction or withholding from any payment, then the gross amount payable by Customer to Verizon will be increased so that, after any such deduction or withholding, the net amount received by Verizon will not be less than Verizon would have received had no such deduction or withholding been required. In addition, Verizon may adjust or introduce Governmental Charges in order to recover amounts it is required or permitted by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated

or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules§ 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

Verizon Response:

Verizon would like to propose the following clarification as found in the redlined version below: (Changes are in bold and underlined)

The Vendor expressly warrants that the goods and/or services covered by this Contract will **at the time of acceptance:** (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ SA-3-1 et seq., 5-22-1 et seq., and SG-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for

any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

Verizon Response:

Verizon would like to propose the following clarification as found in the redlined version below: (Changes are in bold and underlined)

36. INDEMNIFICATION: The Vendor agrees **to the extent of its negligence or willful misconduct**, to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees, **up to one times the annual contract value**, from and against: (1) Any **third party** claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code§ 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code§ 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code§ 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 - 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 - 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code§ 5-19-1 et seq., and W. Va. CSR§ 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code§ 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form1 referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code§ SA-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code§ SA-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Sandra Hawkins, Senior Client Executive

(Address) 4700 MacCorkle Ave. SE, Charleston, WV 25304

(Phone Number)/(Fax Number) 304-807-0207 / 877-294-3614

(email address) sandra.k.hawkins@verizon.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W Va. Code SA-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

(Company)

(Signature of Authorized Representative)

(Printed Name and Title of Authorized Representative) (Date)

304-807-0207 / 877-294-3614

(Phone Number) (Fax Number)

sandra.k.hawkins@verizon.com (Client Executive on behalf of Mr. Recine)

(Email Address)

REQUEST FOR PROPOSAL
CRFP AGO240000002
Cloud Based Telephony System

By signing below, I certify that I have reviewed this Request for Proposal in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that, to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

(Company)

Paul Ornela Sr Analyst-C.M.

(Representative Name, Title)

304-807-0207/877-294-3614

(Contact Phone/Fax Number)

10/11/2023

(Date)

4. RESPONSE TO PROJECT SPECIFICATIONS

4.1 Background and Current Operating Environment

4.1 The Agency has been utilizing a CISCO on premise solution for the past 10 years. The system is now out of warranty and ready to be replaced. Given the advancement of technology and the opportunities now available, the Agency seeks to pursue a cloud based telephony solution for an office environment to replace the on premise solution currently in place.

Verizon's Response

Verizon has read and understands.

4.2 Project Goals and Mandatory Requirements

4.2 The goal of this project is to replace our existing telephony solution with a new state-of-the-art cloud-based telephony solution that will serve the Agency for many years to come and maximize today's technology and security in the aforementioned realm. Part of that goal is to implement the solution in the most cost beneficial manner possible while utilizing all applications within the solution that are deemed of necessity and value to the Agency. Mandatory requirements to achieve these objectives will be detailed in this RFP.

For all Agency sections and subsections herein, whether mandatory or preferred/desirable, Vendor must specify each of their features that satisfies that section or subsection and identify the specific section or subsection it satisfies. Vendor cannot simply provide a narrative or list of features without specifying which section or subsection is satisfied.

Verizon's Response

Verizon has read and understands.

4.2.1 Goals and Objectives

4.2.1 The project goals and objectives are listed below.

4.2.1.1 Replace all on premise server devices with a cloud-based solution for the Agency's telephony requirements.

4.2.1.2 Maximize security against all potential information technology risks by accessing all cloud-based security capabilities relative to the solution.

4.2.1.3 Acquire the most cost beneficial solution accommodating all of the needs and desires of the Agency at the time of deployment.

Verizon's Response

Verizon has read, understands and complies with AGO's goals and objectives.

Webex Calling supports on-premises, Cloud, or mixed mode (hybrid) deployments to keep our customers connected and productive from anywhere, including through disruptive market events such as the global pandemic we have experienced. For this solution we are proposing to use the AGO's existing internet access in order to maximize cost efficiencies. Other access options are available for additional cost.

Webex Calling is a proven Cloud calling solution that delivers enterprise-grade calling, enabling you to replace your on-premises (public branch exchange) PBX network with a globally trusted cloud calling solution. Webex Calling easily extends to a complete collaboration experience that includes market-leading calling, meetings, messaging, contact center, and integrated devices for all situations.

4.2.2 Mandatory Project Requirements

4.2.2 The following mandatory requirements relate to the goals and objectives and must be met by the Vendor as a part of its submitted proposal. Vendor should describe how it will comply with the mandatory requirements and include any areas where its proposed solution exceeds the mandatory requirement. Failure to comply with mandatory requirements will lead to disqualification, but the approach/methodology that the Vendor uses to comply, and areas where the mandatory requirements are exceeded, will be included in technical scores where appropriate. The mandatory project requirements are listed below.

Verizon's Response

Verizon has read and understands.

4.2.2.1 Security

4.2.2.1.a Vendor must answer all questions in attachment "A" in a clear, concise manner and allow this information to be disseminated to others on the Agency's RFP Committee.

4.2.2.1.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 6 points)

Verizon's Response

Verizon meets this requirement. Please refer to our responses in Attachment A.

4.2.2.1.b Vendor must provide encryption capability for all communication.

4.2.2.1.b.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 4 points)

Verizon's Response

Verizon meets this requirement. Cisco secures the Webex Calling application in a variety of ways, including using such methods as encryption, access controls, and user authentication. For access-side network communications access, Cisco encrypts data using transport layer security (TLS) or Secure Real-time Transport Protocol. For data at rest, Webex Calling uses the following safeguards to help protect the storage of SPPS's critical organizational and user data:

- Stores all user passwords with one-way hashing algorithms and salts
- Encrypts other passwords, such as Session Initiation Protocol (SIP) authentication
- Encrypts all backup files and archives

Webex Calling also governs the appropriate levels of access controls within the operating environment through policy definition and implementation. It applies access controls that match these policies to each system, application, database and network it uses. This process includes managing access controls for different types of data classifications and the users who can access those data types.

Verizon manages data protection in a systematic and structured manner to enforce confidentiality requirements throughout the data's lifecycle of creation, transmission, storage, modification, retention and destruction. Based on risk, industry standard encryption is used to protect data-in-transit and data-at-rest.

4.2.2.1.c Any hardware that is part of the solution cannot be on the Federal ban list located on the Federal Communication Commission website at <https://www.fcc.gov/supplychain/coveredlist>.

Verizon's Response

Verizon meets this requirement. Customer Premise Equipment (CPE) proposed in this solution are not on the Federal ban list.

4.2.2.2 Third Party Integration

4.2.2.2.a Solution must have the ability to deliver audio voicemail files to email platforms.

Verizon's Response

Verizon exceeds this requirement; see response to 4.2.2.2.a.1.

4.2.2.2.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 5 points)

Verizon's Response

Each system administrator has the ability to set up and configure users, including enabling Voice to Text services.

With voicemail transcription, the user receives email with the voicemail transcription in the body of the email and a .WAV file as a voicemail attachment. Users can also see the transcription in the Webex App. Voice message transcription is available for both individual and group or shared voicemail in this feature.

Please refer to the following Webex Calling link: "Voicemail transcription for Webex Calling."

<https://help.webex.com/en-us/article/nkt0zpb/Voicemail-transcription-for-Webex-Calling>

4.2.2.3 Agency Support

4.2.2.3.a Customer Support must be available 24/7/365 with live person response time guaranteed within 24 hours for a low priority level inquiry, 12 hours for a medium priority level inquiry and 30 minutes for a high priority level inquiry. (Please see defined events categorized as HIGH, MEDIUM and LOW in the "definition" section of this RFP, Attachment B)

Verizon's Response

Verizon meets this requirement; see response to 4.2.2.3.a.1.

4.2.2.3.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 6 points)

Verizon's Response

Verizon is a top Fortune 500 company, with annual revenues exceeding \$136 billion. Combined with Verizon's decades of experience providing Day 2 support for hundreds of small to very large customers, Verizon clearly exceeds this requirement.

Customers are directed to the Webex Calling Customer Support teams and methods of contacting as detailed below.

Webex Calling customer care & billing support

We are providing a toll-free number you can call whether you are in the beginning of your implementation process, or have been a Webex Calling customer for years.

- US: Webex Calling Help Desk: 1-800-287-6235
 - Billing (Option 2) - identified by Account ID.
 - Product Support (Option 3) - CPE, feature configuration, Network Phone Registration.
- You can also reach the help desk through the Verizon Enterprise Center: <https://sso.verizonenterprise.com>. This option allows you to quickly open a repair or billing ticket online via Quick Tasks (no login required) without having to call. Verizon Enterprise Center is available 24 x 7 to manage your accounts, submit tickets & requests, view & pay invoices, change or move services, and more.

Non-Webex Calling support numbers

If you have other Verizon services and need to manage them. If you are moving from another Verizon service to Webex Calling, it is very important that you coordinate the disconnect order of the other Verizon service after you ported and are active on Webex Calling.

- CALL 1-800 VERIZON for other Verizon services. **Important:** you MUST have your account ID from your service bill.
- Verizon Wireless: 1-800-922-0204

Verizon's Tier 2 Webex Calling and VoIP Repair team have more than 20 years of experience managing regional and global Voice, VoIP, and UCaaS customers. Teams are split between an EMEA Support Center office in Germany which serves Asia-Pacific and EMEA regions, and a US Support Center in Cary, NC which services Latin American and North America.

Tickets auto route to each team based on key validated variables reported such as product, customer billing account number, and telephone number. Languages supported are English, French, and German. Support is offered 24x365.

Verizon Webex Calling and VoIP support operates on the following ticketing priority schedule:

- **Severity 1 (S1)** – shall mean reported error(s) in covered software that causes all, or substantially all, of a system to be functionally inoperative severely affecting delivery to customers. S1 tickets require immediate corrective action, regardless of time of day or day of the week.
 - Product and/or covered software are in operable for 100% of customers
 - Loss of service >0.5% of customers
- **Severity 2 (S2)** – shall mean reported error(s) in covered products causing the loss of one or more major functions of the system. S2 tickets cause perceptible degradation or interruption of services delivery or seriously affect a customer's ability to operate, administer, or maintain their system and require immediate attention. Urgency is less than S1 situation because of a less immediate or impending effect on system performance, customer's operation, and revenue.
 - Management system failure
 - No backup is available
- **Severity 3 (S3)** – shall mean reported error(s) in covered products disabling specific noncritical functions of the system that do not significantly affect service delivery. The loss or degraded functionality impairs customer's ability to operate, administer, or maintain the system, but does not significantly affect service delivery to customers.
 - System functionality or performance is reduced
 - System is working on backup
 - Loss of service <0.5 % of subscribers

- **Severity 4 (S4)** – shall mean reported error(s) in covered products which is an irritant only and has no significant effect on the functionality or operation of the system and requests for informational support assistance, including product information requests and configuration assistance.
 - Conditions that do not significantly impair the function of the system
 - Documentation
 - System enhancement/functionality request

In addition, the Webex Control Hub provides self-service troubleshooting tools that can help customer admins investigate and/or resolve issues. Tools include client log collection, audit trails, device status check, cloud service status check, service assurance dashboard, call quality reports, call logs, CDRs, engagement reports, onboarding reports, user status check, password management, number inventory, and ability to log into user portal.

4.2.2.4 Training

4.2.2.4.a Vendor must provide training to Agency IT Administrative Staff on all aspects of administrator roles PRIOR to live deployment of solution and prefers the training to be in-person.

Verizon's Response

Verizon meets this requirement. Administrator training is delivered online via Webex by our Webex Calling Customer Training Team (located in the US). Please see our list of classes offered in Section 4.2.2.4.b.

Get training specific to your role.

Webex Calling (Flex) training packages			
Class	Description	Topics	Duration
Knowledge worker	Learn the essentials of Webex Calling that a knowledge worker should know.	<ul style="list-style-type: none"> • Webex Calling user portal 15 min • Webex unified app 45 min • Cisco® phones 25 min 	90 minutes
Remote/soft-client worker	Learn the essentials that a remote worker or soft-client user should know about Webex Calling.	<ul style="list-style-type: none"> • Webex Calling user portal 15 min • Webex unified app + mobile 45 min 	90 minutes
Admin	Learn the administrator essentials for managing Webex Calling using the Control Hub site and the Webex Calling admin portal.	<ul style="list-style-type: none"> • Control Hub 20 mins • Webex Calling admin portal 60 mins 	90 minutes

Webex Calling (Flex) à la carte trainings		
Class	Description	Duration
Webex Calling admin portal + Control Hub	Administration of your entire site using the enterprise admin portal	90 minutes
Webex Calling user portal	How to use the Webex Calling user portal to control features	15 minutes
Webex unified app	How to configure and use the Webex unified soft client	45 minutes
Webex Meetings	Brief overview of downloading and logging into Webex Meetings	10 minutes
Microsoft Teams® integration	How to integrate Microsoft Teams with the Webex Calling app	15 minutes
Cisco desk phones	How to configure and use your Cisco desk phones	25 minutes

4.2.2.4.a.1 Vendor should describe how it will comply with the mandatory requirement and include any areas where this proposed solution exceeds the mandatory requirement. (up to 2 points)

Verizon's Response

An Implementation Manager from Verizon's Provisioning team will engage directly with you as your Enterprise is being built within the Cisco Control Hub. The Implementation Manager, in conjunction with the Order Manager, will facilitate your custom training class scheduling for completion prior to live deployment.

Refer to: <https://webexcallingtraining.verizon.com/>

4.2.2.4.b Agency prefers group training to all end users PRIOR to live deployment of solution and prefers this training be in person. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 3 points)

Verizon's Response

Verizon meets this requirement. Verizon Webex Calling offers a series of training options to inform, educate, and train our customer end users and administrators.

Training Classes

Online training is available for end users.

Verizon's Nationwide VoIP Provisioning (NVP) team invites AGO to participate in customer training classes on the Verizon Webex Calling tools, portals, and features. Timing of this training can be coordinated with your Order Manager to be completed prior to live deployment.

AGO is eligible for one class per every 200 employees, at no additional charge. These classes are provided in US English only at present, by a team of Webex Calling trainers, based in the US, using Webex Meetings.

Your Verizon Account Team does not need to place an order for AGO's free classes. These will be discussed and coordinated with your Verizon Provisioning Team during service deployment.

AGO is able to purchase additional classes beyond the free allocation, at a nonrecurring charge per class.

There are many customizable training options available.

Some options are discussed on the following pages.

Webex Calling | Knowledge Worker | 90 mins

Topics

- Calling User Portal | 15 mins
- Webex Unified App | 45 mins
- Cisco Phones | 25 mins
- Selectable add-ons: Webex Meetings | 10 mins and / or Microsoft Teams Integration | 15 mins

Description

In this interactive session with our trainers, learn the essentials that a knowledge worker should know about their Webex Calling by Verizon service. Among the topics we will be covering are:

- Usage of the Calling User Portal to control your Webex Calling features
- Configuration and usage of the Webex Unified soft-client
- Configuration and usage of your desk phones

Webex Calling | Remote / Soft-Client Worker | 90 mins

Topics

- Calling User Portal | 15 mins
- Webex Unified App + Mobile | 45 mins

Description

In this interactive session with our trainers, learn the essentials that a remote worker or soft-client only user should know about the Webex Calling by Verizon service. Among the topics we will be covering are:

- Usage of the Calling User Portal to control your phone features
- Configuration and usage of the Webex Unified soft-client

Webex Calling | Admin | 90 mins

Topics

- Control Hub | 20 mins
- Calling Admin Portal | 60 mins

Description

In this interactive session with our trainers, learn the essentials that an administrator should know about managing their Webex Calling by Verizon service using the Control Hub site and the Calling Admin Portal.

Webex Calling Hybrid Package | Admin + Receptionist OR Remote / Soft-Client Worker | 90 mins

Topics

- Phones | 20 mins
- UC-One Desktop | 25 mins OR Receptionist Console | 30 mins
- Enterprise Admin Portal | 45 mins

Description

In this interactive session with our trainers, learn the essentials that an administrator and receptionist or remote worker should know about the WEBEX CALLING service. Among the topics covered are:

- Configuration and usage of your desk phones
- Configuration and usage of the UC-One Desktop soft client OR configuration and usage of the Receptionist Console to control and manage calls
- Administration of your entire site using the Enterprise Admin Portal

Webex Calling Knowledge Worker | 90 mins

Topics

- MyPhoneNext Portal | 30 mins
- UC-One Desktop | 25 mins
- Phones | 25 mins

Description

In this interactive session with our trainers, learn the essentials that a knowledge worker should know about the Webex Calling service. Among the topics we will cover are:

- Usage of the MyPhoneNext User portal to control your phone features
- Configuration and usage of the UC-One Desktop soft client
- Configuration and usage of your desk phones

Webex Calling Remote / Soft-Client Worker | 90 mins

Topics

- MyPhoneNext Portal | 30 mins
- UC-One Desktop + Mobile | 40 mins

Description

In this interactive session with our trainers, learn the essentials that a remote worker or soft-client only user should know about the Webex Calling service. Among the topics we will be covering are:

- Usage of the MyPhoneNext User portal to control your phone features
- Configuration and usage of the UC-One Desktop soft client

Webex Calling A La Carte Training | 90 mins

- Enterprise Admin Portal | 45 mins: Administration of your entire site using the Enterprise Admin Portal
- UC-One Desktop | 25 mins: Configuration and usage of the UC-One Desktop soft client
- MyPhoneNext Portal | 20 mins: Usage of the MyPhoneNext User portal to control your phone features
- Receptionist Console | 30 mins: Usage of the Receptionist Console to control and manage calls
- Cisco Phone Training | 25 mins: Configuration and usage of your Cisco desk phones
- Yealink Phone Training | 25 mins: Configuration and usage of your Yealink desk phones

4.2.2.4.b.1 Also, the Agency prefers training materials to be available for new end users throughout the contract period. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 2 points)

Verizon's Response

Verizon exceeds this requirement.

Verizon Webex Calling also provides our Training and Learning Customer Center site that contains all the end user and administrator user guides, how to's, videos and access to scheduled webinar trainings.

Refer to: <https://webexcallingtraining.verizon.com/>

Free Webinars

In addition, the Verizon Webex Calling Training team provides scheduled monthly Free Webinars that customers can attend. These are generally available and open to all Verizon Webex Calling customer admins and/or end users, at no cost.

4.2.2.4.c Vendor must provide one-on-one training to all end users as part of the solution deployment at Agency's request.

Verizon's Response

Verizon meets this requirement. All online training is one-on-one for end-users. Various training options are available.

4.2.2.4.d Agency prefers remote training be available at the request of the Agency throughout the contract period. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 2 points)

Verizon's Response

Verizon meets this requirement.

Remote training is available throughout the contract period. AGO is able to order additional, customizable courses at any time.

In addition, Verizon's Customer Success (Adoption Specialist) team provides users with ongoing training and support on the Webex Calling admin and end user tools.

4.2.2.5 Prior Solution Deployment

4.2.2.5.a *Vendor must disclose how many times they have deployed their proposed solution for similar clients. (up to 2 points)*

Verizon's Response

Verizon meets this requirement.

Verizon has deployed 118 Webex Calling solutions for customers with 200 or more seats on the platform.

With our 20+ years of experience, we created powerful cloud-based unified communications solutions that helps reduce complexity. We offer:

- 25+ years of experience deploying unified communications calling and collaboration solutions
- Long-standing Cisco partnership with more than 2 million UC seats worldwide
- 20+ years of experience supporting business-grade VoIP with more than 7,000 customers across more than 120,000 sites and 14 million telephone numbers
- 25+ years of managed services experience supporting more than 400,000 network devices in more than 150 countries with more than 300,000 services experts
- Industry leadership awards from Gartner, IDC, Frost & Sullivan, and Atlantic ACM

4.2.2.6 Solution Features and Granular Control

4.2.2.6.a Mandatory Features

4.2.2.6.a *Vendor's solution must possess the below mandatory features. Vendor must identify each feature below that their solution possesses.*

- Voice Calls
- Voicemail
- Call Forwarding
- Call Waiting
- Call Hold
- Call Park
- Call Analytics
- Ring Groups
- Conference Calling
- Do Not Disturb
- Number Porting (Transfer our existing phone number to the VoIP system. Must include our 558 numbers, 681 numbers and 1-800 numbers in mass)
- Mobile Integration
- Desktop Integration
- Quality of Service (QoS)
- Call Lists
- Call Transfer
- Caller ID
- Import/Export of Directories
- Phone Book
- Re-dial

- E911 Service (service must be able to accommodate more than one physical address)
- Softphone

Verizon's Response

Verizon meets these requirements.

As described in greater detail below, Verizon meets or exceeds these requirements as evidenced in **Table 1-1**.

Table 1-1. Verizon's Superior Solution Offering. Verizon offers AGO a telephony solution that meets, and in some cases exceeds, your evaluation criteria.

Feature	Meets/Exceeds Requirement	Description/Comments
Voice Calls	✓	
Voicemail	✓	The Calling User portal in Control Hub enables users to manage and configure this feature.
Call Forwarding	✓	The Calling User portal in Control Hub enables users to manage and configure this feature.
Call Waiting	✓	<p>Enables a user to answer an incoming call while already engaged in a previous call. When a second call is received, the user is informed via a call waiting tone. To answer the waiting call and place the original party on hold, the user simply presses the flash hook. By pressing the flash hook a second time, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.</p> <p>Call Waiting - Call waiting feature gives a user a tone alerting them to a new call that is coming in. User has option to put their current call on hold and answer the new one by highlighting it on the Polycom phone and pressing the Answer soft key, or to ignore it so that the new call goes to voicemail.</p> <p>Call Waiting Interrogation - *38 (New Code)</p> <p>Call Waiting Persistent Deactivation - *46 Disables persistent Call Waiting</p>
Call Hold	✓	<p>Call Hold and Resume - Allows a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is on hold, the user can choose to make a consultation call to another party. A user can place a maximum of 4 users on hold, consistent with maximum of 4 active calls/user capacity.</p>
Call Park	✓	<p>Self-service feature created and managed via Control Hub.</p> <p>Call Park - 68 "Parks" a call against your extension or another user's extension. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code. To park a call, dial *68</p>

Feature	Meets/Exceeds Requirement	Description/Comments
		<p>followed by the extension to park the call on, or # to park the call on your own extension.</p> <p>Call Park Timer - Default for Call Park return time is 45 seconds and can be adjusted by the Admin.</p> <p>Call Park and Retrieve – Enables a user to “park” a call against your own or another user’s extension at any of your Webex Calling sites. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code *88. To “park” a call, the user places the call on hold, then dials *68 followed by the extension to park the call on, or # to park the call on their own extension. To retrieve the call, the user may choose any other phone within the predefined group of users To retrieve a call, enter *88 followed by the extension that the call is parked on, or # if the call is parked on your own extension.</p>
Call Analytics	✓	<p>You can use the Analytics page in the Control Hub to gain insight into how people are using Webex Calling and the Webex app (engagement), and the quality of their call media experience. To access Webex Calling analytics, sign in to the Control Hub, then go to Analytics and select the Calling tab.</p> <p>For detailed call history reports, sign in to the Control Hub, then go to Analytics and select Detailed Call History.</p>
Ring Groups	✓	<p>Ring groups are supported via the Simultaneous Ring feature.</p> <p>Customers can have up to ten numbers programmed for simultaneous ring.</p> <p>Simultaneous Ring enables users to have multiple phones ring simultaneously when any calls are received on their Webex Calling phone number. For example, calls to a user’s desk phone could also ring the user’s mobile phone.</p> <p>Simultaneous Ring cannot be enabled at the same time that Office Anywhere is enabled, so a user would not be able to do call pulls via *11 if they chose the regular simultaneous ring feature instead of simultaneous ring via Office Anywhere.</p> <p>For Premier Users, total number of simultaneous calls is limited only by the available internet bandwidth</p>
Conference Calling	✓	<p>Webex Calling currently supports 6-way conference calls on IP phone and 3-way conference calls on analog phones via an ATA.</p>

Feature	Meets/Exceeds Requirement	Description/Comments
Do Not Disturb	✓	<p>Allows users to set their phones as unavailable, resulting in a busy tone for incoming calls and their phone will not ring at all. Can be activated/deactivated by dialing a feature access code or configuring the service via web interface (My Phone>My Features). A status indicator on the user's personal web interface identifies when the feature is enabled.</p> <p>*78 Activates the Do Not Disturb feature. When Do Not Disturb is enabled, your phone does not ring and all calls go directly to voicemail.</p> <p>*79 Disables the Do Not Disturb Feature.</p>
Number Porting	✓	<p>Verizon's Webex Calling is capable of porting 6,800 phone numbers as long as numbers are portable to the address(es) identified.</p> <p>Verizon Webex Calling uses Verizon IP Trunking as a mandatory PSTN access service in all countries and regions covered by Verizon's IP Trunking footprint.</p>
Mobile Integration	✓	Support for mobile soft clients.
Desktop Integration	✓	Support for desktop soft clients.
Quality of Service (QoS)	✓	Due to the nature of the internet, end-to-end QoS is not guaranteed. However, Verizon provides the marking and classification of voice packets and is capable of providing end-to-end QoS over our private MPLS cloud as required.
Call Lists	✓	
Call Transfer	✓	<p>Allows users to transfer a call to a specified destination. Call transfer can be "blind," use third-party consultation, or use three-way consultation. With Blind Call Transfer, the user transfers an active call to a specific destination without consulting the destination party. With Transfer with Third-party Consultation, the user consults with the add-on party (i.e., announces the intent to transfer a call) before transferring a call to the add-on party. With Transfer with Three-Way Consultation, the user initiates a three-way call with both the original caller and an add-on party before transferring the caller to the add-on party.</p>
Caller ID	✓	<p>Internal Webex Calling calls will show the name of the employee assigned to the telephone number. In most cases, calls that are external to the Webex Calling customer will show the company name in the Caller ID. If, however, a site is set up with multiple Caller ID names, then the external calls will show whichever Caller ID name the telephone number is associated</p>

Feature	Meets/Exceeds Requirement	Description/Comments
		<p>with. This gives customers the ability to run multiple businesses from a single site (requires specific request in order notes when provisioning). When calls are forwarded by a Webex Calling user: the original Caller ID for the call will show, not the Caller ID of the Webex Calling user that is forwarding the call.</p> <p>Caller ID Delivery Blocking per Call - *67 Activates the Calling Line ID Delivery Blocking service on a per-call basis.</p> <p>Caller ID Delivery Blocking Persistent Activation - *31 Activates the Calling Line ID Delivery Blocking service on all calls.</p> <p>Caller ID Delivery Blocking Persistent Deactivation - #31 Deactivates the Calling Line ID Delivery Blocking service.</p> <p>Caller ID Delivery per Call - *65 Displays your calling line ID for outbound calls on a per-call basis. Before placing a call, dial the assigned code. Note that this service is active only for one phone call.</p>
Import/Export of Directories	✓	With Webex Calling users can be provisioned into Webex in several ways. A user can be created via manual entry or CSV upload into Control Hub. SPPS can also create a user via Directory Connector, which synchronizes users from your on-premises AD.
Phone Book	✓	
Re-dial	✓	<p>Last Number Redial Enables users to redial the last number they called by clicking the Redial button on their dashboard or by dialing a feature access code.</p> <p>*66 Redials the last number placed from your phone.</p>
E911 Service	✓	Verizon Webex Calling and IP Trunking meet all the requisite Emergency Calling requirements in every country that the service is offered. In the US and Canada, Enhanced E911 capabilities as provided through provider Redsky to ensure additional regulatory compliance
Softphone	✓	The Webex Calling Desktop Client is a native Microsoft Windows or Apple Macintosh soft phone client supporting VoIP voice calls, desk phone voice calling, instant messaging and presence, video conferencing, My Room collaboration and desktop sharing, and management of Webex Calling call settings including view Contacts management and access VM.

4.2.2.6.b All Preferred Features

4.2.2.6.b Vendor should list all features their solution possesses from the below preferred features list (up to 3 points)

- Video Calls
- Microsoft Active Directory Integration
- Instant Messaging
- Fax over IP
- Music on Hold
- Paging via System Phones
- Blacklist Calls from Specific Numbers
- Call Pick-up/Call Pick-off
- Click-to-Dial

Verizon's Response

Verizon meets or exceeds these requirements.

Table 1-2 summarizes how Verizon's Webex Calling Flex offers a robust set of business features, paired with Cisco market-leading call control and Verizon Enterprise IP Trunking.

Table 1-2. Preferred Features. *Webex Calling, powered by Verizon's carrier-grade access services, provides a reliable, scalable and customizable unified communications (UC) solution to fit any organization's needs.*

Feature	Meets/Exceeds Requirement	Description/Comments
Video Calls	✓	The Webex Calling App offers full business calling capabilities from desktop phones and mobile devices. Key features include voice and video calling, click-to-call from the desktop, mobile device integration, enterprise phone directory, auto attendant, Webex App integration, and much more.
Microsoft Active Directory Integration	✓	Microsoft Active Directory integration is outside the scope of this solution. Plugins can be obtained directly from Cisco.
Instant Messaging	✓	The Webex Calling Desktop Client is a native Microsoft Windows or Apple Macintosh soft phone client supporting instant messaging and presence.
Fax over IP	✓	Cloud Faxing Fax to Email Yes. Included with the correct license, Verizon Webex Calling supports inbound Fax to Email service inherently within the platform. A new DID is assigned for fax numbers. Users receive faxes via .tif file in email. Administrators can configure fax messaging for users within Control Hub. Fax messaging allows a user to receive direct inbound faxes from their voicemail service. Fax notifications can be sent to a user's cell phone via text or email. With this functionality, users have real-time access to fax messages, just as if they were in the office.

Feature	Meets/Exceeds Requirement	Description/Comments
Music on Hold	✓	<p>A pre-recorded music or announcement is played to callers that are on hold, with a default music program provided. Customers can opt to use a custom .wav file for Music on Hold (MoH). It is recommended that the .wav file be no longer than 90 seconds, but the system will accept messages up to a maximum of 4.6MB or about 10 minutes. The MoH message starts from the beginning every time a caller is put on hold, even if the same caller is being put on hold a second time. A single site can only have one MOH source at a time.</p> <p>Music on Hold Options - There are two options for assigning Music On Hold to your site: Default: The system-standard Music On Hold. If you choose not to make changes to your Music On Hold settings, this music will automatically be played. Custom: This option enables you to upload a customized Music On Hold file. Note: All custom Music On Hold files must be in .wav file format with CCITT u-Law or a-Law settings and 8kHz, 8 bit mono attributes. Using a basic sound converter will allow you to save your .wav file in this format.</p> <p>Music On Hold Per-Call Deactivation - *60 Deactivates the Music On Hold service for the current call.</p>
Paging via System Phones	✓	<p>The Group Paging service allows a user to set up a one-way call to a group of up to 75 target users by dialing a number or extension. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call. The site administrator must configure both the targets/recipients of a page and define the list of users that are eligible to receive the page. This configuration is performed in the My Site dashboard for the site where the Group Page is assigned. Configurable options include: 1) Assigning the Number and Extension for the Group Paging Service. 2) Group Page Name for easy identification in the dashboard. 3) First Name and Last Name for the Group Paging Caller ID and Enterprise directory listing. 4) The Caller ID Label Option- The number that a target receives when the page is initiated. This can be set to either the number for the Paging Group or the actual originator of the page. 5) Paging Targets- The list of targets for the page. The maximum number of targets for a single paging group is 75 targets. The eligible targets are any user within the Enterprise. External</p>

Feature	Meets/Exceeds Requirement	Description/Comments
		<p>numbers or other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as paging targets. 6)Paging Originators- The list of originators for the page. Any user within the Enterprise can be assigned as an originator of a paging group. External numbers and other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as Paging Originators.</p> <p>Group paging uses G.711 and 80 Kbps per phone in the paging group. For example, if a user puts out a group page to 20 phones there will be 1.6 Mbps of bandwidth used at the site (20 x 80 Kbps = 1,600 Kbps = 1.6 Mbps). If a receiving user is on the phone when a page comes in, The page will show up as a call waiting on Polycom phones but will not be heard on the speaker. Mobile and Desktop Client users can originate a Group Page, but will not receive a Group Page because Group Page does not go through to shared call appearance, and SCA is used by the mobile and desktop clients.</p>
Blacklist Calls from Specific Numbers	✓	
Call Pick-up/Call Pick-off	✓	<p>*98 enables a user to answer any ringing line within their pick-up group. A pick-up group is a group administrator-defined set of users within the group, to which the Call Pickup feature applies. After dialing *98 the user is connected to the caller and the original called station stops ringing. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered. Users can also execute Call Pickup via a web interface.</p> <p>1) A user can only be assigned to one Call Pickup group 2) A Call Pickup group may only have assigned users from same Site 3) A Site may have multiple Call Park groups 4) Call Pickup Group names must be unique 5) Assigning a user to a Call Pickup group removes the Barge-in restriction if enabled for that user</p>
Click-to-Dial	✓	

4.2.2.6.c All Available Features

4.2.2.6.c Vendor should list all available features and indicate if they can be disabled or granular control can be provided from inside the Administrative Portal (up to 5 points)

Verizon's Response

Verizon meets or exceeds these requirements.

Control Hub, the Webex Calling Administrative Portal, provides the holistic view needed to take charge of all your Webex services. Built specifically for IT administrators, it lets you manage all workloads, including meetings, messaging, devices, calling and contact center, without transitioning to different tools. One pane of glass enables you to manage your services and users, provision devices, and configure security and compliance policies. You can also access real-time analytics and reporting, deep dive into trends, or troubleshoot reported issues directly in the platform.

Control Hub provides granular device controls to match your organization's risk profile:

- MDM and MAM policies built into Control Hub protect users – no need for third party solutions
- Anti-malware and multifactor authentication options protect employees using their own devices on corporate network

Table 1-3 demonstrates how Verizon's Webex Calling Flex offers a robust set of business features, paired with Cisco market-leading call control and Verizon Enterprise IP Trunking.

Table 1-3. A Robust Set of Business Features. *Webex Calling meets the criteria for most all of our customers, right now.*

Feature	Description/Comments
Alternate Numbers	Enables users to have up to ten phone numbers and/or extensions assigned to them. A standard ringtone is used for incoming calls to the primary phone number; users have the option to choose a distinctive ringtone for calls to their additional phone numbers. For outgoing calls from the user, the primary phone number is displayed as the calling line identity.
Alternate Numbers	Each Webex Calling user/station has 1 primary TN assigned, and can have up to 10 Alternate Numbers. Alternate Numbers are only an alias to a TN with its own license/station. This prevents them from being usable for various features or from being listed within My Phone in any way.
Anonymous Call Rejection	Allows users to reject calls from anonymous parties who have explicitly restricted their Caller ID. When a user activates the service (via a simple web interface), callers without identification will be informed that the user is not accepting calls. The user's phone will not ring and the user sees or hears no indication of the attempted call. This service does not apply to internal calls.
Authorization Codes	Authorization Codes require user to enter a predefined code to place the call to a certain destination type. If an outbound calling rule utilizes Authorization Codes, the codes need to be defined. Codes must be numeric and between 2 and 14 digits long. Once established, the customer administrator will need to share the appropriate Authorization Codes with approved Users.
Auto Attendant	A recorded greeting is played to the caller after which the call is transferred to other stations or services. The Site Administrator uses a powerful web-based tool to define how calls are to be transferred, including holiday and after hours scheduling. Includes dial by first and last name functions.
Auto Attendant	Serves as an automated receptionist that answers the phone and provides a personalized message to callers, with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (e.g., 1 = Marketing, 2 = Sales, and so on). Configuration via the web interface also allows administrators to modify

Feature	Description/Comments
	hours of operation, with different options available for hours that the company is open or closed. Group administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, end users can record their names for playback when a caller dials by name or extension. A group can have multiple Auto Attendants configured, either individually (e.g., customer service with separate business hours) or integrated into a multi-level Auto Attendant (e.g., an enterprise's main Auto Attendant is configured to seamlessly route to the Auto Attendant of a particular department or location).
Auto Attendant	If an outside caller (not Webex Calling) calls into a Webex Calling Auto attendant and the AA directs that call to another outside number (cell phone), then there is no call path being utilized for the customer who purchased the Webex Calling AA.
Auto Attendant	Auto Attendant requirements include 1) inbound only 2) Uses one DID number and a local extension per Auto Attendant 3) Extension numbers 0911,1911,0311,1311 are not allowed 4) A site may have multiple Auto Attendants that can be linked together to service different departments or languages. The Site limit is 20 5) The default DID is the Site's Main Number
Auto Attendant	Calls that are being handled by an Auto Attendant not consume trunks. They only consume trunks when the calls are put through to a user.
Auto Attendant	Auto Attendant (and Call Queue) Announcement messages have a limit of 2000 KB or roughly 4 minutes of playback time. Auto Attendant Transfer to Operator sends calls that time out with no option being selected to the designated operator. The timer for this is set at 10 seconds and is not adjustable by customers. The timer starts after there is no audio heard on the auto attendant.
Bandwidth	Webex Calling voice calls that go over the PSTN use 24kbps, voice calls between Webex Calling users are HD using 80 kbps, and fax calls use 80 kbps.
Barge In	"Barge In" – Allows a user to be bridged into another user's call in progress. Barge-in is enabled using the *33 FAC (Directed Call Pickup with Barge-In), or the BARGE button in the Receptionist client. Barge-in exposure in My Phone is on the roadmap.
Barge In Exempt	When enabled in My Phone, attempts from other users to Barge-In to the user's calls will be rejected.
BroadWorks Platform	Webex Calling is currently running on BroadWorks platform R21sp1.
Business Continuity	Allows user to have calls sent to a designated phone number in the event their Webex Calling office phone is not reachable, disconnected, or service is unavailable. This is easily done in the My Phone portal under the My Features tab.
Busy Lamp Field	Is supported by Webex Calling's "Monitoring" feature which allows users to monitor the telephony presence of other users within their business

Feature	Description/Comments
	through an indicator light appearing as a line appearance button on the phone or the Expansion Module (maximum of 50 lines can be monitored).
Busy Line Field	Is supported by Webex Calling's "Monitoring" feature which allows users to monitor the telephony presence of other users within their business through an indicator light appearing as a line appearance button on the phone or the Expansion Module (maximum of 50 lines can be monitored).
Cabling	CAT 5 cabling is recommended for Webex Calling phones, but is not required. Max distance for a certified CAT 5 cable is 100M between devices (i.e., switch to switch, switch to phone). Note: If the cables are home-made or hand built (or abused) they could be unreliable at considerably less distance. Point being, if a cable does not work, try a new cable or have the old one re-terminated.
Call Center	Webex Calling Call Center is a carrier-class communications management product for Call Center agents and supervisors. Call Center is integrated with the Webex Calling telephony services, and supports: 1) ACD with multiple distribution policies, 2) Scheduling and alternate routing policies, 3) Queuing policies by call and agent state (bounced, stranded, etc.), 4) DNIS based customization, 5) Virtual call center solution with queuing and support for multi-location agents, 5) Scheduled reporting, 6) Customizable announcements, 7) Agent and supervisor end roles with respective soft clients. Treatments: Entrance, comfort, music, bypass, wait time. Policies: Overflow, stranded, bounced
Call Center	<p>Agent Tools: Web-based Client Call Whisper (Announcement) ACD state Selection One Click Escalation Disposition Codes Unavailable Codes</p> <p>Supervisor Tools Web-based Client Silent Monitoring Real-time Agent and Queue Reporting Queued Call Management</p>
Call Center	<p>Entrance Greetings: 1) Entrance Message Audio 2) Option – Always play entrance message. 3) Option - Play estimated Queue wait time or location in queue</p> <p>Comfort Media: 1) Music on Hold 2) Comfort Messages - Periodic message played when in queue 3) Alternate Comfort Message - Triggered when expected wait time is short</p> <p>Service Announcements 1) Forced Forwarding 2) Night Service 3) Holiday Service 4) Overflow routing 5) Stranded call routing</p>
Call Center	A Webex Calling site can have multiple call centers. Each call center requires a two-way number. Call center Agents and Supervisors must also

Feature	Description/Comments
	be Webex Calling Standard or Premier Users. There is no limit on how many users at a site can be set up as Agents or Supervisors.
Call Center	Queue Greeting Media Files Supports loading audio files for all announcements/greetings. Up to 4 media files can be chained together to create message/greeting. All announcements and music on hold must be formatted as CCIT u-Law 8.000kHz, 8 bit Mono .WAV
Call Center Reporting	Oldest historical date depends on the interval selected for a call center report: 180 days of half hour, 365 days of hourly or 730 days of daily interval statistics.
Call Forwarding Always	Allows users to redirect all incoming calls to another phone number. Users may activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, the user must specify the forwarding number. A status indicator on the user's personal web interface identifies whether this service is enabled.
Call Forwarding Always Activation	*72 Redirects incoming phone calls to another number such as a mobile phone or another user within your company. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
Call Forwarding Always Deactivation	*73 Disables Call Forwarding Always.
Call Forwarding Always To Voice Mail Activation	*21 Sends all incoming calls to voice mail.
Call Forwarding Always To Voice Mail Deactivation	#21 Deactivates the Call Forwarding Always To Voice Mail service.
Call Forwarding Always to Voice Mail Deactivation	*24 (New Code replacing *36)
Call Forwarding Busy	Enables users to redirect calls to another destination when an incoming call encounters a busy condition. Users may activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, the user must specify the forwarding number.
Call Forwarding Busy Activation	*90 Redirects incoming phone calls to another number, such as a mobile phone or another user within your company, but only when you are engaged in another call. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
Call Forwarding Busy Deactivation	*91 Disables Call Forwarding Busy.
Call Forwarding Busy To Voice Mail Activation	*40 Sends calls to voice mail only when you are already engaged in a call.
Call Forwarding Busy To Voice Mail Deactivation	#40 Deactivates the Call Forwarding Busy to Voice Mail service.

Feature	Description/Comments
Call Forwarding Busy To Voice Mail Deactivation	* 42 Deactivates the Call Forwarding Busy to Voice Mail service.
Call Forwarding No Answer	Enables users to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users may activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, the user must specify the forwarding number and the preferred number of rings before forwarding.
Call Forwarding No Answer Activation	*92 Redirects incoming phone calls to another number, such as a mobile phone or another user, when you do not answer your phone. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
Call Forwarding No Answer Deactivation	*93 Disables Call Forwarding No Answer.
Call Forwarding No Answer To Voice Mail Activation	*41 Sends calls to voice mail when you do not answer your phone.
Call Forwarding No Answer To Voice Mail Activation	*35 (New Code replacing *45)
Call Forwarding No Answer To Voice Mail Deactivation	#41 Deactivates the Call Forwarding No Answer to Voice Mail service.
Call Forwarding Not Reachable	Allows users to designate and configure a location (e.g., a mobile phone) to which calls should be redirected when the main device (e.g., the primary landline phone) is unreachable.
Call Forwarding Not Reachable Activation	*94 Forwards all incoming calls to a different number when your device is not registered on the network. After dialing the assigned code, dial the phone number to redirect calls to, followed by the pound key (#).
Call Forwarding Not Reachable Deactivation	*95 Turns off the Call Forwarding Not Reachable Service.
Call Forwarding Selective	Enables users to define criteria that cause certain incoming calls to be redirected to another destination. If an incoming call meets the user-specified criteria, the call is redirected to the specified destination. The user controls the service via a web interface, which provides the ability to set the forwarding destination address and the criteria sets that determine which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week.
Call History	For both My Site and My Phone users, the total call history capacity is 30,000 call records considering a maximum of 10,000 call records per call type (incoming, outgoing, and missed). Note that the browser may timeout or not populate all records in the range when pulling a very large query.
Call Hold and Resume	Allows a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling

Feature	Description/Comments
	party is on hold, the user can choose to make a consultation call to another party. A user can place a maximum of 4 users on hold, consistent with maximum of 4 active calls/user capacity.
Call Notify	Make sure your customers are notified by email when they get phone calls from critical customers or during non-business and holiday hours – even when Do Not Disturb is activated, and even if the caller chose not to leave a voice mail. Call Notify provides an email notification to a user when they receive a phone call meeting specific defined criteria based on incoming calling line identity, time of day, and day of week.
Call Notify	The Call Notify email is sent as soon as incoming call is ringing - before the call is answered. If a user has Do Not Disturb set, they will still get the Call Notify email. If a user has a selective call rejection set, they will not get the Call Notify email.
Call Park	*68 “Parks” a call against your extension or another user’s extension. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code. To park a call, dial *68 followed by the extension to park the call on, or # to park the call on your own extension.
Call Park and Retrieve	Enables a user to “park” a call against your own or another user’s extension at any of your Webex Calling sites. Once a call is parked, it can be retrieved from another phone by using the Call Retrieve Feature Access Code *88. To “park” a call, the user places the call on hold, then dials *68 followed by the extension to park the call on, or # to park the call on their own extension. To retrieve the call, the user may choose any other phone within the predefined group of users, To retrieve a call, enter *88 followed by the extension that the call is parked on, or # if the call is parked on your own extension.
Call Park Timer	Default for Call Park return time is 45 seconds and can be adjusted by the Admin.
Call Pickup	*98 Enables you to pick up calls within an assigned call pickup group. The call pickup group is determined by an administrator. When you dial the call pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup will answer the call that has been ringing the longest.
Call Pull	*11 Allows you to move a call from your Office Anywhere phone to your office phone.
Call Queue	Calls are placed into a call queue until one of the designated stations becomes available. A set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. The Site Administrator is able to edit the group in real-time to respond to changing needs or workload. The following additional call queuing functionality is included: 1) Call queue with configurable call volume 2) Custom entrance message upload option 3) Custom comfort message upload option 4) Configurable comfort message repeat timer 5) Customer music on hold upload option. Incoming calls that are held in the Call Queue do not use a Standard Trunk until the call is completed to an agent.

Feature	Description/Comments
Call Queue	Call queues provide an automated "answer" for all calls, with customizable greetings, comfort messages, and hold music for the caller to hear while held in a network-based call queue until an agent (i.e., an assigned user) answers the call. Call Queue reporting also provides visibility into the calling activity for each queue. This is an optional feature available at an additional charge.
Call Queue	Webex Calling Call Queue Requirements are 1) 2-way number 2) each individual hunt group uses one 2-way number and supports internal 4-digit extension dialing 3) extension numbers 0911, 1911, 0311, 1311 are not allowed 4) need to support HG CLID functionality as implemented for Hunt Group 5) Call Queue Agents must be assigned to Queue 6) the maximum number of calls that can be in a Call Queue at one time is 50.
Call Queue	Call Queue (and Auto Attendant) Announcement messages have a limit of 2000 KB or roughly 4 minutes of playback time.
Call Queue	Calls that are held "in queue" do not consume trunks. They only consume trunks when the calls are put through to an agent.
Call Recording	Webex Calling Call Recording includes the following features: 1) Allows enabling/ disabling of a pre-alert recording announcement indicating to caller and called party that the call is being recorded. 2) Configurable warning tone intermittently played to alert call participants that a recording is in progress. 3) On demand, user-initiated start of the recording (previously entire call was recorded). 4) Pause/Resume control with notification to user. 5) On demand, user-initiated start of the recording (previously entire call was recorded)
Call Recording	<p>Provides a fully hosted solution to record, store, organize, and access recordings of calls. The service can be used to help address regulatory compliance obligations, monitor quality control, training, or dispute resolution.</p> <p>Call Recording is a site-specific service ordered and assigned to appropriate users (telephone numbers).</p> <ul style="list-style-type: none"> • All Direct Inward Dials (DID's) to be recorded must be assigned to a user station. • At least one recording license must be purchased per site to use Call Recording. • Recording is only active while the assignment on a user is enabled. Simply having the recording license in inventory will not record any calls. • DTMF control of Start, Stop, Pause, and Resume require 2833-based DTMF support.
Call Recording	<p>The Home tab is divided into eight panes that give you a pictorial & data overview of your current call usage:</p> <ul style="list-style-type: none"> • First Look • Calls by Category • Frequent Callers • Calls by Location • Call Handler Summary • Active Call Handlers • Recent Calls • Activity & Heat Map

Feature	Description/Comments
Call Recording Resume	*49 Resumes a paused recording in the Always with Pause/Resume, On Demand with User Initiated Start, or On Demand modes.
Call Recording Start	*44 Starts a recording if a user has On Demand with user Initiated Start or saves an entire recording in the On Demand mode.
Call Recording Stop	*45 (New Code)
Call Retrieve	*88 Used to retrieve a parked call. Enter *88 followed by the extension that call is parked against. If the call is parked against your own extension, press the # key.
Call Return	Enables users to dial the last party that called, whether or not the call was answered, by dialing the Call Return feature access code *69.
Call Routing Options	There are several site services/features that can handle routing of incoming calls, varying in granular functionality: Auto Attendant, Group Call Park, Group Call Pick-up, Hunt Group, and Call Queue. My Rules can also be used to route incoming calls. Wildcards in My Phone > My Rules can specify the NPA, NPA/NXX and specific TN for incoming calls to be routed to a particular user/number. To achieve this behavior, assign the inbound number to a Premier or Standard user bundle, then set rules to forward calls to the designated users/numbers.
Call Transfer	Allows users to transfer a call to a specified destination. Call transfer can be “blind,” use third-party consultation, or use three-way consultation. With Blind Call Transfer, the user transfers an active call to a specific destination without consulting the destination party. With Transfer with Third-party Consultation, the user consults with the add-on party (i.e., announces the intent to transfer a call) before transferring a call to the add-on party. With Transfer with Three-Way Consultation, the user initiates a three-way call with both the original caller and an add-on party before transferring the caller to the add-on party.
Call Waiting	Enables a user to answer an incoming call while already engaged in a previous call. When a second call is received, the user is informed via a call waiting tone. To answer the waiting call and place the original party on hold, the user simply presses the flash hook. By pressing the flash hook a second time, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.
Call Waiting	Call waiting feature gives a user a tone alerting them to a new call that is coming in. User has option to put their current call on hold and answer the new one by highlighting it on the Polycom phone and pressing the Answer soft key, or to ignore it so that the new call goes to voicemail.
Call Waiting Interrogation	*38 (New Code)
Call Waiting Persistent Deactivation	*46 Disables persistent Call Waiting
Caller ID	Internal Webex Calling calls will show the name of the employee assigned to the telephone number. In most cases, calls that are external to the Webex Calling customer will show the company name in the Caller ID. If, however, a site is set up with multiple Caller ID names, then the external

Feature	Description/Comments
	calls will show whichever Caller ID name the telephone number is associated with. This gives customers the ability to run multiple businesses from a single site (requires specific request in order notes when provisioning). When calls are forwarded by a Webex Calling user: the original Caller ID for the call will show, not the Caller ID of the Webex Calling user that is forwarding the call.
Caller ID Delivery Blocking per Call	*67 Activates the Calling Line ID Delivery Blocking service on a per-call basis.
Caller ID Delivery Blocking Persistent Activation	*31 Activates the Calling Line ID Delivery Blocking service on all calls.
Caller ID Delivery Blocking Persistent Deactivation	#31 Deactivates the Calling Line ID Delivery Blocking service.
Caller ID Delivery per Call	*65 Displays your calling line ID for outbound calls on a per-call basis. Before placing a call, dial the assigned code. Note that this service is active only for one phone call.
Calling Name ID	Provides the calling name for incoming calls.
Calling Plans	The My Account>My Site dashboard includes interfaces to manage the customer inbound and outbound calling plans for each site and specific user/phone numbers. Outbound Calling Plans regulate behavior for calls placed to various destination types: 1) Internal (intra-company) 2) Local 3) Long Distance 4) Toll Free 5) International 6) Operator Assistance 7) Chargeable Directory Assistance. Rules for calls originating or forwarded/transferred from a site or number are as follows: 1) Allow 2) Allow with Authorization Code 3) Block 4) Transfer to a Number (calls attempted to the destination type are transferred to a specified number). Inbound Calling Plans control call flows originating from internal sources as well as calls forwarded/transferred from external sources. Rule options for inbound calls are as follows: 1) Allow or Block inbound calls originating internally. 2) Allow or Block all inbound calls from external sources 3) Allow transferred external calls only.
Cancel Call Waiting	*70 Disables the Call Waiting feature.
Clear Voice Message Waiting Indicator	*99 Clears the message waiting indicator light on the phone.
CODEC	For endpoints that support G.722 (e.g., phones), Webex Calling's standard CODEC precedence is G.722 (HD), G.729a (compression), G.711 (no compression). For endpoints that don't support G.722 (e.g., ATA's and lower end or old phones), Webex Calling's standard CODEC precedence is G.729a, G.711.
Conf (Meet Me)	Provides a bridge allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. Once the feature is installed, it can be used at any time without the need for scheduling or reservation. EXAMPLE: 1) conference moderator communicates a conference bridge TN , time and passcode to participants 2) at the specified time, callers dial the bridge TN and are prompted to

Feature	Description/Comments
	<p>enter passcode 3) if passcode is correct caller joins bridge, if incorrect caller is prompted again for passcode 4) moderator can use a moderator passcode to join bridge and have additional controls over the conference 5) callers can enter and leave the conference at any time 6) moderator can set conference to require moderator to be on during conference or to allow conference to start and continue without moderator. Webex Calling Full UC Users have option to integrate Meet Me Conferencing with their My Room collaboration.</p>
Conf (Meet Me)	<p>Feature Prerequisites: before Meet Me Conferencing can be used the following conditions must be met: 1) Meet Me Conferencing must be ordered and configured at the site level 2) a two-way telephone number must be available and assigned to the Meet Me bridge 3) moderator phone number(s) must be assigned to the bridge.</p>
Conf (Meet Me)	<p>Webex Calling sites can have multiple conference bridges. When bridges are set up, system generated moderator and conference IDs (participant PINs) are delivered via email. The default number of ports for a bridge is 20, and bridges can be set up with from 3 to 147 ports (concurrent calls). Webex Calling admins can assign multiple moderators to a bridge.</p>
Conf (Meet Me)	<p>Site Administration Controls via My Site: 1) Assign users as moderators 2) Set port number limits on conferences (default is 20) 3) Visibility to conference IDs and Moderator PINs 4) Manage individual conference settings (mute all on entrance, require moderator to start, end conference when moderator departs). Moderator Control via My Phone dashboard: 1) Tone entrance options 2) Mute all on entrance 3) Require Moderator to start 4) End conference when Moderator departs. Moderator Controls via DTMF: 1) Recording with 2-hour limit and 30-day history 2) Lecture mode (mute all) 3) Lock the conference 4) Dialing participants 5) Muting or unmuting participants 6) Count of participants.</p>
Conf (Meet Me) Lecture Mode	<p>When Moderator joins a Lecture Mode call, they will hear an announcement reminding them that it is a lecture mode call. Participants do not hear an announcement; it is up to the moderator to let the participants know that they are on as 'listen only'. If moderator has option for system to play a tone or a recorded name as participants join the lecture mode call. The tone or recorded name is not played when participants leave the lecture mode call.</p>
Conf (Meet Me) Recordings	<p>Meet Me Conference recordings are initiated by moderator through DTMF command while conference call is in progress. Recordings are accessed through My Site and My Phone, and must be downloaded in order to play. Recordings are available for 30 days and then automatically deleted.</p>
Conf Calls	<p>Webex Calling currently supports 6-way conf calls on IP phone and 3-way conf calls on analog phones via an ATA .</p>
CRM Connect	<p>CRM Connect is a Webex Calling Application for Windows Desktop that integrates leading CRM Applications into BroadCloud's Service. CRM Connect works in conjunction with a Webex Calling Users phone and CRM software to provide a productivity enhancing service. Supported CRM software vendors include" Allstate Insurance Company, ConnectWise, Eniro, Frontrange, Google, IBM, INFobel, Maximizer Software Inc.,</p>

Feature	Description/Comments
	Microsoft, NetSuite INC., SAGE, Salesforce.com Inc., Stylte, Sugar CRM SuperOffice, Swiftpage, TEL.SEARCH, tiger.comXING, ZohoCorp.
CRM Connect	Administrators assign CRM Connect licenses in MySite. My Phone is updated with a new "CRM Connect" tab which allows the download of the CRM connect desktop client. It also provides the users credentials (same as UC-One) that must be configured in the client upon first install. An Apple version of the client is pending.
Desktop Client	The Webex Calling Desktop Client is a native Microsoft Windows or Apple Macintosh soft phone client supporting VoIP voice calls, desk phone voice calling, instant messaging and presence, video conferencing, My Room collaboration and desktop sharing, and management of Webex Calling call settings including view Contacts management and access VM.
Desktop Client	OS Platform requirements: Apple Mac OS X(OS10.6 Snow Leopard, OS 10.7 Lion, OS 10.8 Mountain Lion); Microsoft (Windows XP SP3, Windows Vista, Windows 7, Windows 8 Classic View only). Installation footprint is about 125 MB. Sound card, speakers and microphone or headset are required for voice calls. Minimum 1GB RAM required. Minimum 1GHz, but 1.5 GHz is recommended. Open Graphics Library (OpenGL) 1.5 or higher is recommended.
Desktop Client Call Hold	For user working with both Polycom phone and desktop client at the same time, when a call is put on hold by the desktop client it can be retrieved via the Polycom phone - but a call placed on hold by the Polycom phone cannot be retrieved via the desktop client.
Desktop Client Codecs	Webex Calling Desktop Client supports Audio Codecs G.711, G.729, G.722 and Video Codecs H.263, H.264.
Desktop Client w/ Outlook	Webex Calling Desktop Client integrates with Outlook 2007, 2010 32-bit/64-bit.
Direct Voice Mail Transfer	*55 Transfers a call on hold directly to voice mail. The call can be transferred to your voice mailbox or to any other voice mailbox in the group. For example, to transfer a call to another user's voicemail, press the transfer soft key, then enter *55 followed by the user's extension.
Directed Call Pickup	Enables a user to answer a call directed to another phone within a predefined user group by dialing the feature access code *97, followed by the extension of the ringing phone.
Directed Call Pickup	*97 Answers calls ringing on another user's line. Enter the assigned access code followed by the extension of the user whose call is to be picked up.
Disaster Recovery	Webex Calling offers Call Forward Unreachable, Simultaneous Ring, and Office Anywhere as Disaster Recover and Business Continuity solutions.
Do Not Disturb	Allows users to set their phones as unavailable, resulting in a busy tone for incoming calls and their phone will not ring at all. Can be activated/deactivated by dialing a feature access code or configuring the service via web interface (My Phone>My Features). A status indicator on the user's personal web interface identifies when the feature is enabled.

Feature	Description/Comments
Do Not Disturb Activation	*78 Activates the Do Not Disturb feature. When Do Not Disturb is enabled, your phone does not ring and all calls go directly to voicemail.
Do Not Disturb Deactivation	*79 Disables the Do Not Disturb Feature.
Domestic LD	LD is usage that originates in the U.S. Mainland and Hawaii and terminates in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, American Samoa, Guam, and CNMI (Commonwealth of Northern Mariana Islands)
e911 Address Changes	<p>The customer admin can login to MyAccount> MyProfile > Select a site and edit the site address. When they save the address, a validation box will appear on the screen.</p> <p>By default, all users will have a street address as their E911 address. If users update it through the desktop client or MyPhone 911 address update functionality, they can specify floor/cube level information for that specific user. If the user updates their 911 address using that functionality, it would update E911 address for any outbound call from a client or hard phone associated with that user.</p> <p>For Webex Calling Flex, users cannot manually update their location information in the Webex (Calling) app. Provisioned with Redsky E911, they will have their location dynamically updated if the user moves location. See the E911 How it Works deck. https://insite.vzbi.com/Document/Index/09005cj4a7xw8a4m/?topicKey=3412&subtopicKey=12&categoryKey=23&portfolioKey=1836&productGroupKey=1833&regionKey=1</p>
Extension Dialing	Allows users to dial extensions only (instead of full phone numbers) to call other members of their business group.
Extension Dialing	Webex Calling defaults to the last 4 digits of users assigned phone number. Webex Calling supports anything from a 2 to 6-digit extension excluding extensions that start with 911, 211, 411 etc. The extension from a user can be different than the digits from the users TN...it does not have to be the last 2 to 6 digits of the TN.
Extension Dialing	Trunk considerations for extension to extension dialing: Between 2 sites = 1 trunk each site; Within the same site = 2 trunks (1 for each user)
Extension Dialing	Within the same site = 2 trunks (1 for each user)
Fax	Inbound Fax to Email is a Fax Messaging service that allows users to receive faxes via e-mail along with their other messages. A notification is sent for fax messaging that is separate from voice messaging. From the telephony user and Dashboard interfaces, fax messages are treated similar to voice messages. A user can listen to or view the header or envelope, print the fax, and delete the message. In addition, incoming fax messages may be sent to a user or group e-mail address, from which they can be viewed, printed, or forwarded to another user. This feature allows for receiving fax via email, it does not provide the ability to send faxes via emails.

Feature	Description/Comments
Fax (inbound fax to email)	Webex Calling stores fax and voicemail messages together in a unified messaging mailbox with a maximum of 35 MB per user. A 10-page fax document (text only no graphics) consumes 182KB or roughly 20KB per page. Graphics heavy documents could consume more than twice as much space depending on the complexity of the document. If the combined total of voicemails and faxes reaches 35MB, the mailbox will become full and will not accept additional messages.
Fax (with analog fax machine)	Webex Calling uses G.711 for fax calls, which are made via ATA. Fax via T38 is also supported.
Fax Only Station	The Fax Only Station has access and control over the following features: Extension Dialing, External Calling Line ID Delivery, Internal Calling Line ID Delivery, Last Number Redial, and One Telephone Number (Inbound DID) Provisioned.
Fax Only Station	Fax Only Station supports a conventional Analog POTS RJ11 interface for inbound and outbound FAX/Modem/Alarm calling. Requirements: 1) Outbound calling number is displayed as the office site main number. 2) This station comes with one unlimited inbound DID 3) Extension numbers 0911,1911,0311,1311 are not allowed 4) Configured for G.711 encoding only. 5) Supported Telephone set includes: Linksys SPA 122/8000.
Fax to Email	Fax to Email included at no charge for Premier and Standard Users. Requires user to have second telephone number for fax. Inbound faxes are converted to a .tiff file format and available via the My Phone portal, under My messages.
Group Call Park	*58 allows a defined group user to park a call against other available members of a Call Park group which may be picked up by other members of the group at their phone. When used the Call Park group automatically hunts for the first available member of the Call Park group to park the call against. The Group Call Park feature always starts at the first assigned member. When a member is available (and the call is parked against that member) the caller parking the call will receive an announcement with the extension of the member the call is parked against. The "parked" caller is placed on hold until a member retrieves the parked call using *88 (plus extension) from the extension it was parked against. If the parked call is not retrieved within the provisioned recall time, the parked call is retrieved and presented to the user that originally parked the call or an alternate recall user. The recall user is a Call Park group setting and is configurable.
Group Call Park	1) A user can only be assigned to one Call Park group 2) A Call Park group may only have users from same Site 3) A Site may have multiple Call Park groups 4) Call Park Group names must be unique 5) This *58 feature provides a visual indication that a call is parked against an extension for 5 seconds to distinguish between a reverted call and a new call AND provides an audio indication to the recall user to notify of the reverted call
Group Call Park Notifications	Group Call Park provides a unique notification of parked calls for the group members to differentiate from normal calls. 1) Parking user: After a user parks a call against the Call Park group, they will receive an announcement with the extension of the group member the call is parked against. If the call is recalled, the parking user will receive both an audio notification through an optional distinctive ring and a visual notification through the

Feature	Description/Comments
	<p>phone display noting it is a “recall” type of call. 2) If the parking user’s line appears on other phones as shared or monitored, these phones also will be notified of the reverted calls as well as shown in the receptionist client by default but can be configured to not show the reverted calls in My Site.3)Parked Against user: A visual indication is shown when a call is parked against an extension</p>
Group Call Park Recall Settings	<p>There are two recall setting options: 1) Recall timer which defines the amount of time a call will stay parked before it is reverted to the parking user or alternate recall user. 2) Alternate recall user enables the reverted call to be routed to a hunt group instead of the original parking user either directly or after the recall user has been reattempted.</p>
Group Call Pick-up	<p>*98 enables a user to answer any ringing line within their pick-up group. A pick-up group is a group administrator-defined set of users within the group, to which the Call Pickup feature applies. After dialing *98 the user is connected to the caller and the original called station stops ringing. If more than one line in the pick-up group is ringing, the call that has been ringing the longest is answered. Users can also execute Call Pickup via a web interface.</p>
Group Call Pick-up	<p>1) A user can only be assigned to one Call Pickup group 2) A Call Pickup group may only have assigned users from same Site 3) A Site may have multiple Call Park groups 4) Call Pickup Group names must be unique 5) Assigning a user to a Call Pickup group removes the Barge-in restriction if enabled for that user</p>
Group Paging	<p>The Group Paging service allows a user to set up a one-way call to a group of up to 75 target users by dialing a number or extension. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call. The site administrator must configure both the targets/recipients of a page and define the list of users that are eligible to receive the page. This configuration is performed in the My Site dashboard for the site where the Group Page is assigned. Configurable options include: 1) Assigning the Number and Extension for the Group Paging Service. 2)Group Page Name for easy identification in the dashboard. 3) First Name and Last Name for the Group Paging Caller ID and Enterprise directory listing. 4) The Caller ID Label Option- The number that a target receives when the page is initiated. This can be set to either the number for the Paging Group or the actual originator of the page. 5)Paging Targets- The list of targets for the page. The maximum number of targets for a single paging group is 75 targets. The eligible targets are any user within the Enterprise. External numbers or other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as paging targets. 6)Paging Originators- The list of originators for the page. Any user within the Enterprise can be assigned as an originator of a paging group. External numbers and other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as Paging Originators.</p>
Group Paging	<p>Group paging uses G.711 and 80 Kbps per phone in the paging group. For example, if a user puts out a group page to 20 phones there will be 1.6 Mbps of bandwidth used at the site (20 x 80 Kbps = 1,600 Kbps = 1.6</p>

Feature	Description/Comments
	Mbps). If a receiving user is on the phone when a page comes in, The page will show up as a call waiting on Polycom phones but will not be heard on the speaker. Mobile and Desktop Client users can originate a Group Page, but will not receive a Group Page because Group Page does not go through to shared call appearance, and SCA is used by the mobile and desktop clients.
Hoteling	The Hoteling feature is ideal for businesses that provide temporary offices or cubicles for use by remote workers. This feature allows the remote user to communicate using a phone in the temporary workspace with their main phone number along with the features and functionality of the business phone at their home work location. Hoteling is also useful in a Call Center environment where a site may have a limited number of phones, but needs their employees to share phones and workspaces across multiple shifts in the Call Center.
Hoteling	Hoteling enables a user's phone profile of phone number, features, and calling plan to be temporarily loaded onto a shared (host) phone. When a guest logs into a host phone, their user profile is automatically transferred to the device. The host device then becomes the user's primary device while they are logged into it.
Hunt Group	A Hunt Group is a virtual service enabling callers to dial a phone number or extension to reach a group of users. Calls can then be distributed to that group of users based on a pre-set order or pattern. Incoming calls can either ring all users in a Hunt Group simultaneously, or one at a time. There are four options for ringing users one at a time: 1) Distribute calls evenly. 2) Ring in a circular sequence - ring the phones one at a time, always ringing the users in the same order. 3) Ring in the order of the Selected Number - ring the phones one at a time, always starting with the same user and ringing in the same order. 4) Weighted distribution of calls among phones - route calls to users based on their pre-configured weight (percentage) assignments. Hunt Group settings can be modified in the My Account dashboard.
Hunt Group	The maximum number of Hunt Groups for a Webex Calling site is 999. The maximum number of users that can be assigned to one hunt group is 99. Large hunt groups can cause signaling and bandwidth issues so it is recommended that Call Queue be used to handle hunt groups with 50 or more agents.
Inbound Only DID	Inbound DIDs were not build into the Webex Calling product. All DIDs are two-way, each displaying their own outbound CLID.
Install Criteria	Estimated distance between two rooms (Internet Router and 66 Block) if required must be 75' or less. IF over 75ft, customer must run cable then re-engage.
Internal Calling Line ID	Provides an internal caller's identity (i.e., name and phone number) to a Webex Calling user via the phone and personal web interface. Identity information is delivered to the web interface and the phone only if the information is available and has not been blocked by the caller.
Internet	DHCP (not Static IP) is needed to distribute IP addresses to the Webex Calling phones. It is OK for customer to have Static IP on their WAN, but

Feature	Description/Comments
	they can't have Static IP on the LAN that the Webex Calling IP phones will be on. Webex Calling requires DHCP on the LAN.
Last Call Return	*69 Dials the last number that called your phone.
Last Number Redial	Enables users to redial the last number they called by clicking the Redial button on their dashboard or by dialing a feature access code.
Last Number Redial	*66 Redials the last number placed from your phone.
Line Appearance	Customer running multiple businesses from one location can have a line appearance of each business phone number on their phone and then use the lines to send Caller ID of the different businesses when they make outbound calls.
Lync Client	The Lync Client Does not have MyRoom functions or IM. It does have presence, Call Settings, Enterprise Directory, Contacts, and In-call Management. The client must be logged into before the connector click to dial will work. The following are requirements for the UC-Desktop for Lync (S4B) Supported Operating Systems**: Windows 7, Windows 8, Windows 8.1, and Windows 10. Supported Microsoft Lync/S4B Clients: Lync 2010 32-bit, Lync 2013 Basic 32 and 64-bit, Lync 2013 Standard 32 and 64-bit, S4B 2015 32 and 64-bit. **Windows administration rights (due to required registry entry)
Mobile App	Enables user to make calls from mobile device that send their Webex Calling office number to Caller ID. User can make VoIP calls or 'call back' circuit switched calls. It is recommended that VoIP calls only be made when stationary with strong 4G or WiFi data connection. Mobile client also allows user to change their 'My Phone' Webex Calling settings such as Call Forward and provides an easy way to pull calls from their office phone to their iPhone or Android device. Inbound calls consume voice minutes. Outbound can consume either depending on how user makes them (call through is voice minutes, VoIP is data)
Mobile App	1. The user's Webex Calling Mobile Client password will be the same as the user's My Phone password. Changing the password in the My Phone Dashboard requires a password change on the Webex Calling Mobile Client. 2. The user cannot log into multiple mobile devices at the same time, but a single license will allow the user to install the app onto multiple mobile devices. 3. Office Anywhere is required for the Mobile Client, and cannot be used at the same time as Simultaneous Ring 4. All incoming calls utilize the user's mobile minutes 5. If user loses mobile data connectivity, all mobile app functions are disabled except for 911 dialing 6. When user changes their password on the MyPhone dashboard they must use the new password for the Mobile App
Mobile App Devices Android	BroadCloud UC- Mobile 20.1.1 for Android supports devices with Android 2.3, 3.2, and Android 4 OS or later. Media capabilities (voice and video) require Android devices with ARMv7 processor architecture. For best user experience and specifically video calling, the following is recommended, Dual core CPU (or higher) with 1 GB RAM (or higher) The client has been validated on the following reference devices: LG Nexus 5 Android v4.4, LG Nexus 4 (E960) Android v4.4.2, Samsung Galaxy SIII (GT-i9300) Android v4.0.4, Samsung Galaxy Note (GT-N7000) Android v4.1.2, HTC Sensation

Feature	Description/Comments
	<p>XL Android v4.0.3., The client has been validated for audio and video functionality on the following devices: Google Galaxy Nexus (GT-I9250) Android 4.2.1, HTC One S 4.0.3 HTC One Samsung Galaxy S II 4.0.3 GT-I9100, Samsung Galaxy S II 4.0.4 GT-I9100, Samsung Galaxy Note 2.3.6 GT-N7000, Samsung Galaxy S III 4.1.2 GT-I9300, Samsung Galaxy S III 4.1.2 GT-I9305, Samsung Galaxy S IV LTE 4.2.2 GT-I9505, Sony Xperia S 4.0.4 LT26i.</p>
<p>Mobile App Devices IOS</p>	<p>Mobile Release 20.1.2 for iOS supports devices with iOS 6, iOS 7 or iOS 8 running on the ARMv7 chipset. The client has been validated on the following reference devices: iPhone 4, iPhone 4S, iPhone 5, iPhone5C, iPhone 5S. BroadCloud UC - Mobile Release 20.1.2 has not been validated on iPods although these devices match the specifications above and the application should work with the exception of the telephony functions. BroadCloud UC - Mobile Release 20.1.2 does not support iPad devices.</p>
<p>Monitoring</p>	<p>Allows users to monitor the telephony presence of other users within their business through an indicator light appearing as a line appearance button on the phone. Maximum number of users that can be monitored is 50 (using expansion modules).</p>
<p>Multiple Phones</p>	<p>A Webex Calling User can have more than one phone at a site assigned to just one phone number/user. This is enabled by the Shared Line/Call appearance feature, managed through "Sharing" in the MySite portal.</p>
<p>Music on Hold</p>	<p>Pre-recorded music or announcement is played to callers that are on hold, with a default music program provided. Customers can opt to use a custom .wav file for MoH. It is recommended that the .wav file be no longer than 90 seconds, but the system will accept messages up to a maximum of 4.6MB or about 10 minutes. The MoH message starts from the beginning every time a caller is put on hold, even if the same caller is being put on hold a second time. A single site can only have one MOH source at a time.</p>
<p>Music on Hold Options</p>	<p>There are two options for assigning Music On Hold to your site: Default: The system-standard Music On Hold. If you choose not to make changes to your Music On Hold settings, this music will automatically be played. Custom: This option enables you to upload a customized Music On Hold file. Note: All custom Music On Hold files must be in .wav file format with CCITT u-Law or a-Law settings and 8kHz, 8-bit mono attributes. Using a basic sound converter will allow you to save your .wav file in this format.</p>
<p>Music On Hold Per-Call Deactivation</p>	<p>*60 Deactivates the Music On Hold service for the current call.</p>
<p>MyRoom - Audio Conferencing</p>	<p>Enables usage of an assigned UC Collaborate Audio Bridge which is assigned to a user allowing instant bridges for up to 30 participants</p>
<p>MyRoom - Multipoint Video</p>	<p>Enables MyRoom Multi-Point Video. Previously this was only Point to Point Increased the maximum concurrent My Room Collaborate Bridge participant limit from 15 to 30 total participants. No action is required for existing End Users regarding the increase. Users with existing My Room Collaborate bridges will now automatically scale to 30 total participants. All new Station orders that include Collaborate – My Room will have the new limit set at 30 total participants for My Room conferences. Video</p>

Feature	Description/Comments
	Conferences are limited to 15 Video Participants, but you can have a combination of a maximum of 15 Video and 15 Audio for a total of 30 participants, but no more than 15 Video Participants on any conference. MyRoom Audio + Video Participants = 30 Total Participants Combined.
MyRoom – Guest Client (WebRTC)	Previously it was not possible to join a full My Room session with a web browser. Guest client allows you to do that. This feature is especially intended for users outside of the company. Generate separate invitations for guest users using My Room right-click menu items as described in the previous section. No Admin Enablement Required, but is dependent on MyRoom Audio and/or Video
N-Way Calling	<p>The N-Way Call feature allows a user to create ad-hoc conferences with multiple parties. The caller initiates a call then connects up to 6 total parties in conference (including the caller).</p> <ol style="list-style-type: none"> 1. A caller originates a call with another party. 2. Caller presses the “Conference” key on phone. The recipient is placed on hold. 3. The caller dials the telephone number of the party to add to the conference. 4. When the receiving party answers, the caller presses the Conference key, connecting all parties. 5. To add another party, caller presses Conference. The existing conference group remains in conference. 6. The caller dials the telephone number of the party to add to the conference. 7. When the receiving party answers, the caller presses the Conference key, connecting all parties. 8. To add additional parties, repeat steps 5-7. 9. When the caller ends the call, the conference closes and all participants are dropped.
Office Anywhere	Office Anywhere cannot be enabled at the same time that Simultaneous Ring is enabled.
Office Anywhere	A mobility feature enabling the following functions on a phone of the user's choice (e.g., a personal mobile phone): 1. Receive calls on the designated phone when a caller dials the user's office phone number. 2. Place calls from the designated phone using the business calling line ID versus the designated alternate phone's caller ID. 3. “Pull” calls from the designated phone to an office phone while on an active call. 4. “Push” calls from an office phone to the designated phone while on an active call. (use *11 to push and pull calls, or use Webex Calling mobile app).
Outbound Caller ID Blocking	Enables a user to block delivery of his/her identity to the called party. The user activates/deactivates the service via a web interface. If activated, the user's identity is blocked for all calls; however, users can choose to allow delivery of their Calling Line ID on a per-call basis by entering the Calling Line ID Delivery feature access code. Once the call is complete, ID blocking is restored.
Outbound Calling Plan	Enables administrators to allow or block certain call types on a site-by-site basis. Includes control to allow/block LD, International, Operator

Feature	Description/Comments
	Assistance and Directory Assistance calls, plus the use of authorization codes to control outbound calling.
Outlook Integration	The Mobile client will automatically bring all contacts from the smartphone native directory in as 'local' contacts. If the end user syncs their smartphone to outlook, then the native contacts will be outlook contacts and the mobile client can be used to click to call the outlook contacts.
Outlook Integration	The Outlook Add-in for Webex Calling Desktop Client provides integration with Microsoft Outlook. This add-in enables Microsoft Outlook to display Desktop Client contact presence and allows the user to invoke client functions like Chat, Call from Computer, Call from Phone. Right-clicking on an email for a non-Webex Calling contact shows the call options as long as the contact has a valid phone number.
Paging	Webex Calling can use an analog handoff via an Analog Telephone Adaptor (ATA_ to an overhead paging system. In that case the customer leverages an existing overhead paging system that is not related to our service. We simply deliver the call to the paging system and it answers and plays the overhead page. See also Group Paging for Webex Calling.
PIP - Desktop Clients	Desktop clients will work over Private IP provided the endpoint has internet access to hit the public interfaces of the SBC and the XSI servers. Internet Access does not need to be local; it could use a Network Firewall on the VPN.
Porting	It is possible to port telephone numbers from one Verizon rate center to a Webex Calling site that is in a different Verizon rate center.
Premier Key System	Customers can have both Premier Users and Premier Key Packages at a Premier site. Standard sites do not support Premier Key Packages
Premier Key System	Emulates a square key system, which is popular in retail, doctors' offices and restaurants. There are 4 Premier Key packages: 2-line, 4-line, 8 line and 12 lines, each of which support up to 35 Square Key compatible phones (Polycom VVX 300/310 and VVX 400/410). Each package includes a concurrent call for each line. Each phone behaves the same and shares the same telephone number and lines. Inbound calls ring on every phone, if line 1 is busy, call rings on line 2. Any user can answer any line on any phone.
Premier Site	"Premier Site" is a great value since the total number of simultaneous calls is limited only by the available internet bandwidth at the site. So, a customer that currently has a site with 10 POTS lines will immediately be able to handle many more calls when they move over Webex Calling with 10 Premier users. They jump up to 20 simultaneous calls if they have 480K of internet bandwidth, up to 40 simultaneous calls if they have 960K of bandwidth, and so on.
Priority Alert	Most businesses have critical customers or key business contacts that expect their communications to receive priority handling. The Priority Alert feature gives your customers the power to define these contacts so that their incoming calls will result in a distinctive ring that indicates when an incoming call requires priority handling. Priority Alert also allows the user to specify distinctive ringing for all external calls. The ringtone is not editable, but calls from external numbers would use a different ring

Feature	Description/Comments
	cadence from what is played for internal calls (whatever the user has selected on the phone). Priority alert does not apply to softphones because the Webex Calling softphone only supports one ringtone at a time in preferences.
Push to Talk	*50 Provides intercom-like functionality between you and another user or group of users. Dial *50 followed by the other user's extension. Their phone will go off-hook and an intercom-like call is placed. NOTE: This service requires administrator configuration before use.
Push-to-Talk	Allows users to leverage their Webex Calling phones as intercoms, facilitating instant communication between extensions. Administrators can customize the feature by establishing white/black lists and defining if calls established using the feature are one or two-way.
Rate Centers	Webex Calling is available for all Verizon VoIP rate centers in the US. Verizon reps can get a copy of the list of all rate centers on Insite at: http://insite.vzbi.com/subtopic.aspx?portfoliokey=1836&productgroupkey=323&categorykey=23&topickey=1022&subtopickey=58 then >>> U.S. VoIP Product Availability by Rate Center - XLS 570Kb U.S. & Int Ent, Fed Gov & System Int, Gov and Ed, IVP
RCF	A customer using a RCF number to route incoming calls to their business location can port that number over to Webex Calling. It could be pointed to the auto attendant or a hunt group, or to a premier user or standard user.
Receptionist App	Receptionist client is supported on Windows and non-Window operating systems but some desktop plug-ins are operational only in the Windows operating system. Supported systems are: Microsoft Windows (XP, Vista, 7), Mac OS X (10.5 Leopard, 10.6 Snow Leopard), Internet Explorer (7, 8 - IE installations on Windows only), Firefox (3.6 - Windows and Mac installations only), Safari (5 - Mac installations only), Microsoft Outlook (2003, 2007, 2010 - Windows installations only), Java (1.60_20 - Windows and Mac installations only), and Citrix XenApp (4, 5 - Windows installations only). User password for receptionist app is the same as user's My Phone password.
Receptionist Client - Enterprise Edition	<p>Receptionist is a carrier-class Internet Protocol (IP) Telephony Attendant Console, specifically developed for hosted environments. It is used by "front-of-house" receptionists or telephone attendants, who screen inbound calls for enterprises. Receptionist delivers the following real benefits to users: 1) An elegant design that is aesthetically pleasing 2) ergonomic design that follows the natural work "flow" of a call from the left to the right of the screen 3) improved business processes as only "valid" options are presented to the attendant 4) professional call handling as critical information is available in "real time" 5) accurate delivery of messages through a one-step process when people are unavailable 6) web-based interface, accessible from a web browser.</p> <p>Call Distribution Options Hunt groups Call Queue Music, Messages on hold Call Center Agent/Supervisor Clients</p>

Feature	Description/Comments
Remote Users	There is not a limit to the number of remote users a Webex Calling site has. User can have number with any NPA/NXX within a Verizon rate center (per Check Service Availability). Note that when the remote user option is selected, the Caller ID for calls made by the remote user will be the telephone number for the remote user, and cannot be changed to a common group caller ID which is an option that regular (non-remote) Webex Calling users have.
Reporting	Administrators can create utilization reports detailing history of placed, received or missed calls. See pdfs at https://customertraining.verizon.com/Documents/Call%20History.pdf and https://customertraining.verizon.com/Documents/My%20Reports.pdf Webex Calling does not currently have an option for Admins to automate these reports.
Ring Down/Analog Hotline	Customers that have analog phones set up for automatic ring down will be able to continue to use the ring down feature when the analog phone is set up as a Webex Calling station via an ATA.
S4B Integration	This is for customers who are actively using Skype4Business (Lync) for their UC. This is a Webex Calling Desktop Client with an Add-In to the Skype Client that allows for outbound calls generated from Skype/Lync to initiate a click to dial in the Webex Calling Client dialer. It provides PSTN access for these customers and improves usability of their Skype solution Some new features: Call monitoring Dual UI Emoticons Skype Directory Integration RCC (Call Via Work) "click to call"
Selective Call Rejection	Permits a user to define criteria that cause certain incoming calls to be blocked. If an incoming call meets specified criteria, the call is blocked and the caller informed that the user is not accepting calls. The user controls the service and establishes criteria sets via a web interface. A criteria set is based on incoming calling line identity, time of day, and day of week.
Sequential Ring	Sequential Ring is a Webex Calling user level feature that allows a user to create a list of up to 5 additional numbers (six total) to ring in a specific order when they receive an incoming call. Specific criteria must be assigned to activate the feature. The criteria for each Sequential Ring entry can be calls from any number or be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for Sequential Ring service to be used.
Shared Line/Call Appearance	Enables a user to show their line on phones used by others. Calls can be placed and received from any phone on which their line is shared. Call appearances can be shared on additional phones (all phones must be on the same site, or a remote to the same site). Phones with SCA, will simultaneously ring, be able to pick up calls that are put on hold by either phone, and the users will be able to barge in on calls in progress on the other phone with SCA.

Feature	Description/Comments
Simultaneous Ring	Customers can have up to ten numbers programmed for simultaneous ring.
Simultaneous Ring	Enables users to have multiple phones ring simultaneously when any calls are received on their Webex Calling phone number. For example, calls to a user's desk phone could also ring the user's mobile phone.
Simultaneous Ring	Simultaneous Ring cannot be enabled at the same time that Office Anywhere is enabled, so a user would not be able to do call pulls via *11 if they chose the regular simultaneous ring feature instead of simultaneous ring via Office Anywhere.
Simultaneous Ring	For Premier Users, total number of simultaneous calls is limited only by the available internet bandwidth
Six-Way Calling	Allows users to establish a conference call with up to five additional parties.
Speed Dial	Speed Dial instructions are covered the Polycom phone user guides in the Webex Calling Customer Training website. Speed Dial contacts are created when adding a contact to the IP Phone directory.
Standard Site	"Standard Site" is designed to support larger locations that are accustomed to a defined number of lines or trunks to support a higher number of users (i.e., 75 user offices currently served by 23 channel PRI). Standard Site provide significantly less flexibility than Premier sites due to the fixed limit on the # of simultaneous calls allowed, but for larger locations may present a better financial value.
Tablet Client	Webex Calling Tablet Clients are available for iPad and Android, providing Instant Messaging and Presence (IM&P), Voice Calling (VoIP), Voice Calling (circuit switched...requires tablet to have cellular service), Video Calling, Webex Calling Call Settings, MyRoom-Audio and Video Conferencing, MyRoom-Guest Client Support, MyRoom-Desktop Share Viewing. Tablet Clients are free for Webex Calling Premier Users, and available to Webex Calling Standard Users as part of the Full UC Upgrade option.
Telephone Numbers	Webex Calling users may be assigned multiple telephone numbers
Telephone Numbers	In listings field, type "keep number unlisted" in order to have a non-published number in Webex Calling.
Telephone Numbers	Webex Calling users may be assigned numbers from different geographies/area codes, but the main listed number must be in the same rate center as the service location. There is no way to provide numbers that are not in a VZ rate center. In some cases, the numbers available may provide local calling to non VZ rate centers.
Telephone Numbers	Each Webex Calling user/station has 1 primary TN assigned, and can have up to 10 Alternate Numbers
Telephone Numbers	Numbers can be ported from ANY carrier/provider to Webex Calling. Customers can port mobile phone numbers as well as landline.

Feature	Description/Comments
Toll Free	Any toll-free number can be pointed to terminate to a Webex Calling number. Whatever rates are associated with the customer's toll-free service will apply.
Trunking	"Standard Trunk" is a concurrent call path. Trunks are shared by all users at a Standard Site. When a user is on a call on their Webex Calling phone or Webex Calling mobile Client, or an ATA is being used for a fax or analog call, a trunk is used (2 trunks are used if the mobile client call is made via Call Through or Call Back instead of VoIP). Internal extension to extension dialing will use 2 trunks (1 for each user) within the same site, and 1 trunk per site if call is between sites. When a user does a Push to Talk or a Group Page, a trunk is used for each leg of the PTT or Group Page. When a call is put on hold, it still uses a trunk. When calls are held in a Call Queue, an Auto Attendant, or roll into Voicemail, or handled as a Call Forward, a trunk is not used.
Trunking	Inbound calls to the mobile client use the cellular network, so while they do not consume bandwidth, they are anchored in BWKS and consume a trunk for the inbound call as well as a trunk for the call to the iPhone/Android. Caller > BWKS > Mobile phone
Trunking	Outbound calls using Call Through use cellular network (no bandwidth), but require a trunk to BWKS plus the trunk for the leg of the call from BWKS to the dialed number. Mobile phone > BWKS > Destination TN
Trunking	Outbound VoIP calls from the mobile client use only one trunk. BWKS > Destination TN
TTY	A customer's analog TTY phone can be used at a Webex Calling site by plugging into an ATA.
Turret Systems	Turret systems can only be supported in Webex Calling if they sit behind an ATA.
Unified Communications Applications (Standard Only)	Optional billable feature to enable UC functionality for Standard Users. The a la carte UC Apps package includes, Instant Messaging & Presence (IM&P), My Room Collaboration, Audio & Multi-point Video Conferencing, Screen Sharing, Desktop Sharing, Guest Client Support. UC Features that is ordered and can be applied to existing user assigned Desktop and/or Mobile clients. It replicates the UC Feature licenses added for a Premier user.
Unified Communications Applications (Standard Only)	Unified Communications Applications is a bundle of UC Features that is ordered and can be applied to existing user assigned Desktop and/or Mobile clients. It replicates the UC Feature licenses added for a Premier user. Standard Site Types Only, Sales Must Order (Listed in Additional Features in Rialto), User must also have a Desktop and/or Mobile client assigned.
Unified Messaging:	Unified Messaging includes Voice Messaging, Voice Message Waiting Indicator, Voice Messaging Notification, and Voice Messaging to Email options.
Webex Calling Sites	There is not a technical limit to the maximum number of sites a single Webex Calling customer can have. Conceivably, there could be temporary

Feature	Description/Comments
	capacity constraints on the Gateway ports if we received a very large number of users in the same geographic area, but this is the same constraint that exists with our other retail VoIP services today. Proper planning and early notification of large orders would help alleviate this. Webex Calling currently supports site in all of the continental US and Hawaii, but does not support sites in Alaska or Puerto Rico.
Webex Calling Users Limit	The upper limit of users per site is 9,999. If you have a 1,000+ user site then you should expect the dashboard to take a little longer to load all their content, but that is really the only consideration.
Video Support	The Polycom VVX Camera turns your Polycom VVX 500 & 600 Business Media Phones into a desktop video solution. Video is proven to enhance communications and collaboration within and across organizations. Whether your customers work from an office, a cubicle or directly from their home, give them the power of video right from their desktop with the new Polycom VVX Camera. Video calls use minimum 512K of bandwidth. Video Codec's are H.263, H.264.
Visual Voicemail	Webex Calling users can see and play their voicemails in a visual voicemail format via the My Phone portal, under My Messages.
VLAN	VLAN's are supported technically by Webex Calling and provide a way to separate traffic within the customer LAN, allowing them to apply distinct logical networking policies. VLAN's must be configured on the customers LAN in advance of turning up any phones, and the tag for the phones must be defined in advance.
Voice	All calls at a Webex Calling site go out via the internet, even calls between users at the site. All switching is done in the cloud for both signaling and media.
Voice	Webex Calling "over the top" VoIP calls do not get priority over other data, even if Verizon provides the internet access. Webex Calling VoIP calls can be prioritized if customer uses Webex Calling over MPLS (PIP).
Voice	If a Webex Calling customer has sites in LA and NY, and a user in LA dials 10 digits to call a user in NY, that call stays on net and never touches the PSTN.
Voice Compression	Webex Calling voice compression is G.722 (HD) for calls between Webex Calling users and G.729 for PSTN calls.
Voice Message Waiting Indicator	A stutter dial tone and visual indicator on the phone are provided when new messages reside in the user's voice mailbox.
Voice Messaging	Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the option to review and change their message and get a warning tone if their message is about to reach the maximum configured length. Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are delivered to their e-mail account as .wav attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password

Feature	Description/Comments
	and elect to give callers the option of connecting to an attendant by pressing 0. By accessing the voice portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users may skip forward, skip back, or pause.
Voice Messaging Notification	Informs users of new voice messages via e-mail, text message to a cell phone, or an indication on the user's phone. The user activates/deactivates the feature via a web interface.
Voice Messaging to Email	Enables users to have their voice messages delivered as .wav file attachments to a specified e-mail address. If available, the caller's name and number are also included in the e-mail subject line.
Voicemail	Webex Calling admin can disable specific users from having VM.
Voicemail	In 'My Phone>Unified Messaging' Webex Calling users can check the 'External Mailbox' option so that VMs are sent to their email as .wav files. The advantage of this approach is that the user never has to delete VMs from the Webex Calling voice mailbox. The disadvantage of this approach is that the user will not be able to see their voicemails in the Visual Voicemail (also in My Phone > Unified Messaging).
Voicemail	Calls that go into Voicemail are handled in the cloud and do not use up a trunk at a standard site. Maximum VM greeting length is 2000 KB which is roughly 4 minutes. Maximum length of a voicemail message is 10 minutes. Maximum capacity of voice mailbox is total of 100 minutes for all messages. For Webex Calling users that also require inbound fax email, please note that both voicemail and fax messages are stored in a single Unified Messaging mailbox that has a total of 35MB of storage.
Voicemail Only Station	Voicemail Station has access and control over the following features: One Telephone Number (Inbound DID) Provisioned, Voicemail with Unified Messaging.
Voicemail Only Station	A standalone voicemail box that can be utilized in a variety of applications: 1) The Messaging Station can be stand alone and used as a general voicemail box. 2) The Messaging Station can be assigned to selection options under an auto attendant. 3) Calls can be forwarded to a Messaging Station if calls are not answered by a Hunt Group. The Messaging Station utilizes one inbound Direct Inward Dial (DID) number.

4.2.2.6.d Required Desk Telephone Features

4.2.2.6.d Desk telephone model or models that are the recommended solution must include the following features:

- Must be comparable to current desk telephones Agency utilizes (Cisco IP Model 7945)
- Support audio for handset, headset and speakerphone
- Physical button that allows access to voicemail
- Physical button will allow access to missed, received or placed calls
- Speakerphone, mute and headset buttons
- Volume control for decibel-level adjustments for speaker phone, handset, headset and ringer.

Verizon's Response

Verizon meets these requirements. In addition to the Yealink T54W Prime Business Phone that AGO requested, Verizon is proposing and recommending the Cisco IP Phone Model 8841 which has all the features outlined above.

4.2.2.6.e Required Conference Telephone Features**4.2.2.6.e Conference Telephones**

• *Conference telephone model or models that are the recommended solution must have expandable microphone capabilities.*

Verizon's Response

Verizon meets this requirement. Verizon is proposing and recommending the Cisco IP Conference Phone 8832 which has all the features outlined above.

4.2.2.7 IP Routing / Filtering Service

4.2.2.7.a Vendor must not require any servers to be on site.

Verizon's Response

Verizon has read, understands and will comply.

4.2.2.8 Solution Engineer Access

4.2.2.8.a Vendor must provide Agency direct access to solution engineers for inquiry purposes and solution modification requests.

Verizon's Response

Verizon has read, understands and will comply. Please see our response to Section 4.2.2.8.a.1.

4.2.2.8.a.1 Please describe how Vendor will comply with this preference and include any areas where the proposed solution exceeds the mandatory requirement. (up to 3 points)

Verizon's Response

Verizon meets this requirement.

Verizon will provide the AGO a dedicated local resource. Kevin Walker is a State, Local Government, and Education (SLED) Solution Architect for Verizon that is located in Charleston, West Virginia.

- The Solution Architect will be your technical expert/architect and provides on-going solution development to solve complex business challenges.
- Will own technical relationship with the AGO, including the coordination of additional technical resources, and obtaining client requirements and translating these into a client-specific Solution Design.
- Leads prioritization of client solution/technical requirements and championing the resolution of solution.
- Recommends the network requirements, network design topology architecture and technology upgrades aligning with Verizon product offerings.

4.2.2.8.a.2 Please describe the level of customization Vendor can provide to tailor features within the solution. (up to 4 points)

Verizon's Response

Verizon's solution will include web portals that will allow administrators to make changes and customizations to their VoIP system.

This solution will include the Cisco Webex Control Hub. Control Hub, built specifically for IT administrators, lets you manage all workloads, including meetings, messaging, devices, calling and contact center, without transitioning to different tools. One pane of glass enables you to manage your services and users, provision devices, and configure security and compliance policies. You can also access real-time analytics and reporting, deep dive into trends, or troubleshoot reported issues directly in the platform.

This solution will also allow the AGO to have access to the Verizon Enterprise Center Portal. Different users with different authorizations, decided by AGO, are configurable in the Verizon Enterprise Center Portal.

When registering on Verizon Enterprise Center, AGO is given a specific role that outlines what you are able to see and do in the portal. Each role has a different set of permissions to match the different types of employees AGO may have. For example, someone who only uses billing won't need access to open incident tickets. Or someone who only places orders may not need to pay AGO's invoices.

Rather than everyone having the same access, roles allow AGO to control who has permission to your information – keeping your data safe and secure. Verizon Enterprise Center has standard roles to choose from.

Primary Contacts

A Primary Contact (POC) has special permission to access all of the accounts and tools for AGO on Verizon Enterprise Center. Having a POC enables AGO to manage your users and permissions without having to contact Verizon.

The POC can:

- Create and delete users
- Assign roles to users
- Grant access to tools and accounts
- Create service groups

Different types of Access Roles available within Verizon Enterprise Center are described in the table below:

Table 1-4. Verizon Enterprise Center User Roles. Roles allow control over who has permission to your information – keeping your data secure.

User Role	Description
Primary Contact	User Administration at a specific company level. This includes creating, deleting, and editing user accounts. The POC also has permission to use Invoices, Orders, Repairs, Service and Product Tools such as Dynamic Network Manager, Ethernet Bandwidth on Demand, Internet Dedicated Access Features, etc. The POC can grant and revoke CPNI access and create administrators.
Administrator	User Administration as designated by the Primary Contact. This includes creating, deleting, and editing user accounts. The administrator can grant and revoke CPNI access and use Invoices, Orders, Repairs, Service, and Product Tools given by the Primary Contact, such as Dynamic Network Manager, Ethernet Bandwidth on Demand, Internet Dedicated Access Features
Analyst	All Verizon Enterprise Center functions within a given contract such as, Invoices, Orders, Repairs, Service, and Product Tools given by the Primary Contact, such as Dynamic Network Manager/ Looking Glass, Ethernet

User Role	Description
	Bandwidth on Demand, Internet Dedicated Access Features, etc. Service Management Dashboard, and Global Change Management.
Analyst-Invoices	All Verizon Enterprise Center invoicing functions within a given contract including invoicing, view inventory in the Service Management Dashboard and view Global Change Management requests.
Analyst-Repairs	All Verizon Enterprise Center Repair functions within a given contract including Service Management Dashboard, Service Management Reporting, Global Change Management, and Looking Glass.
Analyst-Invoices and Repairs	All Verizon Enterprise Center invoicing and repair functions within a given contract. They are able to use Service Management Dashboard, Service Management Reporting, and Dynamic Network Manager/Looking Glass.
Maintain	All Verizon Enterprise Center functions within a given contract excluding User Administration and Payments. Includes Orders, Repairs, Service Management Dashboard, Service Management Reporting, Global Change Management, and Looking Glass.
View	All Orders and status, view tickets, view Service Management Dashboard (inventory), view Service Management Reporting, Dynamic Network Manager/Looking Glass, within a given contract.

4.3 Qualifications and Experience

Vendor should provide information and documentation regarding its qualifications and experience in providing services or solving problems similar to those requested in this RFP.

Verizon’s Response

Verizon meets this requirement.

4.3.1 Qualifications and Experience Information

Vendor should describe in its proposal how it meets the desirable qualification and experience requirements listed below.

4.3.1.1. Please provide any experience you have regarding deployment of your recommended solution to government entities (local, State or Federal). (up to 2 points)

Verizon's Response

Unified communications (UC) includes several communication tools and services that facilitate conversation, collaboration and productivity across devices, platforms and applications. Integrate services such as instant messaging; audio, web and video conferencing; email; calling and more to help teams interact easily, coordinate tasks and share information at any time, no matter where they work.

With our 20+ years of experience, we created powerful cloud-based unified communications solutions that helps reduce complexity. We offer:

- 25+ years of experience deploying unified communications calling and collaboration solutions
- Long-standing Cisco partnership with more than 2 million UC seats worldwide
- 25+ years of managed services experience supporting more than 400,000 network devices in more than 150 countries with more than 300,000 services experts
- 20+ years of experience supporting business-grade VoIP with more than 7,000 customers across more than 120,000 sites and 14 million telephone numbers
- Industry leadership awards from Gartner, IDC, Frost & Sullivan, and Atlantic ACM

We are committed to making the world a better place. From carbon abatement to disaster recovery to bringing tech education to underfunded schools, we've made some tremendous progress so far. We've set ambitious goals to tackle some of today's most pressing societal challenges as we work to build our shared future. Our environmental, social, and governance strategy is to effectively govern and manage the environmental and social risks and opportunities that arise from our core business strategy. We are dedicating our assets to creating a positive impact in a sustainable way, while fostering a culture based on integrity and respect.

We're dedicated to promoting safe, secure, and responsible digital citizenship, so that everyone can reap the benefits technology has to offer. The current requirements for connectivity have elevated the need for accessibility. Verizon is a major player in defining inclusion as we work towards eliminating the digital divide. (To learn more about our corporate responsibility and sustainability goals, please see: [verizon.com/about/responsibility](https://www.verizon.com/about/responsibility).)

4.3.1.2. *Please provide the most recent copy of your SOC 2 (Service Organization Control Type 2) compliance report, if you have one. (1 point)*

Verizon's Response

Verizon will meet this requirement.

Upon execution of an NDA, the AGO will need to request the SOC 2 compliance report directly from Cisco's Trust Portal located at <https://www.trustportal.cisco.com>.

4.3.1.3. *Vendor should provide Information and documentation demonstrating Vendor's ability to implement the proposed solution including, but not limited to: (up to 4 points)*

- Copies of any staff certifications or degrees applicable to this project.
- Proposed staffing plans.
- Descriptions of past projects completed (descriptions should include the location of the project, project manager name and contact information, type of project, what the project goals and objectives where and how they were met.)
- Any other information that Vendor deems relevant to the items identified as desirable or mandatory in this RFP.

Verizon's Response

Verizon exceeds this requirement.

Staff Qualifications

We have a highly experienced workforce of consultants, engineers and specialists dedicated to support our core account teams to help you maximize the efficient use of your resources.

Key Credentials:

- Cisco: CCIE, CCNP, CCDA, CCNA
- Juniper Networks: JNCIE, JNCDA-DC, JNCIA-JunOS
- CompTIA: Security+, A+, Net+, IT Operations
- Secure infrastructure: CISSP, IPv6 Gold, CCSK, CompTIA
- BC/DR: CBCP, MBCI
- Other vendor certifications
- Project management certifications: PMP, PMI, ITIL V2/V3, ITIL Continual Service Improvement, AGILE Scrum Master, AGILE SAFe, Six Sigma Yellow Belt

Embracing a learning mindset is a core part of our culture. All full- and part-time employees have access to curated development opportunities on Verizon's Learning Portal 2.0 with content from Harvard ManageMentor and Harvard ManageMentor SPARK, LinkedIn Learning and Pluralsight. Learning Portal 2.0 allows for the creation of learning pathways for all employees, including functional specific pathways to build technical and leadership skills and certification preparation for personal development and business requirements. Learning Portal 2.0 is constantly evolving to help our employees grow and succeed. Last year, we launched over 30 new plans aligned with the most in-demand skills at Verizon. The plans are available to all employees in a self-serve format, allowing them to skill up at their own pace. Verizon conducts formal mid-year and year-end performance reviews for all full- and part-time management employees. As part of the annual review process, managers have the option of developing individual training plans that leverage resources like Learning Portal 2.0.

We invest in ongoing educational opportunities for our employees. Training occurs across a variety of in-person and online platforms and through virtual and simulated environments. Newly hired employees launch their Verizon careers through intensive orientation sessions, on-the-job shadowing and, where applicable, technical training and skill application days. We help keep our workers and, ultimately, our customers safe by weaving safety components, including required courses and certification programs, into every technical training curriculum.

Project Managers

Verizon Project Managers partner with customers at every stage of the journey, offering technical expertise, industry best practices, with specialized skills in Networking, Security, Communications, Collaboration and IoT. The Global Project Management organization maintains a large workforce of highly qualified professionals that hold certifications such as PMP, Prince II, MSP, ITIL and Agile.

Verizon Project Managers are PRINCE2 or PMI certified, and at a minimum ITIL foundation. Some of our Project Managers are also members of professional bodies such as the Project Management Institute (PMI). Many of Verizon's Project Managers are also certified in MSP (Managing Successful Programs) and Agile / Scrum Project Management Methodology. Verizon currently employs over 700 Project Managers across the globe (which includes both permanent and consultant staff).

Security Operations Personnel

Verizon security operations personnel are highly-qualified with at least 3+ years of experience in the IT Security field, most with 5+ years of experience in the IT industry. Operations management has 20+ years of experience in the operations arena. As an example, Verizon has more than 2,000 Cisco-certified staff across the CCIE, CCNA and CCNP certifications. Verizon hires both internally and externally, and on-boards experienced staff with backgrounds in the public and private sectors.

Skill sets comprise: SANS, CISSP, CISA, CISM, SANS-GIAC, MCSE, ISO17799, ITIL, COBIT and a broad range technology vendor accreditation. Verizon benefits from a strong network of technology vendor partnerships with most of the leading security product vendors including: Bluecoat, Fortinet, Palo Alto, Check Point, Juniper, RSA, Cisco, McAfee, Sun Microsystems, etc. To support these partnerships, Verizon personnel can follow technical courses organized by these partners and must apply for technical certification on their products.

The Verizon Security Operations Center (SOC) staff is provided with access to Verizon's monthly security briefings and Verizon Threat Research Advisory Centre (VTRAC) reports from our Threat Intel Team, and information provided in the Verizon Threat Library (signatures, rules, mappings to NIST/MITRE ATT&CK, etc.). Verizon's Cybersecurity Incident Response Team (CSIRT) and Deep/Dark Web analysts are available via reach back for advisory support. Verizon has strategically located our SOCs in areas that have large concentrations of security professionals to ensure that we can recruit the necessary level and quantity of security staff. We require SOC staff to obtain ITIL certification and encourage them to acquire and maintain professional certifications, such as CISSP and PMP certifications.

Network Engineers

Verizon's network engineering personnel are a dedicated customer facing engineering resource who will be accessible by your technical stakeholders, ensuring continuity from design to life cycle engineering support. The network engineer has the ability to design and execute network changes and provide network implementation expertise. Verizon has a global network engineering staff of over 350 with an average tenure of greater than 5 years. Staff jointly holds over 1,600 certifications from top vendors such as Cisco, Juniper, and ITIL v4.

We have Solutions Engineers around the globe to provide design and technical support across the entire portfolio. We have over 5000 global Cisco certifications across our team, and over 1,600 Global Cisco Specialist certifications across our team.

In addition to internal professional mentorship and succession planning, Verizon also developed the Verizon Leadership University program to enhance employees' professional abilities, prepare them for leadership roles, and work with their management to identify self-development tools.

WebEx Staffing

The Verizon Account team for AGO is comprised of a highly experienced workforce of consultants, engineers, and specialists focused on helping AGO recognize technology's opportunities—empowering you to perform, execute, and grow in new and better ways.

Your Verizon Account team is available to answer any service or industry-related questions and investigate the right mix of new and converging technologies. We want to understand your business and operation objectives to help fully satisfy your expectations.

We provide more than technology; we provide the industry-leading expertise and skilled specialists to transform that technology into business solutions. This expertise starts with understanding your needs and architecting the right solution to meet your business goals, and is supported by skilled experts at every layer of the solution. We have the right skills to architect and deliver the best solutions. The following information includes an outline of staff roles and responsibilities.

Account Team Roles and Responsibilities

Account Management – Sandy Hawkins:

Sandy Hawkins is the local dedicated Account Manager for the State of West Virginia, responsible for:

- Responsible for overall relationship.
- Understands Verizon's strategic road map and how Verizon solutions help to enable the achievement of AGO business outcomes.
- Serves as the primary Sales team for proposals, quotes, contracts, and amendments.

Solutions Architect (SA) – Kevin Walker:

Kevin Walker is the local dedicated Solution Architect for the State of West Virginia, responsible for:

- Provides pre-sale technical input on IT, communications, and security designs to best match AGO requirements and Verizon capabilities.
- Maintains an understanding of the IT and business applications and continually strives to develop a solution that supports present and future requirements.
- Collaborates with you and the Account team to translate business issues and opportunities into technical requirements and technology solutions.
- Identifies and proposes specific strategies, initiatives, and remedies necessary to align AGO technology infrastructures with your business objectives.
- Coordinates Verizon engineering resources to capture detailed technical requirements and develop a solution consistent with AGO objectives.
- Builds and communicates the value proposition of end-to-end solutions.

Implementation/Order Manager (OM):

An Implementation Manager from Verizon's Provisioning team will engage directly with a customer as their Enterprise is being built within the Cisco Control Hub. The Implementation Manager in conjunction with the Order Manager, will manage Number Porting Co-ordination, ensure the VoIP provisioning, activate the service per site, facilitate the custom customer training class scheduling, carry out a Control Hub handover and brief virtual walkthrough and if required for CPE, upload MAC addresses.

- Receives AGO orders and progresses them to provisioning.
- Tracks all order milestones, confirming all services are activated in a timely manner to agreed intervals.
- Communicates status updates to AGO.

Webex Calling Project Manager (PM):

Every Webex Calling customer (that are over 150 users total) is eligible for a Verizon virtual Project Manager.

Their role is to Publish Project Scope, Maintain Project Schedule, Maintain Stakeholder Register, Produce Order Status reporting, Manage Open Action Items (OAI), Register Maintain Risk Register and Issue Log Facilitate Project Meeting.

- Responsible for delivering the services agreed at the outset using resources and budget as defined in the project initiation document (PID) and SOW, aligned with AGO contracted deliverables.
- Oversees all aspects of project delivery, and verifies progress and status is communicated and reviewed in accordance with business expectations.
- Seeks approval from appropriate parties if any changes are identified in contractual/agreed approaches.
- Acts as the AGO primary contact for all project-related activities.
- Delivers regular project dashboards and reports to stakeholders as defined in a communications plan.

Customer Success Stories

In addition to the customer references we provide in Section 4.4.5, we are adding customer use cases to further support our leadership position in expertise and past performance.

Manufacturer upgrades communications suite to the cloud.

Challenges: Aging legacy PBX technology could not meet company's evolving needs

- Maintain business continuity via secure and reliable connectivity for 7,000 employees in 35 locations
- Improve employee productivity with new collaboration tools while maintaining access to business email and phones
- Minimize network costs stemming from legacy hybrid PBX phone systems and network equipment
- Transition to next generation customer care via cloud-based technology to better support customer needs worldwide

Solutions: Webex® Suite (Calling, Meetings, Messaging), Webex Contact Center and SD-WAN:

- Webex Suite provides employees with calling, meetings and messaging solutions for their worksites
- Webex Contact Center transforms customer experiences with integrated tools and omnichannel options
- Webex App on the desktop enables communications between IT engineers to chat in a perpetual discussion thread to support implementation of the solution
- Control Hub allows all services to be managed from a single web-based portal
- SD-WAN delivers scalability, connectivity, security and reliability for Webex and supports workforce network access

Benefits: Single vendor solution simplifies communications for manufacturing sites and offices

- Unified communications platform including voice, video and conferencing for improved collaboration across the company
- Secure and reliable communications across all company locations, offices, and vendors
- Reduced network costs by replacing legacy technology which simplifies network maintenance, administration and management
- Improved customer support with technology to auto direct client calls to the next available free agent with virtual 24x7 capabilities

Leading CRM Company Needs New Voice and Conference Connectivity

Challenges: Employees moved from office to remote locations and needed robust and security connectivity:

- Work from home mandates required company to enable more employees to regularly work from home during COVID-19 emergency
- VPN bottlenecks slow down employees trying to connect remotely to office applications
- To avoid large capital expense, the company decided not to update the current Cisco infrastructure

Solutions: Webex® Calling Flex gives employees phone service and video conferencing options:

- Webex Calling Flex licenses empower U.S. employees to work from home
- Employees can maintain access to corporate resources
- No need for VPN or additional credentials that slow down workers
- Video conferencing for up to 2,500 participants
- Webex Calling Flex licenses also include Webex Meetings and Messaging, Visual Communications (Zoom) conferencing options also part of solution.

Benefits: Employees work from home with reliable phone service and video conferencing

- Eliminate VPN bottlenecks: Webex Calling Flex provides remote connectivity without using VPN or requiring additional credentials that slow access
- No capital expenses: As a cloud-based solutions, Webex Calling Flex requires no capital expenses or new phone devices
- Easily grow the network: With the cloud, move more functions off premise and expand Webex Calling on demand
- Improve communications, lower costs: Webex Messaging is included at no additional cost

Retail Chain Streamlines Calling and Improves Customer Service

Challenges: Update store phone system to improve customer experiences:

- Reduce network and usage costs from legacy PBX phone system and network equipment
- Improve customer service with a phone system that provides shared trunks and more efficiency for store employees
- Support network deployment and management oversight with onsite support and centralized reporting and administrative tools
- Maintain business continuity by supporting connectivity for 19,300 employees in 1,450 locations

Solutions: Webex® Suite (Calling, Meetings, Messaging), IP Trunking, Professional Services:

- Webex Suite provides employees with calling, meetings and messaging solutions for their stores
- IP Trunking delivers shared trunking in the cloud that is scalable and less costly
- Professional Services provides onsite support for ease of deployment and management
- Single cloud-based solution migrated to all locations and replaces legacy PBX

Benefits: Single-vendor solution streamlines operations and provides a scalable solution at a lower cost:

- Reduced costs through more efficient operations, time savings and usage savings while centralizing network maintenance, administration and management
- Improved customer support with more effective store communications and flexibility available to all employees
- Consistent communications solution that is easy to deploy, use, manage and scale
- Secure and reliable communications across all stores and company locations
- Unified communications platform including voice, video and conferencing for improved collaboration across the company

Global Law Firm Transforms Legal Practice with Cloud-Based Communications

Challenges: Services across multiple partners driving cost and management complexity

- Support global operations with reliable and secure solutions for 4,800 employees in 31 countries
- Implement a scalable solution with more advanced capability for cloud calling, meetings, and contact center
- Minimize network costs while transitioning to next generation technology solutions
- Transition to contextual customer care via cloud-based technology and databases that provide more insights and responsive service
- UI with new collaboration, chat, and calling tools

Solutions: Webex® Suite (Calling, Meetings, Messaging), Webex Contact Center

- Webex Suite provides legal staff with calling, meetings and messaging solutions for their global work locations
- Single cloud-based solution upgrades disparate multi-vendor solution
- Webex Contact Center transforms customer support with omnichannel digital first experiences
- Control Hub allows all services to be managed from a single web-based portal with detailed analytical reporting
- Cloud-based solution supports flexible work from virtually anywhere

Benefits: Multiple cloud products streamline communications with a fully integrated and flexible solution

- Easily scalable cloud solution to move additional functions off premise and expand calling and contact center on demand
- Improve communications at lower costs when services are purchased together in a bundle with the Webex Suite
- Dedicated service team provides post-sales support and personal one-to-one service to resolve any issues
- Worldwide reliable communications across all company locations on one network under one contract
- Improved customer support with virtual 24x7 capabilities and technology to auto direct client calls to the next available free agent

Awards

Our award-winning IP voice services simplify network management and drive operational efficiencies by enabling the convergence of voice and data traffic on the same access connection.

Gartner Magic Quadrant

We take pride in being recognized as an industry leader:

- 17 consecutive times a Leader in Magic Quadrant Network Services, Global – Gartner¹
- Verizon positioned as a Leader in the Gartner Managed IoT Connectivity Services, Worldwide²

J.D. Power & Associates

Network Disclaimer

Verizon is #1 for Network Quality in the Northeast, Mid-Atlantic, Southeast, North Central, Southwest, West regions. Verizon has also received the highest number of awards in network quality for the 31st time as compared to all other brands in the J.D. Power 2003 - 2023 Volume 1 and 2 U.S. Wireless Network Quality Performance Studies. Network Quality measures customers' satisfaction with their network performance with wireless carriers. For J.D. Power 2023 award information, visit jdpower.com/awards for more details.

Verizon Wireless received the highest score among small business wireless providers in the J.D. Power 2021-2022 U.S. Business Wireless Satisfaction Studies, which measure business customers' perceptions with their current wireless carrier. Visit jdpower.com/awards for more details.

¹ 2023 Gartner Magic Quadrant for Network Services, Global. Published: 22 February 2023. Analyst(s) Danellie Young, Karen Brown, Gaspar Valdivia. This graphic was published by Gartner, Inc. as part of a larger research note and

should be evaluated in the context of the entire report. The Gartner report is available upon request from Verizon. Gartner does not endorse any vendor, product or service depicted in our research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation.

² 2023 Gartner Magic Quadrant for Network Services, Global. Published: 22 February 2023. Analyst(s) Danellie Young, Karen Brown, Gaspar Valdivia. As a Leader in Magic Quadrant for Network Services, Global, 2015–2023; as a Leader in Magic Quadrant for Global Network Service Providers in 2011–2014; as Verizon Business in Magic Quadrant for Global Network Service Providers 2005, 2007, 2009–2010; as Verizon Business in Magic Quadrant for Managed and Professional Network Service Providers, North America in 2008. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

Frost & Sullivan

Frost & Sullivan recognized Verizon with the 2023 North American Market Leadership Award again. Verizon has won this Leadership award 6 times.

Michael Brandenburg, Industry Analyst | Frost & Sullivan stated in January 2023:

“Over the more than fifteen years that Verizon has offered VoIP access and SIP trunking services, the provider has also steadily evolved its platforms and technical prowess to better address market conditions and customer needs. Verizon brings a wealth of technologies to solve customer challenges, both in terms of advanced capabilities inside its VoIP platform and value-added services and solutions that complement and enhance its VoIP and IP Trunking portfolios.”

GlobalData Ratings

Verizon receives Very Strong ratings in GlobalData's assessment: Verizon - U.S. Collaboration and Communications Services. Very Strong, Overall.

Very Strong, IP Voice, Cloud Collaboration Services, Contact Center, Customer Service

Source: GlobalData: Verizon - U.S. Collaboration & Communications Services

Published: March 31, 2022

Analyst: Gregg Willsky

4.4 Oral Presentations

The Agency has the option of requesting oral presentations of all Vendors participating in the RFP process.

Because time is of the essence, upon Agency request Vendor must make themselves available for oral presentation as soon as possible.

Points will be allocated in Section 6.2 below at the time the RFP is issued, or via addendum prior to technical bid opening. During oral presentations, Vendors may not alter or add to their submitted proposal, but only clarify information. A description of the materials and information to be presented is provided below:

Materials and Information Requested at Oral Presentation:

4.4.1. Please provide a printout, prior to your presentation, of any information that will be discussed during your presentation.

Verizon's Response

Verizon agrees to meet this requirement.

4.4.2. Please allow 15-20 minutes for Committee questions.

Verizon's Response

Verizon agrees to meet this requirement.

4.4.3. During the presentation, demonstration of any telephone models that meet mandatory requirements that you propose as part of the solution. (up to 2 points)

Verizon's Response

Verizon will meet this requirement.

4.4.4. Please provide very specific reason(s) why you believe your solution is superior to other solutions that may be presented. (up to 2 points)

Verizon's Response

As a summary of our overall value proposition, Verizon offers the AGO the following:

1. **Flexible and robust collaboration capabilities.** Our solution allows users to work from virtually anywhere, seamlessly, allowing you to communicate quickly with instant messaging, team collaboration, file sharing, and presence. Webex Calling also integrates with other collaboration services, including Webex Meetings, and Webex Contact Center.
2. **A technical solution that features the latest technologies at a low cost of ownership.** Our proposed Webex Calling solution delivers an improved UC experience and improved visibility into contract performance. Our cost structure is straightforward, features no hidden or unexpected costs, and provides clear published rates.
3. A platform that allows for **ease of integration with new technologies** as they become relevant to agency improvements. This includes tools and applications, such as the use of AI, ML, and process automation; tools to improve agent productivity and performance; and bots, both internal and customer facing, to improve constituent experience.
4. **A proven commitment to Information Technology Infrastructure Library (ITIL)-based principles of Continuous Service Improvement (CSI).** Verizon has a long track record of implementing CSI initiatives to improve the constituent and agent experience throughout the life of a contract. We collect data on all aspects of performance and review and analyze it regularly according to a standard cadence of assessments to identify better ways to deliver the business outcomes that matter to our customers.

4.4.5. Vendor must provide five references with contact information to whom their proposed solution was deployed. Agency prefers all five reference to have end users of 200 or more. (up to 2 points)

Verizon's Response

Essex County New Jersey

Phil Wininarski, IT Lead Consultant
Please contact via e-mail
pwininarski@admin.essexcountynj.org
1,950 Webex Calling Seats | 12 Locations

New York City Human Resources Administration

Susheel Balachandran
917-517-5591
balachandrans@dss.nyc.gov
3,000 Webex Calling Seats installed in 48 hours to comply with work from home mandates

Middlesex County New Jersey

Harold Pietruchia, IT manager
harold.pietrucha@co.middlesex.nj.us
2,000 Webex Calling Seats, migrating from Verizon PRI/DIDs on an Avaya PBX

Boston Police Department

Shawn Romanowski, Director of Communications
617-594-2994
50 Webex Calling Seats | 20 Locations

Maryland Department of Health

Brian L. Jones, Acting Manager of Telecommunications
410-409-8215

brianl.jones@maryland.gov

Primary local and data networking services; Next Gen IP Trunking with Network as a Service (NaaS) and Professional Services | 30 Locations

4.5 Attendant Console / Hunt Group

4.5.1 Hunt Group should be able to be divided into divisions. Please describe how Vendor will comply with this preference and include any areas where this proposed solution exceeds the request. (up to 2 points)

4.5.2 Automated attendant/voice menus should accommodate up to 300 numbers. (1 point)

4.5.3 Contact Center should accommodate 400 end users. (1 point)

4.5.4 Hunt List should accommodate up to 200 end users. (up to 2 points)

Verizon's Response

Verizon meets these requirements. Hunt Group settings can be modified in the My Account dashboard in Control Hub.

The maximum number of Hunt Groups for a Webex Calling site is 999. The maximum number of users that can be assigned to one hunt group is 99. Large hunt groups can cause signaling and bandwidth issues so it is recommended that Call Queue be used to handle hunt groups with 50 or more agents.

Calls are placed into a call queue until one of the designated stations becomes available. A set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered.

4.6 Warranty

4.6.1 If telephones are purchased instead of leased then Vendor must provide a warranty for telephones for the duration of the contract.

Verizon's Response

Verizon meets this requirement. Verizon's solution will include the purchase of equipment and will include a 36-month SMARTnet account with all Cisco equipment quoted.

4.7 Project Timeline

4.7.1 Vendor must be able to complete project within 60 days from award of contract.

4.7.2 Vendor should describe how they will meet the 60 day completion. Description should include the following (up to 4 points):

- IT Administrative Staff training
- Receipt and distribution of telephones
- Installation of telephones with Agency IT staff as deemed necessary
- All staff training
- Porting of current telephone numbers
- Going live with project

Verizon's Response

The average deployment timeline is approximately three-four weeks after a clean order is accepted. The Service Activation Date for any port is at least 15 business days from the Order Verification Call.

AGO can expect the following high-level activities for basic service activation and standard implementation services:

Customer Experience

- Order Verification Call - Held by the Verizon order manager to verify the order, review the implementation schedule, verify ported and new numbers needed, set expectations for the order process, confirm numbers AGO wants for lead services, ensure no alarm lines or credit card lines, and confirm fax needs.
- Kickoff Call - Held by Cisco or NVP to review the order again, check internet connection status and review dashboard login
- Dashboard Overview Call - Held by Cisco or NVP to demonstrate how AGO staff will assign numbers/features to stations for one or two devices. The remaining stations are set up by AGO directly.

Provisioning

Telephone Number (TN) Provisioning reserves new numbers and submits the order for porting. The order stays with the Porting team until the former carrier confirms the port date with us. AGO's administrator will receive an email that confirms the port date once accepted by the former carrier.

System provisioning includes provisioning of the services ordered, site creation, equipment shipping, and dashboard creation. AGO' administrator will receive three emails:

- 1. Equipment Shipped Notification with Tracking Numbers**
 - Includes an itemized list of all equipment shipped
 - Equipment is shipped standard Ground unless otherwise specified
- 2. Customer Welcome Email**
 - Includes user ID and link to Customer Administration Portal (MyAccount)
- 3. Customer Password Email**
 - Initial password for your primary administrator access

Once AGO has these communications, the order passes to an implementation coordinator who will schedule your Kickoff Call and Dashboard Call.

Kickoff Call

AGO will receive an email and/or call to schedule the implementation kickoff. Verizon will send AGO a readiness questionnaire to fill out and ensure all is ready.

Kickoff activities include:

- Review implementation steps and expectations
- Confirm AGO has received documentation and reinforce preparation for setup call
- Confirm AGO can login to My Account admin dashboard
- Discuss readiness questionnaire and confirm site preparedness
- Schedule Dashboard Overview Call for day after equipment delivery
- Estimate 30 mins

Dashboard Overview Call

The Dashboard Overview Call assists AGO with the basic setup of your dashboard. We show you how to set up your users and make sure you feel confident doing so in preparation for porting. Basic web conferencing is used so Verizon can screen share and assist AGO remotely.

Dashboard Overview Call with Customer Administrator includes:

- Install and confirm visibility of PacketSmart device
- Perform dashboard walk-through
- Perform at least one phone assignment
- Install at least one phone and confirm functionality
- Answer feature configuration and functionality questions
- Discuss port logistics, if applicable
- Estimate 60-75 mins

Porting on Service Activation Date

Verizon will initiate the port at the AGO designated time during business hours. When initiated, we will test several lines with AGO to ensure the port went through and the dashboard configuration is working as expected.

Porting Call with Customer Administrator includes:

- Confirm port success with customer by testing several lines
- Estimate 15-30 mins

Optional Chargeable Migration Services

Cisco Setup Assist

Webex Calling Flex offers a chargeable Migration Service that ensures an end-to-end transition of a customer existing service to Webex Calling. This service is provided to the customer directly by a dedicated team in region, at Cisco. Verizon charges the customer for this service as a one-off nonrecurring charge.

The methodology of the migration services model is as follows and applies to customers migrating from an existing Verizon Voice, VoIP or UCaaS service, from a third party provided Cisco service or from a third-party non-Cisco PBX or UCaaS service:

Setup Assist Activities

Customer Discovery and Assessment Phase

Cisco and Verizon Program Team conducts a kickoff workshop orientation call and through questionnaires, interviews, documentation reviews identify and present the additional benefits and feature functionality now available on the Webex Calling platform and discuss which sites and users should benefit from these.

Solution Design Phase

With the information gathered in the discovery phase Cisco will detail the cloud calling deployment configurations and identify any gaps in the solution.

Review SSO (single sign on), AD (active directory) configurations as well as gateway, dial plan, user, feature, calling services and document deployment plans during this phase.

Cisco and the partner/customer will review and confirm all reasonable 3rd party integrations needed and to be provided by the partner/ customer.

Upgrade Plan Development

Cisco conduct a workshop with relevant key stakeholders to gather and agree upon the upgrade requirements, and then develop the plan. The plan may include migration steps aligned to the existing design document, as well as operational changes and switchover dependencies.

Implementation Execution

Cisco configures users, sites, and supports application integrations to the Webex Calling platform. Output is an updated document with a summary of the users, devices, and dial plan to reflect the final as-built configurations.

Test Plan Development

Cisco will conduct a workshop with customer stakeholders to discuss the high-level test plan, test cases and testing tools. This is used to develop a test plan that will be executed during migration activities.

Migration Execution

Cisco and Verizon provide upgrade activities to the cloud calling environment in accordance with the agreed-upon migration plan, including the tasks to move sites, systems, solutions, end users, and networks. Cisco migrate, validate, and test the migrated solution during a scheduled maintenance window.

Test Plan Execution

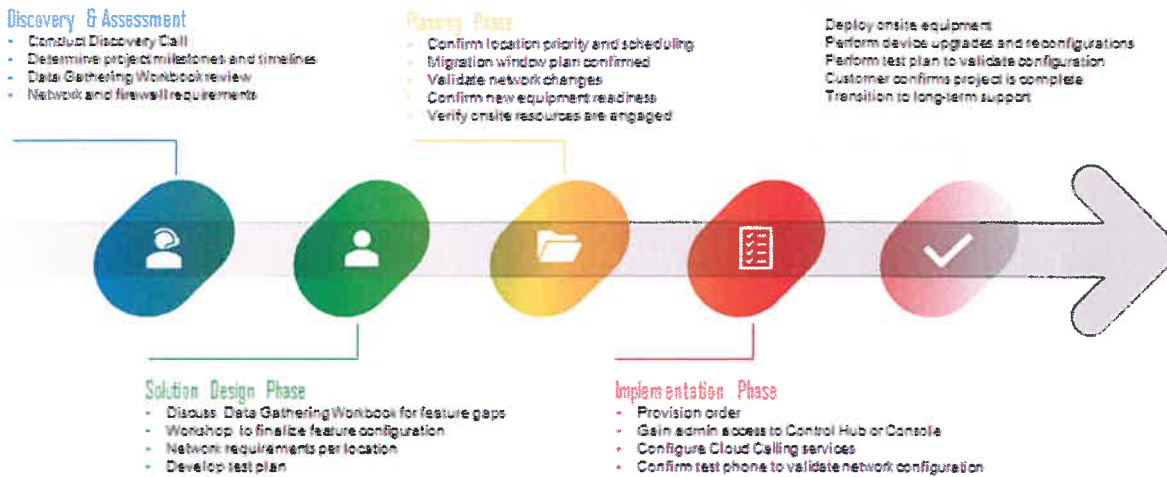
Customer performs the agreed-upon testing of the solution and provide Cisco with the results.

Post-Migration Support

Cisco provides resources to assist with evaluating any issues that may have occurred during migration and, if applicable, identify and document root cause analysis. If the root cause is determined to be Cisco’s responsibility, Cisco will develop a plan and schedule a change window for implementing remediation.

Operations Handoff

Cisco team hands off customer site to customer operations.



Optional Chargeable Professional Services for Implementation

Verizon Webex Calling offers standardized pre-packaged Professional Service (PS) packages for Webex Calling implementations and optional Custom PS services.

Verizon offers three PS packages to assist with Webex Calling implementation: Basic Install, Plus Install, and Premier Install.

Basic Install

Description: Covers installation of all equipment as well as a managed initial dashboard setup.

Recommended for: Dedicated Site Admin willing to fully self-manage the dashboard after activation, but with either limited resources to unbox, place, and text equipment or a desire to have a third party ensure all equipment, connectivity, and dashboard configuration is ready for activation.

Plus Install

Description: Fully-managed installation which includes dashboard setup, equipment installation, testing, managed onsite porting support, and three hours of remote web-based training for Day 2 self-management.

Recommended for: Customers that want a fully managed installation with some dedicated remote training for administrators and users.

Premier Install

Description: Fully managed installation which includes a pre-implementation site survey, dashboard setup, equipment installation, testing, managed onsite porting support, and a combination of remote portal and onsite phone training.

Recommended for: Customers that need a full readiness site survey prior to implementation, fully managed installation, and also desire supplemental onsite phone user training on the day of activation.

4.8 Delivery and Return

4.8.1 Shipment and Delivery: Vendor shall ship the Contract Items after notice to proceed. Vendor shall deliver the Contract Items within twenty-one (21) working days after receiving notice to proceed. Contract Items must be delivered to Agency at State Capitol Building 1 Room E26 Charleston, WV25305.

Verizon's Response

Verizon meets this requirement. Verizon target Intervals are in business days. Intervals begin after a clean order is accepted and is dependent on manufacturer availability.

4.8.2 Late Delivery: The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

Verizon's Response

Verizon meets this requirement. The Verizon Order Management team, Project Manager, along with the Account team will work together to quickly discover the cause of any delays and manage the corrective response to bring the installation back on track.

4.8.3 Delivery Payment/Risk of Loss: Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

Verizon's Response

Verizon meets this requirement. Where a System is purchased and delivered within the same jurisdiction, delivery will be FOB Destination.

4.8.4 Return of Unacceptable Items: If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

Verizon's Response

The AGO will need to identify equipment: provide inventory and quantities. All CPE will be pre-negotiated and approved by AGO before anything ships.

The AGO must give Verizon written notice of unacceptable item(s). Verizon will address within 10 days any issues documented by Customer during the Test Period. If during the Test Period, Customer does not reject the System, or begins using it for non-testing purposes, Customer will be deemed to have accepted the System after the ending of the Test Period.

4.8.5 Return Due to Agency Error. Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

Verizon's Response

A Customer cancelling any Service Order or a SOW for convenience before it has been accepted is subject to cancellation charges, based on the stage the CPE Services or System has reached toward such acceptance, which may include charges: (i) for all System elements and CPE Services provided up to the date of cancellation; (ii) for all expenses incurred up to the date of cancellation, including but not limited to the costs of cancelling purchase orders, shipping charges for the return of System elements, if permitted by Verizon, removal of System elements and other contractual obligations made by Verizon to meet its obligations under the Contract, and (iii) a minimum restocking fee of 35% of the price of the System, as shown on the applicable quote, Service Order or SOW, for any System elements returned, provided such return is permitted by the provider of the System element, and as authorized by Verizon.

4.9 Travel

4.9.1 Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the Agency separately.

Verizon's Response

Verizon meets this requirement.

4.10 Contract Manager

4.10 Contract Manager

4.10.1 During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available

during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Verizon's Response

Verizon meets this requirement.

Sandra Hawkins, Senior Client Executive
sandra.k.hawkins@verizon.com
(304) 356-3395

4.11 Vendor Default

The following shall be considered a Vendor default under this Contract.

4.11.1 Failure to perform Contract Services in accordance with the requirements contained herein.

4.11.2 Failure to comply with other specifications and requirements contained herein.

4.11.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

4.11.4 Failure to remedy deficient performance upon request.

4.11.5 Failure to provide deliverables as specified in Vendor's proposal and as agreed upon by Vendor.

Verizon's Response

Verizon has read, understands and will comply with these requirements.

4.12 Remedies

The following remedies shall be available to Agency upon default.

4.12.1 Cancellation of the Contract.

4.12.2 Cancellation of one or more release orders issued under this Contract.

4.12.3 Any other remedies available in law or equity.

Verizon's Response

Verizon has read, understands and will comply with these requirements.

5. VENDOR PROPOSAL

SECTION 5: VENDOR PROPOSAL

- 5.1. Economy of Preparation:** Proposals should be prepared simply and economically providing a concise description of the items requested in Section 4. Emphasis should be placed on completeness and clarity of the content.
- 5.2. Incurring Cost:** Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFP, including but not limited to preparation, delivery, or travel.
- 5.3. Proposal Format:** Vendors should provide responses in the format listed below:
- 5.3.1. Two-Part Submission:** Vendors must submit proposals in two distinct parts: technical and cost. Technical proposals must not contain any cost information relating to the project. Cost proposal must contain all cost information and must be sealed in a separate envelope from the technical proposal to facilitate a secondary cost proposal opening.
 - 5.3.2. Title Page:** State the RFP subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, e-mail address, and Vendor signature and date.
 - 5.3.3. Table of Contents:** Clearly identify the material by section and page number.
 - 5.3.4. Response Reference:** Vendor's response should clearly reference how the information provided applies to the RFP request. For example, listing the RFP number and restating the RFP request as a header in the proposal would be considered a clear reference.

Proposal Submission: All proposals (both technical and cost) must be submitted to the Purchasing Division **prior** to the date and time listed in Section 2, Instructions to Vendors Submitting Bids as the bid opening date and time.

Verizon's Response

Verizon acknowledges the instructions provided in Section 5 of the RFP.

6. EVALUATION AND AWARD

SECTION 6: EVALUATION AND AWARD

- 6.1. **Evaluation Process:** Proposals will be evaluated in two parts by a committee of three (3) or more individuals. The first evaluation will be of the technical proposal and the second is an evaluation of the cost proposal. The Vendor who demonstrates that it meets all of the mandatory specifications required, attains the minimum acceptable score and attains the highest overall point score of all Vendors shall be awarded the contract.
- 6.2. **Evaluation Criteria:** Proposals will be evaluated based on criteria set forth in the solicitation and information contained in the proposals submitted in response to the solicitation. The technical evaluation will be based upon the point allocations designated below for a total of 70 of the 100 points. Cost represents 30 of the 100 total points.

Evaluation Point Allocation:

<u>Project Goals and Proposed Approach (§ 4.2)</u>	<u>(47) Points Possible</u>
<u>Qualifications and experience (§ 4.3)</u>	<u>(7) Points Possible</u>
<u>(Oral interview, if applicable) (§ 4.4)</u>	<u>(6) Points Possible</u>
<u>Attendant Console/Hunt Group (§4.5), Project</u>	<u>(6) Points Possible</u>
<u>Timeline (§4.7)</u>	<u>(4) Points Possible</u>
<u>Total Technical Score:</u>	<u>70 Points Possible</u>
<u>Total Cost Score:</u>	<u>30 Points Possible</u>
<u>Total Proposal Score:</u>	<u>100 Points Possible</u>

- 6.3. **Technical Bid Opening:** At the technical bid opening, the Purchasing Division will open and announce the technical proposals received prior to the bid opening deadline. Once opened, the technical proposals will be provided to the Agency evaluation committee for technical evaluation.
- 6.4. **Technical Evaluation:** The Agency evaluation committee will review the technical proposals, assign points where appropriate, and make a final written recommendation to the Purchasing Division.
- 6.5. **Proposal Disqualification:**
 - 6.5.1. **Minimum Acceptable Score ("MAS"):** Vendors must score a minimum of 70% (49 points) of the total technical points possible in order to move past the technical evaluation and have their cost proposal evaluated. All vendor proposals not attaining the MAS will be disqualified.
 - 6.5.2. **Failure to Meet Mandatory Requirement:** Vendors must meet or exceed all mandatory requirements in order to move past the technical evaluation and have their cost proposals evaluated. Proposals failing to meet one or more mandatory requirements of the RFP will be disqualified.

- 6.6. Cost Bid Opening:** The Purchasing Division will schedule a date and time to publicly open and announce cost proposals after technical evaluation has been completed and the Purchasing Division has approved the technical recommendation of the evaluation committee. All cost bids received will be opened. Cost bids for disqualified proposals will be opened for record keeping purposes only and will not be evaluated or considered. Once opened, the cost proposals will be provided to the Agency evaluation committee for cost evaluation.

The Purchasing Division reserves the right to disqualify a proposal based upon deficiencies in the technical proposal even after the cost evaluation.

- 6.7. Cost Evaluation:** The Agency evaluation committee will review the cost proposals, assign points in accordance with the cost evaluation formula contained herein and make a final recommendation to the Purchasing Division.

Cost Evaluation Formula: Each cost proposal will have points assigned using the following formula for all Vendors not disqualified during the technical evaluation. The lowest cost of all proposals is divided by the cost of the proposal being evaluated to generate a cost score percentage. That percentage is then multiplied by the points attributable to the cost proposal to determine the number of points allocated to the cost proposal being evaluated.

Step 1: Lowest Cost of All Proposals / Cost of Proposal Being Evaluated = Cost Score

Percentage **Step 2:** Cost Score Percentage X Points Allocated to Cost Proposal= **Total Cost**

Score Example:

Proposal 1 Cost is \$1,000,000
Proposal 2 Cost is \$1,100,000
Points Allocated to Cost Proposal is 30

Proposal 1: Step 1 - $\$1,000,000 / \$1,000,000 =$ Cost Score Percentage of 1 {100%} Step 2 - $1 \times 30 =$ Total Cost Score of 30

Proposal 2: Step 1- $\$1,000,000 / \$1,100,000 =$ Cost Score Percentage of 0.909091 (90.9091%) Step 2- $0.909091 \times 30 =$ Total Cost Score of 27.27273

- 6.8. Availability of Information:** Proposal submissions become public and are available for review immediately after opening pursuant to West Virginia Code §5A-3-11(h). All other information associated with the RFP, including but not limited to, technical scores and reasons for disqualification, will not be available until after the contract has been awarded pursuant to West Virginia Code of State Rules §148-1-6.3.d.

Verizon's Response

Verizon acknowledges the evaluation and award criteria provided in Section 6 of the RFP.



CERTIFICATION AND SIGNATURE FORM

Verizon's Certification and Signature Form is provided on the following page.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Sandra Hawkins, Senior Client Executive

(Address) 4700 MacCorkle Ave. SE, Charleston, WV 25304

(Phone Number)/(Fax Number) 304-807-0207 / 877-294-3614

(email address) sandra.k.hawkins@verizon.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code § 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Verizon Business Network Services LLC, on behalf of MCI Communications Services LLC, d/b/a Verizon Business Services

(Company)

Angel Arcazolu
(Signature of Authorized Representative)

Angel Arcazolu Sr. Analyst- Contract Management 10/11/2023
(Printed Name and Title of Authorized Representative) (Date)

304-807-0207 / 877-294-3614

(Phone Number) (Fax Number)

sandra.k.hawkins@verizon.com (Client Executive on behalf of Mr. Recine)

(Email Address)

ATTACHMENT A RESPONSE TO SECURITY QUESTIONS

1. *How do you protect against unauthorized access to the VoIP system and its data?*

Verizon's Response

Both Verizon and Cisco are dedicated to providing you with the information you need to mitigate and manage cybersecurity risks. The Webex security model is built on the same security foundation that Cisco uses across all its products and solutions. The Webex organization consistently follows this model's foundational elements to securely develop, operate and monitor Webex services.

Cisco delivers Webex Calling as a cloud solution through its Webex cloud. This cloud provides a highly secure service delivery platform with industry-leading performance, integration, flexibility, scalability, and availability. Cisco designed the Webex cloud communications infrastructure specifically to fuel near real-time web communications.

Cisco powers Webex Calling with computing equipment housed in multiple datacenters around the world. It has strategically placed these data centers near major internet access points to decrease latency. These data centers use dedicated high-bandwidth fiber to route traffic across the globe.

Cisco makes sure its data centers are SSAE 16 and SOC 2 compliant. This includes evaluating them annually for SOC 2 attestation of compliance in the following areas:

- Physical security perimeter
- Physical entry controls
- Securing of offices, rooms and facilities
- Protection against external and environmental threats
- Work in secure areas
- Supporting utilities
- Cabling security
- Delivery and loading zones

2. *What measures do you have in place to prevent hacking and other cyberattacks on the VoIP system?*

Verizon's Response

Cisco runs its WebEx calling applications and services on multiple servers within its data centers. it uses security and availability methods and procedure specifically designed to help assure that these applications and services meet specific criteria for the following:

- Physical access and protection
- Network connectivity
- Remote and local access
- Application and server management
- Availability
- Customer-sensitive data

Cisco and Verizon partner with data center operators who have years of experience in design, implementation and operation of large-scale centers. These facilities provide physical, environmental and access security to help protect the WebEx Calling physical and virtual application environments. Examples of these environmental protections include:

- Security personnel on-site daily, 24x7
- Nondescript and unmarked facilities with natural boundary protection
- Silent alarm system with automatic notification of local law enforcement
- Building Code Compliance to local government standards

- Environmental safeguards
- Fully redundant HVAC facilities
- Automatic fire suppression systems, dual alarm (heat and smoke) and dual interlock with cross-linked event management
- N+1 redundant uninterruptible power source (UPS) system to support the entire data center capacity, as well as redundant backup generators
- Location-specific disaster recovery plans, such as for seismic or flood control
- Biometric scanning, two-factor authentication (2FA) for access
- All physical ingress and egress through vestibules, also known as mantraps
- Access requires a valid government issued photo ID, and all access history is recorded for audit purposes
- Authorization required prior to access and provided only for legitimate business need
- Shipping and receiving walled off from colocation areas
- For both physical ingress and egress, onsite security staff inspects all material upon arrival

Administrators use two-factor authentication when accessing WebEx Calling computing assets. Cisco logs all user and administrator activity. To detect and prevent attacks or misuse, the 24x7 WebEx calling security operations center monitors systems logs as well as intrusion detection system IDs and firewall alerts.

Hardened Infrastructure and Platform

WebEx platform security measures covered the network, systems and Data centers. Network Services Engineers Harden and Patch the operating systems and infrastructure to help protect its systems from various security vulnerabilities. They work to make sure servers deliver data in a secure, reliable fashion. Hardening efforts for the operating system, middleware and application include:

- Security-sensitive ongoing hardening
- Security review and acceptance validation before allowing production deployment
- Vulnerability scanning and assessment
- Security patching
- Protection against malware
- Robust logging of implementations and configurations
- Strong authentication
- Encryption of sensitive communications
- Prudent configuration of access controls, including least privilege and need to know
- Information backup

Hardened systems use access and controls to appropriately limit system capabilities to only what is explicitly required and tolerated for the system to function as expected. Cisco cross-checks and tests systems, software versions and upgrades in a secure staging environment before allowing them to be deployed for production and use. It also monitors and logs its information systems for potential technical vulnerabilities. The operations team evaluates any exposures to such vulnerabilities and takes appropriate patch management life-cycle measures to address any associated risks. The team then employs specific processes to monitor the use of its information processing facilities and regularly reviews these activities.

Secure Network Communications

The information and systems that networks connect to are vital business assets. That's why it's essential to help maintain and ensure network security at all levels. Cisco's operations team employs technology and managerial procedures in its efforts to provide this level of network security.

This includes implementing the following:

- Demilitarization zones (DMZs)
- Firewalls
- Intrusion detection
- System Authentication
- Data encryption

Cisco's security management team determines the security features, service levels and management requirements for all its Network services. The team manages and controls the networks - not only to protect them from threats, but also to maintain security for the systems and applications that use the network, including in-transit information. To protect against malicious code, the management team relies on detection, prevention and recovery controls, as well as appropriate user-awareness procedures.

Cisco also maintains audit logs to record all user activities, exceptions and information security events. Both the operations and security teams use these logs to help them with access control monitoring and assist them with potential investigations that could be needed in the future. Cisco has independent reviews conducted on a regular basis. These reviews help make sure that Cisco's information security processes continue to be sufficient, not have gaps, enforce policy and actually do what they were designed to do.

3. *What are your disaster recovery and business continuity plans in case of a cybersecurity incident?*

Verizon's Response

Cisco designed WebEx calling for enterprise-grade availability (99.99% availability). It strives to achieve this level of availability using the following methods:

- N+1 server clustering
- Geographic redundancy, including eight data centers on three continents
- Automatic data replication within and between data centers
- Distributed denial of service (DDOS) attack detection and prevention

To help return network and service functionality to a working state as quickly as possible if a disaster strikes, Cisco created its Cisco Cloud Calling Disaster Recovery Plan. The plan outlines the redundancy design of network and services elements that the Cisco Cloud Calling engineering and operations team operate. As part of this plan, Cisco provides cloud-calling services through geographically redundant data centers. These data centers contain all data Network and server equipment required to provide service to customers.

The offices where Cisco employees work are physically independent from these data center locations. As a result, an event that might render one of Cisco's employee offices unavailable would likely have no effect on the service Cisco provides customers through its data centers. And if an event impacted one of Cisco's offices, the Cloud Calling Operations team would be able to operate the network and service elements remotely using VPN access from almost anywhere in the world. In addition, Cisco has designed and engineered each data center in such a way that if one data center becomes unavailable, it can redirect traffic to another data center for processing.

Cisco uses world-class data center vendors to make sure its data centers have the space and power required for its network and services to function properly. All vendors must be SSAE 16 Type 2 compliant with greater than 99.99% uptime and 24-hour data center monitoring. All voice call control and voice service elements have been designed to automatically migrate (failover) from one data center to another if a data center becomes unavailable. The entire failover process occurs automatically and in near real time. All operating service elements such as provisioning and

configuration web interfaces, have been designed with an active/standby architecture. If needed, they can be manually migrated from one data center to another if a data center becomes unavailable.

4. *What encryption standards do you use to secure voice and data traffic?*

Verizon's Response

Webex uses various security frameworks, including end-to-end encryption, to protect your data so your files and messages stay safe while in transit and when they're stored in the cloud. You can also manage who can access or view content in a space.

Levels of Encryption Security

The Webex app encrypts messages, files, and names of spaces on your device before sending them to the cloud. When the data arrives at our servers, it's already encrypted. It's processed and stored until it's decrypted on your device. However, the app can't provide end-to-end encryption for messages and files linked to in-app automation tools like bots or integrations or to Adobe Acrobat PDF and Microsoft Word documents sent to spaces from Box.

We use Secure Hypertext Transfer Protocol (HTTPS) to encrypt data while in transit between your device and our servers, which protects the identities of both senders and receivers.

Our end-to-end encryption uses Advanced Encryption Standard (AES) 128, AES256, Secure Hash Algorithm (SHA) 1, SHA256, and RSA.

For audio, video, and screen sharing, we encrypt shared content using the Secure Real-Time Transport Protocol (SRTP).

5. *Do you perform regular security assessments and audits of your VoIP system?*

Verizon's Response

Yes. Verizon routinely engages third-party audits and network security testing of both external and internal network security functionality across a variety of platforms. Audits and testing are also used to determine compliance with Verizon security policies (including physical security), standards and practices. As a minimum, third party testing is conducted annually on critical systems determined to require such testing, or more often when/if deemed appropriate. Third party audit reports are not available for release to customer or any other third party except as previously agreed upon.

Verizon also employs a sizable Internal Audit function, whose mission includes continual assessment of Verizon controls and processes, in order to facilitate ongoing improvement in those areas, and to memorialize findings from those Audits in reports which are communicated up to and including Verizon's Board of Directors. Internal audit reports are generally considered confidential and proprietary to Verizon and are available to Verizon employees only on a need-to-know basis.

Verizon performs periodic on-site assessments of third-party suppliers to verify compliance with contractual security obligations. When the situation warrants, Verizon may co-locate security personnel within vendor facilities to monitor security implementation and compliance activities.

Webex Calling has ISO 27001:2013 certification and is annually reviewed for recertification. Additionally, Webex Calling has SOC 2 Type 2 attestation. To comply with these standards, Webex Calling has to maintain high levels of operational security, perform vulnerability assessments and penetration tests, undergo annual audits by a third-party auditor, and adhere to an incident response time SLA. Webex Calling has also conducted a HIPAA self-assessment based on the HHS Security Risk Assessment tool.

6. *Do you have a dedicated security team that monitors the VoIP system and responds to security incidents?*

Verizon's Response

Yes. The complexity and size of Verizon's networks and computing environments dictate that responses to information security incidents must be well planned, timely and efficient. The Verizon Incident Response Plan provides a vehicle that will allow for an effective response to information security incidents of varying sizes and complexity.

Verizon's Incident Response teams have the responsibility for responding to security incidents across the enterprise and is comprised of technical and security experts company-wide. The primary objectives of the Incident Response Plan are to ensure timely reaction to suspected or verified security incidents, to minimize losses during an incident and the secure recovery of IT systems and related business processes affected by security incidents. Additionally, the Incident Response Plan is designed to allow Verizon to comply with the laws of the countries in which it conducts business and the contractual obligations to which it has agreed.

Cybersecurity and information security issues and vulnerabilities (InfoSec/Cyber Risks) may be initially identified through various methods, such as Help Desks, technical support teams, IT workers or by customers simply noticing something suspicious. In general, a Verizon employee or contractor seeking to report an InfoSec/Cyber Risk is required to submit an email to a mailbox monitored by one of our Incident Response teams, although special procedures are established for specific types of events/incidents.

Customers and other external parties can report cyber or information security issues to Verizon by calling the Verizon Security Control Center at 800.294.3496 or submitting an email to EmergencyCyberReport@verizon.com. Instructions for reporting cyber vulnerabilities can also be found in the "Contact Us" section of the verizon.com home page. The person wishing to report can simply select the "Report a Security Vulnerability" at the bottom of the page, under "Tools," which then displays a Security Vulnerabilities page. Instructions and contact information for reporting a cyber security vulnerability appear at the bottom of that page.

Verizon's Incident Response Plan reflects the following processes:

- Preparation – defined roles and responsibilities with collaborative procedures
- Monitoring – continuously observe systems and networks for suspicious activity
- Detection - identify impacted systems and scope of the incident
- Containment – limit the damage and prevent any further damage from occurring
- Eradication – removal and restoration of affected systems
- Recovery - getting systems back online and restoring availability of affected services
- Lessons Learned – what improvements can be made in the event of a similar incident
- Forensics and Threat Intel – evidence collection, preservation and management

Verizon's Incident Response teams receive appropriate and regular training in relevant domains. New team members learn the basics of the policies, procedures and guidelines of Incident Response, while ongoing training is provided to personnel performing Incident Response to enable them to stay current on the latest advances in incident response, threats, attacks and other related information security topics. Periodic tabletop exercises are also conducted at a department and at an enterprise level to ensure coordination across business units and to verify documented procedures. Verizon's legal and regulatory support personnel are integrated with its Incident Response teams, so that Verizon's legal and regulatory interests are addressed as part its of Incident Response functions.

Verizon's Incident Response Plan is regularly reviewed and updated as required, no less than once per year.

If Verizon learns of an incident, concerning its systems, that it has determined resulted in the unauthorized disclosure of a customer's confidential information, Verizon will comply with applicable legal, regulatory and contractual obligations in connection with that incident. Otherwise, our general practice when responding to an unauthorized disclosure of a customer's confidential information is to use commercially reasonable efforts to (i) promptly notify the customer, and (ii) assist the customer in investigating and assessing the extent and nature of the unauthorized disclosure.

Verizon's substantial investment in the people, processes and tools necessary to secure the products and services that our customers trust and depend on, demonstrates our commitment to security excellence every day. Our continuous improvement strategy strives to stay ahead of the curve by implementing forward thinking security controls and techniques to protect customer data and the Verizon Network. We are honored to have you as a customer and our continued goal is to provide you with the best security assurance possible to strengthen our business relationship.

Cisco's Security Team

Similarly, Cisco relies on its information security InfoSec Cloud team, Product Security Incident Response team (PSIRT) and Cisco Talos threat intelligence team to help stay on top of security threats and challenges

The Cisco InfoSec Cloud team has the responsibility to provide you a safe WebEx environment. It does so by defining and enforcing security processes and tools for every aspect related to the delivery of WebEx. The InfoSec team continuously works on helping to improve the security posture of WebEx and defend off potential threats. The InfoSec team also works with other teams across Cisco to respond to any security threats to Webex.

The global Cisco PSIRT team dedicates itself to managing the inflow, investigation and reporting of security issues related to Cisco products and services. The PSIRT team publishes security information in a variety of ways, using the severity of specific security issues to decide how and when this information should be published. The following conditions may impact the type of reporting Cisco does:

- Vulnerabilities and high-severity vulnerabilities - The PSIRT team uses software patches or workarounds to address vulnerabilities, as well as provide public disclosures of code fixes to address high-severity vulnerabilities
- Active exploitations - When the PSIRT team observes an active exploitation of a vulnerability that could lead to a greater risk to its customers, it may speed up the publication of a security announcement to describe the vulnerability even if patches are not fully available
- Public awareness of a vulnerability - When the public becomes aware of a vulnerability that may impact Cisco products in a way that might lead to greater risks, the PSIRT team may alert customers even if patches are not fully available

The PSIRT team works to disclose at least the minimum amount of information that its product users need to assess the effects of a vulnerability. It also takes steps needed to help protect users' environments. The team uses the Common Vulnerability Scoring System (CVSS) scale to rank the severity of a disclosed issue. It does not provide vulnerability details that could enable a potential actor to create an exploit.

The Cisco Talos Threat Intelligence Team

To help provide unmatched visibility and threat protection for its products and customers, Cisco created and deployed one of the largest commercial threat intelligence teams in the world: Cisco Talos. Its 300+ researchers work to uncover and block a broad spectrum of malicious domains, IPs, URLs and files that cyber criminals may use in their attacks. Cisco Talos also feeds huge volumes of global internet activity into a combination of statistical and machine learning models to identify emerging attacks currently being staged on the internet. The team uses antivirus engines, Cisco Advanced Malware Protection (AMP) and sandboxing from Cisco Threat Grid to take advantage of

intelligence drawn from millions of new malware samples that it analyzes daily to help generate the most effective defense against malicious files.

7. *How do you ensure compliance with industry regulations such as GDPR, HIPAA, or PCI DSS?*

Verizon's Response

A comprehensive written information security program is implemented and maintained that is consistent with industry security standards such as NIST and PCI, as well as applicable laws and regulations including HIPAA and FISMA.

The program includes security controls that address administrative, technical, operational, and physical safeguards designed to reduce the risk of unauthorized access, disclosure, destruction or modification of customer data and to ensure the confidentiality, integrity, and availability of customer information in transit and at rest.

Security controls are also implemented that meet applicable laws and regulations, including, but not limited to the following:

- Regulatory Compliance
- Health Insurance Portability and Accountability Act (HIPAA)
- Sarbanes Oxley Act (SOX)
- Section 508 of the Rehabilitation Act
- Fair and Accurate Credit Transaction Act (FACTA)

Unified CX's core cloud platform infrastructure, provided by Verizon's underlying solution partner, is compliant with the following industry security standards:

- Information Security Best Business Practices and Standards:
 - National Institute of Standards and Technology (NIST)
 - Statement on Standards for Attestation Engagements No. 18 (SSAE18)
 - Secure Content Automation Protocol (SCAP)
 - Payment Card Industry Data Security Standards (PCI-DSS) v3.2.1

Security controls are also implemented that meet applicable laws and regulations, including, but not limited to the following:

- Regulatory Compliance:
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Sarbanes Oxley Act (SOX)
 - Section 508 of the Rehabilitation Act
 - Fair and Accurate Credit Transaction Act (FACTA)
 - California Consumer Privacy Act (CCPA)

GDPR Compliance

Verizon implemented measures for GDPR compliance with high level sponsorship within the company at an early stage. Verizon conducted a substantial due diligence exercise involving privacy impact assessments and gap analyses. Verizon has embedded privacy by design into all processes for new product and system development where personal data is processed. Additionally, Verizon has implemented corporate information security practices and standards to address: (a) information security; (b) system and asset management; (c) development; and (d) governance. These practices and standards are approved by Verizon executive management and undergo a regular review.

Processing Activities

Verizon keeps records of processing activities in accordance with its obligations under Article 30(2), which applies where the data processor acts on the data controller's instructions. Such records will be produced to the Supervisory Authority on request, in accordance with Article 30(4).

Verizon makes available details of its processing activities to its customers at the following link: <http://www.verizon.com/about/privacy/data-processing-activities>. Further information may be provided for individual services where requested from the account team.

Training

Verizon staff receive biennial privacy training across Verizon. GDPR-specific training was provided to all impacted Verizon employees as part of the GDPR implementation and will be ongoing. Verizon also has a comprehensive code of conduct to which all staff are bound which includes rules regarding confidentiality (see <http://verizon.com/about/our-company/code-conduct/>). Staff involved in high-risk data processing activities receive additional support and training.

Customer Assistance

Verizon will use commercially reasonable efforts to provide such assistance to customers as they reasonably require to enable them to comply with their obligations under applicable data protection laws, including the customer's obligation to respond to requests by data subjects in the exercise of their rights, breach notification, and in connection with privacy impact assessments and requests from data protection authorities.

Any communication from data subjects that relates to processing that is done on behalf of the Customer would be passed to the Customer for instructions. Verizon will be able to identify and access an individual's personal data where amendments/deletion as required.

Sub-processing

Verizon may subcontract the provision of its services, or elements thereof, as it is required to do so. Verizon informs customers of its sub-processors and Verizon affiliates via Clause 11 of the privacy notice (<http://www.verizon.com/about/privacy/international-policy>) and on the following site: www.verizon.com/about/privacy/current-sub-processors-and-affiliates-list ("Sub-processor Site"). Customer may subscribe to receive notifications of new sub-processors and Verizon affiliates via the Sub-processor site. Contracts with all relevant sub-processors have been amended with appropriate terms required to comply with GDPR Art 28 and all new subcontractors will be bound by such terms.

International Transfers

Verizon has adopted Binding Corporate Rules for Controller & Processor in order to provide adequate safeguards for the transfer of EU originating personal data outside the EEA. The policies are available at www.verizon.com/about/privacy/binding-corporate-rules (the "policies").

Breach Reporting

Verizon has established a process for internal notification of suspected and actual data breaches, which enables potential breaches to be investigated promptly and thoroughly. Where Verizon is required to notify a customer or a regulator of a data breach, this will be done without undue delay and within the time limits prescribed by law.

Security

As a global provider of network communications, security has always been of paramount importance to Verizon and Verizon employs a range of security measures to protect personal data and the integrity of the Verizon network. Verizon will comply with its obligations under Art 32 GDPR in respect of security of processing and will (taking into account the nature of the processing and the information available to it) assist Customers to fulfill their own obligations under Article 32.

8. *What are your policies and procedures for handling and securing sensitive customer data?*

Verizon's Response

Third party connections are validated by the appropriate level of Verizon management with access restricted to only authorized resources. The validation process takes into account the type of access required, the value of the information, the controls employed by the third party and the implications of this access to the security of the organization's information.

Verizon utilizes and supports emerging cloud supplier security standards, including NIST and the Cloud Security Alliance Cloud Controls Matrix.

Verizon's contracts with third party vendors who may have access to sensitive data include the following:

- Provisions that specify the purpose for which the sensitive data may be used, that limit the disclosure of the data, and that require the security of such data
- Problem reporting and escalation procedures
- Ongoing monitoring
- Requirements for service providers outside of the U.S.
- Employee and contractor screening practices
- SLAs
- Compliance with open security standards and requirements including but not limited to:
 - Information Security Program
 - Data Ownership and Protection
 - Highly Confidential Information Requirements
 - Security Logging and Monitoring
 - Access Control (both physical and logical)
 - Application Management
 - Personnel and Physical Security
 - Security Incident Management and Breach Notification
 - Communications Management
 - Operations Management
 - Network Security
 - Asset Handling, Disposal, and Reclamation
 - Proof of Security Compliance, where applicable
 - Right to Audit
 - Privacy

9. *What authentication and access controls do you have in place to restrict access to the VoIP system?*

Verizon's Response

Verizon uses best practices for management of access to applications. Please note, for external directory, passwords are never imported. For internal directory, passwords are stored in encrypted databases.

Like similarly positioned and competitive Hosted VoIP providers, we have deployed Session Border Controllers (SBC) in our service delivery platform for Verizon VoIP. SBCs are session-aware network devices that improve the flow of VoIP traffic across the borders of various interconnected IP networks: Verizon (e.g., UUNet, vBNS and PIP), enterprise and other service providers.

We have deployed several SBC devices from Acme Packet. This vendor uses the following language to define the term SBC in the context of IP multimedia networks:

- Session – Any real-time, interactive voice, video or multimedia communication using Layer 5 IP signaling protocols such as SIP, H.323, MGCP or Megaco/H-248.
- Border – Any IP-IP network between two (2) service providers or between a service provider and its end – user customer/subscriber.
- Control – Functions spanning security, service assurance and law enforcement requirements:
- Security – Protect service infrastructure and customer/supplier relationships from attack.
- Service Assurance – Guarantee SLAs, maximize service reach, enable new services, protect against service theft and minimize costs.
- Law Enforcement – Provide legal intercept capabilities.

An inherent and essential functionality of a network-based SBC is to facilitate SIP signaling and media stream traversal through premises-based firewalls and other local network devices using NAT or NAPT. Both these addressing techniques are implemented at most customer locations to provide network topology hiding as a means to protect against external threats.

In response, technology within SBC actively correlates IP addresses/ports presented by firewalls, using NAT/NPAT, to specific devices/phone numbers behind it. With this capability, we have removed the need for a Cisco PIX with both PIP and IDA access to Verizon VoIP.

Client Authentication

To ensure that all calls placed on the VoIP network are from a trusted user, VoIP clients and servers support two forms of authentication, depending on the Customer Premises Equipment.

IP phones use SIP Digest Authentication. Digest authentication uses the MD5 digest hash. Enterprise gateways for PBXs use IP Sec AH (authentication header).

Verizon sets the passwords on the IP phones before they are shipped. Telnet access is disabled to the Cisco IP Phones for security, because it's not encrypted.

Webex Calling Access and Authentication

WebEx calling also governs the appropriate level of access controls within the operating environment through policy definition and implementation. It applies access controls that match these policies to each system, application, database and network it uses. This process includes managing access controls for different types of data classifications and the users who can access those data types.

The access controls use standardized processes for requesting, approving, granting, revoking and modifying user access according to user role definition. Additional aspects of Access Control include segregation of Duties analysis, least privileged access, user passwords, user identification policies and standards, user access auditing expectations, network access control lists, and auditing of network and access activities.

Access Control policy requires the use of user accounts and access controls for systems and applications that need access to configuration and information. The scope of the policies and controls only covers access to the infrastructure and applications owned and operated or managed by The Cisco Customer Experience organization (Cisco Services).

User account and access controls meet the following security requirements:

- Requires all users to be assigned unique IDs and authenticated to gain access to assigned privileged components
- Doesn't distribute IDs and authentication credentials Beyond a single user and doesn't share or distribute group or shared credentials
- Controls addition, deletion and modification of user IDs, credentials and other identifier objects

- Restricts access to privileged user IDs to the least privileges necessary to perform job responsibilities
- Requires privileged users to be identified for specific access
- Immediately revokes access to terminated users
- Removes or disables in active user accounts
- Manages IDs used by Third parties to access, support or maintain system components

Cisco management or designated security officers define, approve, Implement and oversee these controls both Cisco and an independent auditing Authority review these controls for accuracy and effectiveness at least annually.

In terms of user authentication, Cisco requires all subscribers to register with the Cisco collaboration WebEx Common Identity Service, also known as CI. CI is a cloud-scale identity platform that provides the choice of stand-alone identity management or customer premises hybrid identity integration. The service supports the following hybrid identity integrations:

- Active Directory user account replication
- Single sign-on (SSO) from major providers, such as Okta, Ping Identity and others
- Customer consumable application programming interfaces (APIs)

CI is built on the latest technology and standards, including SAML 2.0, OAuth2 and REST. Designed for growth, adaptation and Cloud scale applications, CI plays an integral supporting role in Cisco's Cloud collaboration portfolio.

Additionally, Cisco provides its Directory Connector as an on-premises application for identity synchronization to the cloud. It lets you maintain your user accounts and data in an active directory single source. To use the Directory Connector, you need to download the connector software from the Cisco WebEx Control Hub and install it on one of your local machines.

10. *Can you provide evidence of your security certifications and compliance with industry standards?*

Verizon's Response

Yes. WebEx Calling has ISO 27001: 2013 certification and is annually reviewed for recertification. In addition, WebEx calling has SOC 2 Type 2 attestation.

SOC reports are only available for certain products/services, so depending on which products the customer is subscribing to, there may or may not be one available. If SOC reports are available, they may be shared with customers, provided the customer has a current Non-disclosure Agreement (NDA) with Verizon or Cisco.

Verizon does not have a SOC 2 available for Webex Calling or SIP Trunking. For Webex Calling, the AGO will need to request the SOC 2 compliance report directly from Cisco's Trust Portal located at <https://www.trustportal.cisco.com>.

ATTACHMENT B DEFINITIONS

Call Features

- **Blacklist calls from Specified Numbers:** This VoIP feature allows users to create a list of specific phone numbers from which Incoming calls will be automatically blocked or rejected. By adding unwanted numbers to the blacklist, users can effectively prevent spam, telemarketing, or harassing calls from reaching their phones or devices, ensuring a more secure and streamlined communication experience.
- **call Barring with up to 7 Levels:** This VoIP feature allows users to restrict or block certain types of outgoing and incoming calls based on predefined criteria, which can be categorized into up to 7 levels. Each level represents a different set of restrictions, enabling users to have granular control over call permissions. This feature is particularly useful for businesses and organizations that need to manage call access for different departments or employees, ensuring that only authorized users can make certain types of calls or receive specific incoming calls.
- **can Forwarding:** This VoIP feature enables users to redirect Incoming calls to another phone number or device under various conditions. There are several types of call forwarding available:
 - **Call Forward All:** Automatically forwards all incoming calls to a specified phone number or device, regardless of the call status (e.g., busy or unanswered).
 - **Call Forward No Answer:** Forwards incoming calls to a designated number or device if the original recipient doesn't answer within a set time.
 - **Call Forward Busy:** Redirects incoming calls to an alternate phone number or device when the original recipient is already engaged in another call.
 - **Call Forward External:** Forwards incoming calls to an external phone number, such as a mobile phone or another landline, when certain conditions are met.
 - **Call Forward No Registration:** Redirects Incoming calls to a specified phone number or device when the original recipient's VoIP device is not registered on the network or is offline.
- **can Hold:** This VoIP feature allows users to temporarily pause an active call and place it on hold. While the call is on hold, the original participants cannot communicate with each other, but the line remains connected. Users can then resume the conversation at any time by taking the call off hold. Call hold is particularly useful in situations where a user needs to attend to another call, consult with a colleague, or retrieve information before continuing the conversation. In business settings, the call hold feature is often accompanied by music or recorded messages to keep the waiting party engaged and informed.
- **Call Usts (Missed, Dialed, Received):** This VoIP feature provides users with a record of their recent call activity, categorized into three separate lists for easy access and management:
 - **Missed Calls:** A list of incoming calls that were not answered by the user. This list helps users keep track of any calls they may have missed and allows them to return those calls at a later time.
 - **Dialed Calls:** A list of all outgoing calls made by the user. This list can be useful for reviewing call history or keeping track of communications with specific contacts.

- Received Calls: A list of all incoming calls that were answered by the user. This can help users monitor their call activity and ensure they have responded to all important calls.
- Call Logging: This VoIP feature refers to the process of collecting, storing, and managing detailed records of all calls made and received within a VoIP system. Call logs typically include information such as the date and time of the call, call duration, the phone numbers of the calling and receiving parties, and other relevant data.

Call logging serves various purposes, including:

- Monitoring and analyzing call patterns and trends to optimize resource allocation and improve communication efficiency.
- Maintaining records for compliance, security, and auditing purposes, which can be crucial for businesses operating in regulated industries.
- Enabling better customer service by allowing users to review previous calls, identify areas of improvement, and track the resolution of customer issues.
- Providing data for call billing, cost allocation, and expense management.
- call Monitoring: This VoIP feature enables authorized users, such as supervisors or managers, to listen in on active calls between other parties without being heard by the participants. Call monitoring is commonly used in business settings, particularly in contact centers and customer service departments, for various purposes:
 - Quality Control: Supervisors can monitor calls to ensure that employees adhere to established protocols and provide consistent, high-quality service to customers.
 - Training and Development: By listening to live calls, managers can identify areas where employees may need additional coaching or training to improve their communication skills or handle specific situations.
 - Compliance: In regulated industries, call monitoring helps ensure that interactions meet legal and regulatory requirements, reducing the risk of non-compliance penalties.
 - Performance Evaluation: Managers can use call monitoring to assess employee performance, identify strengths and weaknesses, and provide feedback to help them improve.
- call Park: This VoIP feature allows users to temporarily place an active call on hold and "park" it in a designated virtual parking space, usually represented by an extension number or a specific parking lot. Unlike the traditional call hold feature, the parked call can be retrieved and resumed from any other phone or device within the same VoIP system, not just the one that initially parked the call.
- can Pick-up/call Pick-off: This VoIP feature allows users to answer incoming calls that are ringing on another phone or device within the same network or group. The call pick-up feature is especially useful in business environments where multiple phones or extensions are shared among team members or within a department.

There are two main types of call pick-up:

- Group Call Pick-up: This feature allows a user to answer a call that is ringing on another phone within a predefined pick-up group. By dialing a specific call pick-up

- code or pressing a designated button, the user can retrieve the call and continue the conversation on their own device. This is particularly helpful in scenarios where the intended recipient is unavailable or away from their desk.
- Directed Call Pick-up: This variant enables a user to pick up a specific call that is ringing on a particular extension or phone number within the network. The user dials the directed call pick-up code, followed by the desired extension number, to retrieve the call.
- Call Recording: This VoIP feature enables users to capture and store audio files of their phone conversations for later playback, review, or analysis. Call recording can be initiated manually on a per-call basis or configured to automatically record all incoming and outgoing calls, depending on the user's preferences and requirements.

Call recording serves various purposes, including:

- Quality Assurance: Businesses, particularly contact centers and customer service departments, can use call recordings to monitor agent performance, ensure compliance with established protocols, and maintain high-quality customer interactions.
- Training and Development: Recorded calls can be used as training materials to help employees improve their communication skills, learn how to handle specific situations, or familiarize themselves with new products or services.
- Compliance and legal Protection: In regulated industries, call recording helps ensure that conversations meet legal and regulatory requirements, providing documentation for audits or dispute resolution.
- Documentation: Call recordings can serve as a reference for important conversations or decisions, allowing users to revisit specific details, confirm agreements, or clarify misunderstandings.
- Call Transfer: This VoIP feature enables users to redirect an active call from their phone or device to another phone number or extension within the same network or to an external number. Call transfer is commonly used in business settings to ensure that callers are connected to the appropriate person or department, improving customer service and collaboration among team members.

There are two main types of call transfer:

- Attended Transfer: Also known as a supervised or consultative transfer, this method allows the user to place the active call on hold, call the intended transfer recipient, and consult with them before completing the transfer. This helps ensure that the recipient is available and prepared to take the call. Once confirmed, the user can complete the transfer and disconnect from the call, connecting the original caller with the intended recipient.
- Blind Transfer: Also known as an unsupervised or unannounced transfer, this method involves transferring the call directly to the desired phone number or extension without consulting the recipient beforehand. The user initiating the transfer simply dials the transfer code and the target number or extension, and the call is immediately redirected.

- **Call Waiting (Internal and External):** This VoIP feature allows users to receive notifications of incoming calls while they are already engaged in an active call. The call waiting feature helps ensure that Important calls are not missed and provides users with the option to manage multiple calls at once.

Call waiting can be categorized into two types:

- **Internal Call Waiting:** This refers to call waiting notifications for incoming calls originating from within the same VoIP network, such as calls from colleagues or other extensions within the organization. Internal call waiting enables users to manage simultaneous calls with team members or departments and maintain seamless communication within the organization.
- **External Call Waiting:** This refers to call waiting notifications for incoming calls originating from outside the VoIP network, such as calls from customers, clients, or other external contacts. External call waiting allows users to manage multiple calls from different sources, ensuring that important external calls are not missed.
- **Caller ID, CUP, and CUR are VoIP features related to the identification and display of caller Information during phone calls:**
 - **Caller ID:** Short for Caller Identification, this feature displays the Incoming caller's phone number and, if available, the caller's name, on the recipient's phone or device. Caller ID helps users screen calls and decide whether to answer, ignore, or redirect them based on the caller's information.
 - **C IP (Calling Line Identification Presentation):** This feature Is essentially the same as caller ID, and the terms are often used interchangeably. CLIP displays the caller's phone number and, if available, their name on the recipient's device during an incoming call, helping users to identify the caller before answering the call.
 - **CUR (calling Line Identification Restriction):** This feature allows users to block or hide their phone number and, If applicable, their name, when making outgoing calls. When CUR is enabled, the recipient's device will display a "Private" or "Blocked" message instead of the caller's Information. CLIR is useful for users who want to maintain privacy during calls or avoid revealing their phone number to certain contacts.
- **Click-to-Dial:** This VoIP feature enables users to initiate phone calls by simply clicking on a phone number displayed within a compatible application, such as a web browser, email client, or Customer Relationship Management (CRM) software. Click-to-dial streamlines the process of placing calls and eliminates the need to manually dial numbers, reducing the risk of misdialing and saving time for users.
- **Do Not Disturb (DND):** This VoIP feature allows users to temporarily disable incoming calls, notifications, or alerts on their phone or device, ensuring that they are not interrupted during important tasks or periods of focus. When the Do Not Disturb feature is enabled, Incoming calls are typically routed directly to voicemail, and the caller may hear a recorded message or tone indicating that the recipient is not available to take the call.
- **External Une Ringing Assignment:** This VoIP feature allows administrators or users to configure how incoming calls from external sources (such as calls originating outside the VoIP network or organization) are distributed and routed to specific devices, extensions, or groups within the system.

External line ringing assignment can be customized to suit various business needs and scenarios, such as:

- Simultaneous Ringing: Incoming external calls can be set to ring on multiple devices or extensions simultaneously, ensuring that the call is answered promptly by the first available user.
 - Sequential Ringing: Calls can be routed to follow a predetermined sequence of devices or extensions, moving on to the next in line if the previous one doesn't answer within a specified time.
 - Round Robin: calls are distributed evenly among a group of devices or extensions, with each subsequent call being routed to the next device or extension in a circular pattern.
 - Priority-based Routing: Calls can be routed to specific devices or extensions based on their priority level, ensuring that higher-priority users or departments receive calls first.
 - Time-based Routing: Calls can be routed to different devices or extensions based on the time of day, ensuring that calls are handled efficiently during and outside of regular business hours.
- Hotline: In the context of VoIP and telephony, a hotline refers to a dedicated phone line or extension that automatically connects callers to a specific destination without requiring them to dial any additional numbers or codes. Hotlines are often used to provide immediate access to essential services, support, or information, and can be found in various settings, such as customer support centers, emergency services, crisis hotlines, or internal company communication.
 - Import/Export of Directories: In the context of VoIP systems, this feature allows users or administrators to easily transfer contact information, such as names, phone numbers, and extensions, between the VoIP system and external sources, such as spreadsheets, databases, or other contact management applications. The import/export functionality simplifies the process of updating and maintaining contact directories, ensuring that the VoIP system's contact information remains accurate, up-to-date, and accessible to users.

Some common use cases for the import/export of directories feature include:

- Initial setup: When implementing a new VoIP system, administrators can import existing contact directories from their previous phone system or contact management application, avoiding manual data entry and saving time.
- Synchronization: By regularly Importing and exporting directories, businesses can synchronize contact information between their VoIP system and external applications, such as CRM software or email clients, ensuring that all systems have the most recent contact data.
- Backup and recovery: Exporting contact directories can serve as a backup, allowing administrators to recover and restore contact data in case of data loss, system failure, or migration to a new VoIP system.
- Bulk updates: Importing directories can streamline the process of updating contact information for multiple users or extensions at once, particularly when organizational changes or restructuring occur.

- Inquiry can: Also known as a "consultation call" or "intercom call," this VoIP feature allows users to place a current call on hold and initiate a separate internal call to another extension or colleague within the same network. Inquiry calls are often used for seeking assistance, clarifying information, or discussing details with a colleague before returning to the original call.
- Intrude: The Intrude feature, also known as "call monitoring," "listen-in," "whisper," or "full 3-party" mode, is a VoIP functionality that allows authorized users, typically supervisors or managers, to monitor, listen to, or join ongoing calls between other users within the same network. This feature is primarily used in business settings, such as contact centers or customer support departments, for quality assurance, training, or providing assistance to employees.

The Intrude feature has three main modes:

- Listen-in: In this mode, the supervisor can silently monitor the call without being heard by either the agent or the caller. This is useful for assessing agent performance, ensuring adherence to protocols, or identifying areas for improvement.
- Whisper: In this mode, the supervisor can speak to the agent without the caller hearing the conversation. This allows the supervisor to provide guidance, advice, or information to the agent during the call without interrupting the conversation with the caller.
- Full 3-party (barge-in): In this mode, the supervisor can join the call as a third party, allowing them to actively participate in the conversation with both the agent and the caller. This can be useful in situations where the supervisor's expertise or authority is needed to resolve a complex issue or address a customer concern.
- Music on Hold: This VoIP feature allows callers to listen to music or pre-recorded messages while they are placed on hold or waiting in a queue. Music on hold is designed to improve the caller's experience by providing entertainment or information during waiting times and helping to reduce the perceived wait time.
- Paging via System Phones: This VoIP feature allows users to make announcements or broadcast messages to multiple system phones or extensions within the same network simultaneously. Paging is useful for quickly sharing information, making general announcements, or contacting specific individuals or groups without having to make individual calls.

In a VoIP system, paging can be implemented using one of the following methods:

- Multicast Paging: This method utilizes the multicast feature of VoIP networks, where a single audio stream is transmitted to multiple devices or extensions simultaneously. Users can initiate a paging call by dialing a specific feature code or pressing a dedicated paging button on their phone. Once connected, the user can make their announcement, and it will be broadcast to all designated devices or extensions.
- Group Paging: This method allows users to define specific paging groups, each consisting of a set of extensions or devices. When a user initiates a group paging call, the announcement is broadcast only to the devices or extensions within the selected group.

- Intercom Paging: This method involves using the intercom feature on supported VoIP phones to make announcements or broadcast messages. The user dials a specific intercom code or presses the intercom button on their phone, followed by the target extension or group code. The announcement is then broadcast to the selected devices or extensions.
- Phone Book: In VoIP systems, a Phone Book is a directory that contains a list of contacts or extensions and their associated phone numbers, addresses, or other relevant information. Phone Books are typically accessible through a compatible VoIP phone or device, or via web-based or software applications, and can be customized to meet the needs of different users or organizations.

Types of directories are:

- Personalized Directories: Users can create their own Phone Books, adding and managing their own contacts or extensions. Personalized directories are useful for users who regularly communicate with a specific set of contacts, allowing them to easily access their contact information.
- System-wide Directories: Administrators can create system-wide Phone Books, containing a comprehensive list of all extensions, departments, or employees within the organization. These directories can be used for Internal communication, routing calls to the appropriate personnel, or providing Information to customers or external contacts.
- Re-dial: This VoIP feature allows users to automatically redial the last dialed number or the last call that was not answered. Re-dial can save time and improve efficiency, particularly when trying to reach someone who was not available during the first call attempt.
- Softphone: A Softphone, also known as a software phone, is a software application that allows users to make and receive phone calls over the internet using a computer, tablet, or mobile device. Softphones can be used as an alternative to traditional hardware-based telephones and can offer a range of features and functionalities that are not typically found on physical phones.

Some common features of Softphones include:

- Call management: Softphones typically include features such as call hold, transfer, conferencing, and call recording.
- Video conferencing: Softphones can support video calls, allowing users to conduct face-to-face conversations and meetings.
- Instant messaging: Some softphones include integrated instant messaging (IM) capabilities, allowing users to send and receive messages to contacts within the same network.
- Presence Information: Softphones can display a user's presence status, indicating whether they are available, busy, or offline.
- Integration with other applications: Softphones can be integrated with other applications, such as CRM systems, contact management software, or helpdesk platforms, to streamline communication and improve productivity.

Web Application

- **Web Portal:** A Web Portal, also known as a web-based interface or a web-based management console, is a web-based application that allows users to access and manage their VoIP services, settings, and features through a web browser. Web portals provide a convenient and user-friendly way for users to manage their VoIP services and settings from any location with internet access.

VoIP web portals typically offer a wide range of features and functionalities, including:

- **Account management:** Users can view and manage their account information, such as billing details, payment history, and subscription plans.
 - **Call management:** Users can view and manage their call history, including missed, received, and dialed calls. Users can also manage their voicemail settings, call forwarding, and other call-related settings.
 - **Contacts and directories:** Users can manage their contact lists, directories, and speed dials, including importing and exporting contact information.
 - **User settings:** Users can manage their user settings, such as their presence status, call forwarding, and caller ID.
 - **Integration with other applications:** Web portals can be integrated with other applications, such as CRM systems, to provide a seamless and efficient communication experience.
 - **Reporting and analytics:** Administrators can view reports and analytics on call usage, call quality, and other metrics to optimize their VoIP system's performance.
- **Browser-Based System Programming:** This VoIP feature allows administrators to manage and configure their VoIP system's settings and features through a web-based interface. Browser-based system programming provides a convenient and user-friendly way for administrators to make changes to their system settings from any location with internet access. Administrators can use the web-based interface to configure a wide range of settings and features, including:
 - **User management:** Administrators can create, modify, and delete user accounts, as well as manage their access levels and permissions.
 - **Call routing:** Administrators can configure call routing rules, such as call forwarding, call blocking, and caller ID settings.
 - **System settings:** Administrators can configure system settings, such as time and date settings, call recording settings, and network configuration.
 - **Voicemail settings:** Administrators can configure voicemail settings, such as voicemail greetings, voicemail to email settings, and message playback options.
 - **Call management:** Administrators can manage call queues, call groups, and call center settings.
 - **Reporting and analytics:** Administrators can view reports and analytics on call usage, call quality, and other metrics to optimize their VoIP systems performance.

Browser-based system programming provides full control to administrators, allowing them to make administrative changes and customizations to their VoIP system quickly and easily. This feature can help businesses and organizations to maintain a flexible and efficient communication system that meets their specific needs and requirements.

- **Browser-Based Call Attendant:** A Browser-Based Call Attendant is a web-based application that allows receptionists or call center agents to manage Incoming calls and route them to the appropriate extension or department. This feature is typically used In businesses or organizations that receive a high volume of Incoming calls and require a streamlined call handling process.

With a Browser-Based Call Attendant, users can manage incoming calls through a web-based interface, which may include features such as:

- **Call routing:** Users can route Incoming calls to the appropriate extension or department based on pre-defined rules, such as IVR menus, time of day, or caller ID.
 - **Call queuing:** Users can manage incoming calls that are waiting In a queue and prioritize them based on urgency or other criteria.
 - **Caller information:** Users can view information about the caller, such as their name, phone number, and call history, to better manage the call.
 - **Call transfer:** Users can transfer calls to other extensions or departments, or place calls on hold, depending on the caller's needs.
 - **Call monitoring:** Users can monitor calls in progress to ensure quality and provide assistance If needed.
 - **Reporting and analytics:** Users can view reports and analytics on call volume, wait times, and other metrics to optimize call handling processes.
- **Multiple User between Devices:** This VoIP feature allows users to access their VoIP services and features from multiple devices, including desk phones, softphones, and mobile devices. This feature enables users to use their preferred communication device, depending on their location and situation, without sacrificing the functionality and features of their VoIP system.

With Multiple User between Devices, users can:

- **Access their VoIP services and features from any device:** Users can access their VoIP services and features from any compatible device, including desktop phones, softphones, and mobile devices.
- **Maintain consistent settings and preferences:** Users can maintain their settings and preferences across all their devices, such as speed dials, contact lists, and call forwarding rules.
- **Seamlessly switch between devices:** Users can seamlessly switch between their devices during a call, without Interrupting the call or losing any features or functionalities.
- **Receive calls on multiple devices simultaneously:** Users can receive incoming calls on multiple devices simultaneously, ensuring that they never miss an Important call.

Mobile App

- **Android Apps:** Android Apps are software applications that can be downloaded and installed on Android mobile devices, such as smartphones and tablets. Android Apps can offer a range of features and functionalities that allow users to make and receive phone calls, send and receive messages, and access other VoIP services from their Android devices.

Some common features of Android Apps for VoIP include:

- **Call management:** Android Apps can offer features such as call hold, transfer, conferencing, and call recording.
 - **Messaging:** Android Apps can support messaging features, such as SMS, MMS, and instant messaging, allowing users to send and receive messages to contacts within the same network.
 - **Video conferencing:** Some Android Apps support video calls, allowing users to conduct face-to-face conversations and meetings.
 - **Presence information:** Android Apps can display a user's presence status, indicating whether they are available, busy, or offline.
 - **Integration with other applications:** Android Apps can be integrated with other applications, such as CRM systems or contact management software, to streamline communication and improve productivity.
- **iPad/iPhone:** Apple Apps are software applications that can be downloaded and installed on Apple mobile devices, such as smartphones and tablets. Apple Apps can offer a range of features and functionalities that allow users to make and receive phone calls, send and receive messages, and access other VoIP services from their Apple devices.

Some common features of Apple Apps for VoIP include:

- **Call management:** Apple Apps can offer features such as call hold, transfer, conferencing, and call recording.
- **Messaging:** Apple Apps can support messaging features, such as SMS, MMS, and instant messaging, allowing users to send and receive messages to contacts within the same network.
- **Video conferencing:** Some Apple Apps support video calls, allowing users to conduct face-to-face conversations and meetings.
- **Presence information:** Apple Apps can display a user's presence status, indicating whether they are available, busy, or offline.
- **Integration with other applications:** Apple Apps can be integrated with other applications, such as CRM systems or contact management software, to streamline communication and improve productivity.

Attendant Console/Hunt Group

- **Automated Attendant/Voice Menus:** An Automated Attendant, also known as an auto-attendant, or a voice menu, is a VoIP feature that allows callers to navigate through a series of pre-recorded options using their phone's keypad or voice recognition technology. Automated Attendants can provide callers with information or direct them to the appropriate department or extension without the need for a live operator.

With an Automated Attendant, callers can:

- Select options from a pre-recorded menu: Callers can listen to a pre-recorded menu of options and select the appropriate option by pressing a number on their phone's keypad or by using voice recognition technology.
 - Receive automated responses: Callers can receive automated responses that provide them with information, such as business hours, directions, or website links.
 - Be directed to the appropriate department or extension: Callers can be directed to the appropriate department or extension based on their selection or based on pre-defined rules, such as time of day or caller ID.
 - Leave voicemail messages: Callers can leave voicemail messages if the appropriate department or extension is not available or If they choose to do so.
- **Contact Center:** A Contact Center is a VoIP system that provides a centralized platform for managing incoming and outgoing customer communications, including phone calls, emails, chat messages, and social media interactions. Contact Centers are typically used in businesses and organizations that require a high level of customer service and support, such as customer service centers, sales teams, and helpdesk teams.

Contact Centers can be customized to meet the specific needs and requirements of the business or organization. They can include a range of features and functionalities, such as:

- **Automated Attendant:** An Automated Attendant can direct incoming calls to the appropriate department or agent based on pre-defined rules or a caller's selection.
 - **Call Queuing:** Call Queuing can manage incoming calls that are waiting in a queue and prioritize them based on urgency or other criteria.
 - **Skill-Based Routing:** Skill-Based Routing can route calls to the appropriate agent based on their skill set, expertise, or language proficiency.
 - **Call Recording:** Call Recording can record calls for training, compliance, or quality assurance purposes.
 - **Real-Time Reporting:** Real-Time Reporting can provide supervisors and managers with real-time data on call volume, wait times, and other metrics to optimize performance and productivity.
 - **Integration with CRM and other Applications:** Contact Centers can be integrated with Customer Relationship Management (CRM) systems and other applications to streamline communication and improve productivity.
- **Hunt Group:** A Hunt Group, also known as a call group, is a VoIP feature that allows incoming calls to be routed to a group of extensions, such as a department or team, instead of a single extension. Hunt Groups are commonly used in businesses and organizations that require a team-based approach to call handling, such as sales teams, customer service centers, or technical support teams.

With a Hunt Group, incoming calls are distributed to a group of extensions in a specific order or based on specific rules. For example, calls may be distributed based on the availability of the agents, such as the first available agent or the least busy agent.

Alternatively, calls may be distributed to agents in a specific order, such as based on their seniority or their specific skill set.

Some common features of Hunt Groups include:

- Call Distribution: Hunt Groups can distribute incoming calls to a group of extensions based on specific rules or in a specific order.
- Call Routing: Hunt Groups can route calls to the appropriate extension or agent based on the rules or order defined in the group.
- can Queuing: Hunt Groups can manage incoming calls that are waiting in a queue and prioritize them based on urgency or other criteria.
- Real-Time Reporting: Hunt Groups can provide supervisors and managers with real-time data on call volume, wait times, and other metrics to optimize performance and productivity.
- Hunt List: A Hunt List is a VoIP feature that allows incoming calls to be routed to a list of extensions In a specific order. Hunt Lists are commonly used in businesses and organizations that require a specific order of call handling, such as a sales team or a support team.

With a Hunt List, Incoming calls are routed to a list of extensions in a specific order. If the first extension in the list is busy or unavailable, the call is automatically routed to the next extension in the list until it is answered or until the end of the list is reached.

Some common features of Hunt Lists Include:

- Call Routing: Hunt Lists can route incoming calls to a list of extensions in a specific order.
- Call Distribution: Hunt Lists can distribute incoming calls to a list of extensions until the call is answered or the end of the list is reached.
- Real-Time Reporting: Hunt Lists can provide supervisors and managers with real-time data on call volume, wait times, and other metrics to optimize performance and productivity.

Reporting

- Agent Log-In Reports: Agent Log-In Reports are VoIP reports that provide data on when agents log in and out of their phones or other VoIP devices. These reports are commonly used in contact centers or other organizations with large teams of agents to monitor agent productivity and track performance metrics.

With Agent Log-In Reports, supervisors and managers can:

- Monitor Agent Productivity: Agent Log-In Reports can provide supervisors and managers with real-time data on when agents are logged in and available to take calls, allowing them to monitor productivity and identify areas for improvement.
- Track Performance Metrics: Agent Log-In Reports can track performance metrics, such as average handle time, call volume, and call resolution rate, to optimize performance and productivity.

- Identify Trends and Patterns: Agent Log-In Reports can Identify trends and patterns in agent behavior, such as peak call times, call volume by department, or call volume by product, to optimize call handling processes and improve customer service.
- Schedule and Forecast Staffing Needs: Agent Log-In Reports can provide supervisors and managers with data on call volume and call patterns, allowing them to schedule and forecast staffing needs more accurately.
- Agent Reports: Agent Reports are VoIP reports that provide data on the performance of Individual agents or groups of agents in a contact center or other organization. These reports are commonly used by supervisors and managers to monitor agent productivity, track performance metrics, and Identify areas for improvement.

With Agent Reports, supervisors and managers can:

- Monitor Agent Productivity: Agent Reports can provide supervisors and managers with real-time data on the performance of individual agents, such as call volume, call duration, and average handle time, allowing them to monitor productivity and identify areas for improvement.
- Track Performance Metrics: Agent Reports can track performance metrics, such as call resolution rate, customer satisfaction scores, and first-call resolution rate, to optimize performance and productivity.
- Identify Training Needs: Agent Reports can Identify training needs and skills gaps, allowing supervisors and managers to provide targeted training and coaching to improve agent performance.
- Optimize Call Handling Processes: Agent Reports can identify Inefficiencies and bottlenecks in call handling processes, allowing supervisors and managers to optimize processes and improve customer service.
- Evaluate Agent Performance: Agent Reports can evaluate the performance of individual agents, allowing supervisors and managers to make Informed decisions about promotions, raises, and other career development opportunities.
- Call Reports for Hunt Groups, Attendant Console, and Users: Call Reports for Hunt Groups, Attendant Console, and Users are VoIP reports that provide data on the performance of these specific features in a VoIP system. These reports are commonly used by supervisors and managers to monitor call volume, call handling times, and other metrics to optimize performance and improve customer service.
 - Call Reports for Hunt Groups: Hunt Group Call Reports provide data on the performance of a hunt group, such as call volume, call duration, and average handle time. These reports can help supervisors and managers to optimize call handling processes, reduce wait times, and ensure that calls are routed to the appropriate extension or agent.
 - Call Reports for Attendant Console: Attendant Console Call Reports provide data on the performance of the automated attendant or voice menu feature, such as call volume, menu selections, and call duration. These reports can help supervisors and managers to optimize the automated attendant or voice menu, reduce wait times, and ensure that callers are directed to the appropriate department or extension.
 - Call Reports for Users: User call Reports provide data on the performance of individual users, such as call volume, call duration, and average handle time. These

reports can help supervisors and managers to monitor user productivity, identify areas for Improvement, and provide targeted training and coaching to improve user performance.

- **Voice Recording:** Voice Recording is a VoIP feature that allows calls to be recorded and saved for training, compliance, or quality assurance purposes. Voice Recording is commonly used In contact centers or other organizations that require a high level of customer service and support, such as customer service centers, sales teams, and helpdesk teams.

Conferencing

- **Audio Conference Dashboard:** An Audio Conference Dashboard is a VoIP feature that provides a user-friendly interface for managing and monitoring audio conference calls. The dashboard can be used by moderators or participants of the conference call to access various features and functionalities, such as participant management, call recording, and real-time collaboration.
- **Conference Calling:** A Conference Call is a VoIP feature that allows multiple participants to Join a virtual meeting or discussion using their VoIP phones or other devices. Conference Calls are commonly used in businesses and organizations that require collaboration among team members or communication with external partners, clients, or customers.

Some common features of Conference Calls include:

- **Multi-Party Conferencing:** Conference Calls can support multiple participants in a virtual meeting or discussion.
- **call Recording:** Conference Calls can record the call for training or compliance purposes.
- **Participant Management:** Conference Calls can manage participant access and participation, allowing moderators to mute or unmute participants or remove them from the call if necessary.
- **Real-Time Collaboration:** Conference Calls can support real-time collaboration, allowing participants to share files, screen views, and other information during the call.
- **Conference can Rooms:** Conference Call Rooms are virtual meeting spaces that are designed for audio-only conference calls. Conference Call Rooms can be accessed by participants from anywhere with an internet connection using their VoIP phones or other devices.

With Conference Call Rooms, participants can join a virtual meeting or discussion using their VoIP phones or other devices. Conference Call Rooms can be used for internal team meetings, client meetings, or other virtual discussions.

Features of Conference Call Rooms Include:

- **Audio Quality:** Conference Call Rooms provide high-quality audio for clear communication during the conference call.
- **Multi-Party Conferencing:** Conference Call Rooms can support multiple participants in a virtual meeting or discussion.
- **Call Recording:** Conference Call Rooms can record the call for training or compliance purposes.

- Participant Management: Conference Call Rooms can manage participant access and participation, allowing moderators to mute or unmute participants or remove them from the call if necessary.
- Scheduling and Booking: Conference Call Rooms can be scheduled and booked in advance to ensure availability for virtual meetings or discussions.
- Meet-Me Conference Rooms: Meet-Me Conference Rooms are virtual meeting spaces that are designed for audio and video conference calls. Meet-Me Conference Rooms can be accessed by participants from anywhere with an internet connection using their VoIP phones or other devices.

With Meet-Me Conference Rooms, participants can join a virtual meeting or discussion using their VoIP phones or other devices. Meet-Me Conference Rooms can be used for internal team meetings, client meetings, or other virtual discussions.

Some common features of Meet-Me Conference Rooms include:

- Audio and Video Quality: Meet-Me Conference Rooms provide high-quality audio and video for clear communication during the conference call.
- Multi-Party Conferencing: Meet-Me Conference Rooms can support multiple participants in a virtual meeting or discussion.
- Call Recording: Meet-Me Conference Rooms can record the call for training or compliance purposes.
- Participant Management: Meet-Me Conference Rooms can manage participant access and participation, allowing moderators to mute or unmute participants or remove them from the call if necessary.
- Scheduling and Booking: Meet-Me Conference Rooms can be scheduled and booked in advance to ensure availability for virtual meetings or discussions.

3rd Party Integration

- Microsoft 365 Integration: Microsoft 365 Integration is a VoIP feature that allows users to integrate their VoIP system with Microsoft 365 applications such as Outlook, Teams, and SharePoint. By integrating VoIP with Microsoft 365, users can improve collaboration, increase productivity, and streamline communication processes.

Features of Microsoft 365 Integration should include:

- Outlook Integration: VoIP can be integrated with Outlook to enable users to make calls directly from their email client.
- Teams Integration: VoIP can be integrated with Teams to enable users to make calls directly from the Teams platform.
- SharePoint Integration: VoIP can be integrated with SharePoint to enable users to access call data and other VoIP features directly from the SharePoint platform.
- Presence Status: Microsoft 365 Integration can provide presence status information, indicating whether a user is available, busy, or offline.

- Contact Syncing: Microsoft 365 Integration can sync contacts between VoIP and Microsoft 365 applications, reducing the need for manual data entry and Improving collaboration.
- Synchronize with Outlook: Synchronizing with Outlook is a VoIP feature that allows users to synchronize their VoIP system with Microsoft Outlook, a popular email and calendar application. By synchronizing VoIP with Outlook, users can make and receive calls directly from their email client and manage their schedules more efficiently.

Some common features of Synchronizing with Outlook Include:

- Click-to-Call: Users can make calls directly from their Outlook contact list by clicking on a phone number.
- Call Logging: VoIP calls can be automatically logged in Outlook, providing a record of all incoming and outgoing calls.
- Schedule Management: Users can manage their schedules more efficiently by syncing their VoIP system with their Outlook calendar.
- Presence Status: Synchronizing with Outlook can provide presence status Information, indicating whether a user is available, busy, or offline.
- Call Notification: Users can receive notifications of incoming calls directly in their Outlook email client, improving communication efficiency.

SIP Trunking

- SIP Clients: A SIP (Session Initiation Protocol) client is a software application that enables users to make voice and video calls over the internet using a VoIP system. SIP clients can be installed on desktop computers, laptops, mobile devices, and other devices to provide a convenient and flexible way of making and receiving calls.
- SIP Trunks: SIP Trunks are a VoIP feature that enables the use of VoIP technology to make and receive phone calls over the internet, rather than using traditional telephone lines. SIP trunks provide a flexible, scalable, and cost-effective way of managing voice traffic for businesses and organizations.

GRANULAR CONTROL-DEFINED

- This feature empowers administrators with the ability to meticulously manage, customize, and monitor individual components within the Voice-over IP (VoIP) system. By tweaking individual settings like user permissions, call routing rules, security protocols, bandwidth usage, or data analytics, administrators can tailor the system's operations to perfectly suit the organization's needs. Granular control thus contributes to an optimized communication experience, improved resource utilization, and enhanced overall system efficiency, while also providing a powerful tool for troubleshooting and system management.

PROBLEM SEVERITY-DEFINED

- Severity A
- Critical business impact (HIGH)
- Our Agency has significant loss or degradation of services, i.e., our essential operations have been severely affected, and require immediate attention.
- INITIAL RESPONSE TIME

- 15 minutes to 1 hour
- 24x7 access
- Severity B
- Moderate business impact (MEDIUM)
- Our Agency has moderate loss or degradation of services, i.e., we are facing some disruption but can still operate to some degree, even if at a reduced capacity, but work can reasonably continue in an impaired manner.
- INITIAL RESPONSE TIME
- 2 hours to 4 hours
- 24x7 access
- Severity C
- Minimum business Impact (LOW)
- Our Agency Is functioning with minor Impediments or intermittent disruptions of services, i.e., we are experiencing small disruptions or difficulties that slightly hinder their usual operations but don't prevent them from conducting business.
- INITIAL RESPONSE TIME
- 4 hours to 8 hours
- 24x7 access

ATTACHMENT C COST WORKSHEET

Verizon's Cost Worksheet has been submitted under separate cover, Volume 2 Cost Proposal.

ATTACHMENT D VERIZON SUPPLEMENTAL TERMS

Verizon's Supplemental Terms are provided on the following pages.

Attachment D

*****The below standard terms and conditions govern the provision of Verizon services generally and the Service Attachments provide specific terms and conditions regarding the products and services Verizon offered in response to this RFP. These terms are intended to supplement the terms and conditions of the RFP, as negotiated and/or addressed by Verizon in its proposal. In the event of a conflict, the RFP contractual terms control.*****

Verizon Supplemental Terms

1. SERVICE ORDERING OPTIONS

- 1.1 **Orders.** Customer may place Orders via the standard Verizon process. Services (including features and options) may be subject to availability limitations.
- 1.2 **No Sign SOF (NSS) Process.** When using the NSS Process, Verizon will send the NSS to Customer via email to an address provided by Customer. The NSS has the same effect as a signed Order. Customer has five days from receipt of the NSS to notify Verizon of any errors. Customer will provide notice to Verizon if it does not want to use the NSS Process.

2. CHARGES, PAYMENT, TAXES, AND PURCHASE COMMITMENTS

- 2.1 **Charges.** Customer shall pay the applicable Charges for Services as specified in the Agreement. Unless otherwise expressly set out in the Agreement, Verizon may change its Charges as follows: (a) for voice Services, upon seven days' notice to Customer; and (b) for all other Services upon not less than 30 days' notice to Customer to take effect (i) immediately for Services with no Purchase Commitment, or (ii) at any time after the expiration of the Volume Commitment Period and/or Service Commitment (as applicable) for Services with a Purchase Commitment.
- 2.2 **Online Charges.** If the Agreement incorporates online Charges, those Charges may be supplemented by the Charges for new Service options as they become available, such as faster speeds and advanced features. Any such new Charges will be clearly distinguished from existing Charges, which will not be affected. Customer may order such new Service options at the referenced Charges, subject to applicable terms. If the Agreement does not already contain the appropriate terms, an amendment may be needed.
- 2.3 **Activation.** Customer is deemed to have accepted Services on the Activation Date. Charges are accrued and invoiced as follows: (a) Recurring Charges accrue from the Activation Date and are invoiced in advance; (b) usage based Charges accrue from the Activation Date and are invoiced in arrears; (c) NRCs accrue from the Commencement Date and are invoiced at any time thereafter; and (d) Third Party Charges are invoiced in accordance with the Order or Service Attachment. For Charges invoiced more than six months after the date a Charge accrues, Customer may obtain a credit on request (except in cases involving fraud or Third Party Charges).
- 2.4 **Activation Delays.** If the Activation Date is delayed because Customer: (a) has not done all that is necessary on its part to activate the Services, Verizon may deem a date to be the Activation Date



(whether the Services are ready for use or not) by notice to Customer and Charges will accrue in accordance with the clause entitled Activation; or (b) requests a delay; then in either case Customer shall be liable for any third party costs incurred by Verizon relating to the affected Services at a Customer Site during the period of delay.

- 2.5 **Payment.** Customer shall pay Verizon invoices within 30 days of the relevant invoice date in accordance with the remittance instructions on the invoice.
- 2.6 **Financial Security.** In order to secure payment from Customer, Verizon may at any time request Customer to provide reasonable Financial Security or increase existing Financial Security. Customer must comply with any such request.
- 2.7 **Disputed Amounts.** If Customer notifies Verizon of a Disputed Amount by the Due Date, the Disputed Amount may be withheld. If a Disputed Amount is found to be not owed then Verizon will issue a credit. Verizon may elect to apply any credit balance(s) to the account(s) with the oldest unpaid Charges. If a Disputed Amount is found to be owed, any withheld amount must be paid within five days after notification by Verizon to Customer of that determination. If Customer does not give Verizon notice of a Disputed Amount with respect to Charges or the application of Taxes within six months after the Due Date, the invoice will be deemed to be correct and binding on Customer.
- 2.8 **Past Due Amounts.** Amounts not paid on or before the Due Date are past due, and will accrue interest from the Due Date until payment at the rate of (a) 1.5% per month (compounded monthly) or (b) the maximum amount allowed where that rate is not permitted by applicable law or regulation. Without prejudice to any other rights under applicable law or regulation, Verizon may exercise its rights of termination or suspension in accordance with the Agreement with respect to any past due amount other than Disputed Amounts. Customer agrees to pay Verizon its reasonable expenses, including legal and collection agency fees, incurred in enforcing its rights under the clause entitled Charges, Payment, Taxes, and Purchase Commitments.
- 2.9 **Taxes.** All Charges are exclusive of Taxes. Customer shall pay any Taxes that apply to Charges. Verizon will exempt Customer from Taxes in accordance with law and regulation, after receiving a valid tax exemption certificate. If Customer is required by law or regulation to make any deduction or withholding from any payment, then the gross amount payable by Customer to Verizon will be increased so that, after any such deduction or withholding, the net amount received by Verizon will not be less than Verizon would have received had no such deduction or withholding been required. In addition, Verizon may adjust or introduce Governmental Charges in order to recover amounts it is required or permitted by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

2.10 **Purchase Commitments**

2.10.1 **Volume Commitments**

2.10.1.1 **Omitted**

2.10.2 **Service Commitments**

Omitted

3. **TERM, TERMINATION AND CONSEQUENCES OF TERMINATION**

3.1 **Term.** The Agreement will remain in force and the Services under it will continue to be provided unless and until terminated by either Party in accordance with the Agreement.

3.2 **Customer Termination for Convenience**



- 3.2.1 **Termination Notice.** Unless otherwise specified in the Agreement and subject to the clauses entitled Consequences of Termination, Verizon Enterprise Center (VEC) Termination Requirement and Notices, Customer may terminate the Agreement or Services at any time for Convenience as follows:
- 3.2.2 for Services, upon providing to Verizon no less than: (i) 30 days' notice for Services provided solely to locations in the U.S.; and (ii) 60 days' notice for all other Services; or
- 3.2.3 for the Agreement, upon providing to Verizon no less than 60 days' notice.
- 3.2.4 **Date of Termination.** Termination for Convenience takes effect on (a) the end of the period of notice or (b) if Customer specifies a later date, the day that Verizon actually disconnects the applicable Service (or in the case of termination of the Agreement, the day Verizon disconnects the last Service).
- 3.2.5 **Verizon Enterprise Center (VEC) Termination Requirement.** Customer may only terminate Services for Convenience by completing Verizon's standard form via the VEC online portal at verizonenterprise.com, as such URL may be updated from time to time. Any other means of providing notice (including, without limitation, postal mail or email to Customer's account representative) has no effect, even if actually received by Verizon.
- 3.2.6 **Moves and Changes.** Moving or changing (i.e., upgrading or downgrading) an existing Service is deemed to be a Termination for Convenience of that Service by Customer. Customer is responsible for terminating the existing Service affected by the move or change. Customer may arrange with Verizon (in writing) to coordinate the move or change.
- 3.3 **Verizon Termination for Convenience.** Verizon may terminate a Service or the Agreement for Convenience on 60 days' notice to Customer to take effect on or at any time after the expiration of all applicable Volume Commitment Periods and/or Service Commitments. Verizon may also terminate a Service as specified in a Service Attachment.
- 3.4 **Termination for Cause or Insolvency**
- 3.4.1 **Cause.** Either Party may terminate for Cause immediately, by notice: (a) the Agreement where the Cause has application to all Services then provided under the Agreement; or (b) the affected Services.
- 3.4.2 **Insolvency.** Either Party may immediately terminate by notice either the Agreement or any affected Services (to the extent permitted by applicable law and regulation) if the other Party experiences an



Insolvency Event.

3.5 Consequences of Termination

3.5.1 **Consequences of Customer Termination for Convenience.** If the Agreement or a Service is terminated by Customer for Convenience, then Customer shall pay or refund to Verizon, as applicable, without set off or deduction, the following with respect to each of the terminated Services: (a) all accrued but unpaid Charges incurred up to and including the date of such termination; (b) a pro rata portion of credits and waivers received by Customer hereunder (except credits for Services failures, foreign tax credits (if any), and any other credits or waivers explicitly excluded elsewhere); and (c) any applicable Early Termination Charges.

3.5.2 **Consequences of Verizon Termination for Cause or Insolvency.** Where the Agreement or a Service is terminated by Verizon for Cause or due to an Insolvency Event affecting Customer then Customer shall pay or refund, as applicable, without set off or deduction, the amounts set out in the clause entitled Consequences of Customer Termination for Convenience. The termination liability provided in this clause is without prejudice to any other rights or remedies available to Verizon under the Agreement or otherwise in law or regulation.

3.5.3 **Early Termination Charges**

3.5.3.1 **Omitted**

4. **SERVICE SUSPENSION.** Verizon may suspend one or more Services (or a part thereof) if: (a) Customer fails to pay any past due amounts for Services within 10 days after Customer receives notice of such non-payment; or (b) necessary to: (i) prevent or mitigate fraud, (ii) protect persons or property or protect the integrity or normal operation of Verizon Facilities, (iii) comply with law or regulation, or (iv) undertake Emergency Works; or (c) Verizon has reasonable grounds to consider that use of the Services violates the AUP. Verizon will give to Customer reasonable notice of the suspension where practicable, except in relation to suspension pursuant to sub-clause (a) above, where no notice is required beyond the 10 days stated therein. If Verizon exercises its right to suspend the Services, it will resume the Services as soon as practicable after the reason for suspension no longer exists (subject to the exercise of any



termination right on the part of Verizon). If Services are suspended as a consequence of the breach, fault, act or omission of Customer or any Customer Affiliate, Customer shall pay to Verizon all reasonable costs and expenses incurred by the implementation of such suspension and/or reconnection of the Service.

5. **AVAILABILITY OF SERVICES.** If Verizon cannot fulfill an Order (after the Commencement Date) for reasons other than Force Majeure Event, after making commercially reasonable efforts to fulfill such Order, Verizon will notify Customer as soon as possible and where available, Verizon will advise Customer of any alternative Service offerings. In any event, Verizon will have no further obligation to provide the Service under that Order.
6. **SERVICE LEVEL AGREEMENT (SLA).** Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA to the URL where the SLA is set out or other notice to Customer, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate Services without termination liability (except for payment of all Charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days' notice of termination during the 30 days following the posting or notice of such amendment, as applicable. Customer is not entitled to terminate if, within 30 days of receipt of Customer's notice, Verizon agrees to amend the relevant SLA so that the affected SLA service levels and credits are not materially reduced for Customer. The SLA sets forth Customer's sole remedies for any claims with respect to Services to which the SLA relates. Verizon records and data are the basis for all SLA calculations and determinations.
7. **EVOLUTION OF SERVICES.** The Parties acknowledge that Verizon's services will evolve over time and consequently Verizon may introduce new services to replace existing Services or cease to offer new instances of a Service in whole or in part. Accordingly, Verizon may terminate Services without liability upon not less than six months' written notice in the event that it generally decommissions any Services (that is, ceases to provide such Services on a commercial basis to its customers). Verizon may cease to offer new instances of a Service in whole or in part at any time. Where available, Verizon will advise Customer of any alternative service offerings that have comparable technical characteristics.

8. LIABILITY

8.1 **Liability - Limitations.** Subject to the clauses entitled Liability - Exclusions and Liability - Inclusions:

8.1.1 **Aggregate Liability.** The aggregate liability of either: (a) Customer, its Affiliates and Participating Entities; or (b) Verizon and its Affiliates, to the others collectively for any and all Events in an Annual Period is limited to an amount equal to 12 times the Average Monthly Charges. For the purpose of this clause and calculation, where: (i) an Event gives rise to a number of separate liabilities, claims or causes of action, and/or (ii) an Event is a series of connected Events, such will be deemed to have occurred in the Annual Period in which the first Event occurred.

8.1.2 **CPE Liability.** To the extent that Verizon sells CPE to Customer that is not managed by Verizon, the entire liability of Verizon and its Affiliates for all and any Events arising from that CPE is limited to the Charges for the specific CPE giving rise to the particular Event.

8.1.3 **Independent Operation.** The clause entitled CPE Liability operates independently to and to the exclusion of the aggregate liability limitation detailed in the clause entitled Aggregate Liability.

8.2 **Liability - Exclusions.** Subject to the clause entitled Liability - Inclusions below, neither: (a) Customer, Customer Affiliates and Participating Entities; nor (b) Verizon and Verizon Affiliates, will be liable to the others for any indirect and/or consequential loss and, whether direct or indirect, for any: (i) loss of revenue and/or profit; (ii) loss of savings, including anticipated savings; (iii) loss of contract, sales and/or business; (iv) loss or corruption of data (except that arising following a breach of the Clause entitled Personal Data); (v) loss of goodwill and/or damage to reputation; (vi) wasted expenditure; and (vi)

special, incidental, exemplary and/or punitive damages.

- 8.3 **Liability - Inclusions.** Nothing in this Agreement operates to exclude or limit any of the following and these amounts will not be counted in assessing whether the aggregate liability limitation in the clause entitled Liability - Limitations has been reached: (a) any liability relating to bodily injury (including death) caused by a Party's negligence; (b) any liability resulting from a Party's fraud or fraudulent misrepresentation; (c) any liability that cannot be limited under applicable law or regulation, including but not limited to mandatory local law; (d) any liability of Customer and Participating Entity in respect of non-payment, including any claim for interest.
- 8.4 **Warranty/Disclaimer.** Except as expressly set out in the Agreement, all warranties, representations, or agreements, with respect to the provision of Services or otherwise, whether oral or in writing and whether express or implied, either by operation of law, statute or otherwise, are excluded to the extent permitted by law and regulation. All other warranties, including the implied warranties or conditions of satisfactory quality, merchantability, non-infringement, and fitness for a particular purpose are excluded, to the extent permitted by law and regulation. Verizon does not warrant that any network, computer systems, and Services are fully secure. Verizon does not warrant that use of any of the Services will be uninterrupted or error-free or that Verizon will correct all defects or prevent third party disruptions or unauthorized third party access to the Services.

9. PERSONAL DATA AND CONFIDENTIALITY

- 9.1 **Personal Data.** Verizon will implement appropriate technical and organizational measures to protect Personal Data against accidental or unlawful destruction or accidental loss, alteration, or unauthorized disclosure or access. Additionally, for Services that require Verizon to collect or process Personal Data, the clauses found at the following URLs apply to such collection and processing and are deemed incorporated into the Agreement:
- (a) where GDPR Regulation (EU) 2016/679 and other non-US privacy laws or regulations apply: www.verizon.com/business/service_guide/reg/regulated_customer_data.pdf, and
 - (b) where US state-specific privacy laws or regulations apply: www.verizon.com/business/service_guide/reg/state.htm.
- 9.2 **Confidentiality.** Except as required by law or regulation, each Party shall, during and for no less than three years after the termination or expiration of the Agreement: (a) use the other Party's Confidential Information only for purposes of the Agreement; (b) not disclose it to third parties except as provided below; and (c) protect it from disclosure using the same degree of care it uses for its own similar Confidential Information (but no less than a reasonable degree of care). Either Party may disclose the other Party's Confidential Information only to its employees, agents, and subcontractors (including professional advisors and auditors), and to those of its Affiliates, who have a need to know for purposes of the Agreement, and who are bound to protect it from unauthorized use and disclosure under the terms of a written agreement at least as protective of the other Party's Confidential Information as the related terms of the Agreement. Verizon also may share Confidential Information among Verizon Affiliates, and with other third parties subject to the clause entitled Personal Data and other nondisclosure protections, solely to offer current and future Verizon products and services. In addition, information, whether or not Confidential Information, may be disclosed by a receiving Party as may be required or authorized by applicable law, rule, regulation, or lawful process provided that the receiving Party, to the extent practicable and permitted by applicable law, rule, regulation or lawful process, first notifies the disclosing Party in order to permit the disclosing Party to seek protective arrangements. Confidential Information remains the property of the disclosing Party and, upon written request of the disclosing Party, must be returned or destroyed provided however that a Party may retain one copy of the other Party's Confidential Information solely for archiving and auditing purposes or as otherwise may be required by law or regulation. Any such retained Confidential Information will continue to be subject to requirements of confidentiality set out in this clause entitled Confidentiality.

10. CUSTOMER OBLIGATIONS

- 10.1 **Physical Access to Customer Site.** Where Verizon or its Third Party providers require access to a Customer Site, Customer will grant or will procure the grant to Verizon or its Third Party provider such access including all licenses, waivers and consents as necessary to install, construct, or use space in the building risers, innerduct, or conduit from the property line to the Customer Site and to install, replace, operate, and maintain Service Equipment at the Customer Site. Customer will advise Verizon in writing of all health and safety rules and regulations and any other reasonable security requirements applicable at the Customer Site.
- 10.2 **Assistance.** Customer will provide Verizon with such facilities, information and co-operation as Verizon may reasonably require to perform its obligations or exercise its rights under the Agreement or an Order, including with respect to Verizon's implementation of new processes or systems.
- 10.3 **Service Equipment.** Where Verizon provides Service Equipment, Customer warrants and undertakes that it will: (a) use the Service Equipment only for the purpose of receiving Services and in accordance with Verizon's reasonable instructions from time to time and/or any Software license that may be provided with the Service Equipment; (b) not move, modify, relocate, or in any way interfere with the Service Equipment or Verizon Facilities; (c) insure and keep insured all Service Equipment against theft and damage; (d) not create or allow any charges, liens, pledges or other encumbrances to be created over the Service Equipment; (e) permit Verizon to inspect, test, maintain and replace the Service Equipment at all reasonable times; (f) comply with Verizon's reasonable instructions, at Customer's own expense, in relation to the modification of the Customer Equipment to enable Customer to receive Services; and (g) upon termination of any of the Services, follow Verizon's reasonable instructions with respect to the return of the Service Equipment including allowing Verizon access to each Customer Site to remove the Service Equipment. Should any construction or alteration to a Customer Site have occurred to facilitate any Services, Verizon is not obliged to restore that Customer Site to the same physical state as prior to delivery of the Services. Customer is liable for any and all damage to Service Equipment or Verizon Facilities which is caused by: (i) the act or omission of Customer or Customer's breach of the Agreement or an Order, or (ii) malfunction or failure of any equipment or facility provided by Customer or its agents, employees, or suppliers, including but not limited to the Customer Equipment. Verizon is not liable for any costs incurred by Customer arising out of any malfunction or failure of any such equipment or facility, including Customer Equipment.
11. **SOFTWARE AND DOCUMENTATION.** Software not otherwise subject to a separate agreement or license is provided to Customer subject to Verizon's standard Software license terms as follows. In consideration for payment of applicable fees, Customer is granted a License. Customer may not use, offer or license the Software to provide Services or substantially the same Services to any third party (except Affiliates), whether on a stand-alone basis or in combination with any other software or materials. Customer may make one copy of the 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 Software solely in support of its use of the Software and Services. Customer may not: (a) attempt to reverse engineer, decompile, disassemble or otherwise translate or modify the Software in any manner; or (b) sell, assign, license, sublicense or otherwise transfer, transmit or convey Software, or any copies or modifications thereof, or any interest therein, to any third party. All rights in the Software, including without limitation any patents, copyrights and any other intellectual property rights therein, remain the exclusive property of Verizon and/or its licensors. Customer agrees that the Software is the proprietary and confidential information of Verizon and/or its licensors subject to the provisions of the clause entitled Confidentiality. Except to the extent otherwise expressly agreed by the Parties in writing, Verizon has no obligation to provide maintenance or other support of any kind for the Software, including without limitation any error corrections, updates, enhancements or other modifications. The License will immediately terminate upon the earlier of: (i) termination or expiration of any Agreement or Order between Verizon and Customer pertaining to the Software, (ii) termination of the Services with which the Software is intended for use, or (iii) failure of Customer to comply with any provisions of this clause entitled Software and Documentation. Upon termination of any License, at Customer's option, Customer will promptly



either: (1) destroy all copies of the Software in its possession; or (2) return all such copies to Verizon, and in either event provide an officer's written certification confirming the same.

12. **USE OF SUBCONTRACTORS/AFFILIATES.** Without releasing it from any of its obligations, Verizon may at any time utilize the services of one or more Verizon Affiliates or subcontractors in connection with the performance of its obligations.
13. **RESALE OF SERVICES.** Customer may not resell, charge, transfer or otherwise dispose of Services (or any part thereof) to any third party unless explicitly detailed otherwise in the Agreement. The application of this clause is subject to applicable law and regulation.
14. **ACCEPTABLE USE POLICY (AUP).** Use of Verizon IP Services must comply with the AUP of the countries from which Customer uses such Services (in the event no AUP exists for a country, the U.S. AUP will apply). The applicable AUP is available at the following URL: www.verizon.com/business/terms/ or other URL designated by Verizon. Customer will ensure that each user of the Services complies with the AUP.
15. **IP ADDRESSES.** Any IP addresses assigned to Customer by Verizon must be used solely in connection with the Services for which they are assigned. If such Services are terminated, Customer's right to use the IP addresses ceases immediately and the IP addresses immediately revert to Verizon.
16. **CONTENT DISCLAIMER.** Verizon exercises no control over and has no responsibility for the accuracy, quality, security or other aspect of any Content accessed, received, transmitted, stored, processed or used through Verizon Facilities or any Services (except to the extent particular Services explicitly state otherwise). Customer is solely responsible for selecting and using the level of security protection needed for Content, including without limitation Customer Data, individual health and financial Content.

17. GENERAL

- 17.1 **Compliance with Laws.** Verizon will comply with all applicable laws and regulations including all mandatory legal and regulatory requirements in the jurisdiction where Services are to be provided. For example, transmissions passing through Verizon Facilities may be subject to legal intercept and monitoring activities by Verizon, its suppliers or local authorities in accordance with applicable local law and regulatory requirements. Customer will comply, and ensure that users of the Services comply, with all applicable laws and regulations including without limitation applicable export/re-export (including U.S. export regulations), sanctions, import and customs laws and regulations.
- 17.2 **Governing Law and Venue.** This Agreement will be governed by and construed in accordance with the laws of New York, without regard to its choice of law principles, except where the Communications Act of 1934 applies. The Parties waive all objections to venue in the US District Court for the Southern District of New York or state courts within the City of New York, as applicable.
- 17.3 **Dispute Resolution.** Any dispute, claim or controversy arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation, or validity thereof, including the determination of the scope or applicability of this agreement to arbitrate, shall be determined by arbitration in New York before a single arbitrator unless the parties agree to additional arbitrators. The arbitration shall be administered by JAMS pursuant to its Comprehensive Arbitration Rules and Procedures. Judgment on the Award may be entered in any court having jurisdiction. This clause shall not preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator has no authority to award punitive damages in any Disputed Claim. Any such claims arising under the Agreement must be pursued on an individual basis. Even if applicable law permits class actions or class arbitrations, the dispute resolution procedure specified here applies and Verizon and Customer waive any rights to pursue any claim arising under the Agreement on a class basis. Notwithstanding the Governing Law provision, the Federal Arbitration Act shall apply to any arbitration under this Agreement.



- 17.4 **Import and Delivery.** In jurisdictions where Verizon has an established legal presence, delivery of Service Equipment will be Delivered Duty Paid (DDP) to a Customer Site unless stated elsewhere in the Agreement or delivery under the DDP term is not available. In situations where delivery under the DDP term is not available, delivery of Service Equipment will be Delivered At Place (DAP) to a Customer Site. In the Philippines, delivery of Service Equipment will be Free Carrier (FCA) (Customer designated port). For avoidance of doubt, in all cases for import into the Philippines, Customer will act as the importer of record or otherwise cause the Service Equipment to be imported.
- 17.5 **Injunctive Relief.** Nothing in the Agreement precludes either Party from seeking interim, interlocutory or permanent injunctive relief on an urgent basis from any court of competent jurisdiction.
- 17.6 **Assignment.** Either Party may assign its rights or obligations under the Agreement to: (a) an Affiliate or (b) a successor to its business or assets without the other Party's consent, provided in the case of an assignment by Customer, (i) the assignee is an entity of the same country as the Verizon entity contracting and invoicing for the affected Services, and (ii) the assignee complies with Verizon's generally applicable credit standards and documentation requirements. Customer will remain obligated for payment of all Charges until the assignment is effective within Verizon's systems. Except as stated, no Party may novate, assign, encumber, or transfer the Agreement in whole or in part without the prior written consent of the other Party (which may not be unreasonably withheld or delayed).
- 17.7 **Notices.** Except as otherwise stated in the Agreement, all notices (including notices to terminate the Agreement for Convenience) must be in writing and sent to the notice address specified below and for Customer, as specified, or if no such address is specified, the registered address of Customer. Notice may be transmitted via any of email, overnight courier, hand delivery, a class of certified or registered mail that includes proof of receipt or, for Verizon only, via invoice message. Notice sent in accordance with this clause is effective when received, except for email notice, which is effective the Business Day after being sent.

Verizon Business Services 10000 Park Meadows Drive Lone Tree, CO 80124 Attn: Customer Service Email: notice@verizon.com With a subject of "OFFICIAL LEGAL NOTICE"	with a copy to Verizon Business Services 111 Main Street White Plains, New York 10601 Attn: Vice President & Deputy General Counsel
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- 17.8 **Relationship of the Parties.** Verizon is an independent contractor, not Customer's agent, joint venturer, partner, or fiduciary, and does not undertake to perform any of Customer's regulatory obligations, or assume any responsibility for Customer's business or operations.
- 17.9 **Applicability of Terms.** If any of the provisions of the Agreement are held by any entity of competent jurisdiction to be unenforceable, the remainder of the Agreement remains enforceable. Failure or delay to exercise or enforce any right under the Agreement is not a waiver of that right. Certain provisions are intended by their nature to survive expiration or termination (including, without limitation, the clauses entitled Liability and Personal Data and Confidentiality). The Agreement may not be amended except by a written instrument that both Parties agree to be bound by (whether by execution or some other method).
- 17.10 **No Third Party Beneficiaries.** No right or cause of action for any third party is created by the Agreement or any transaction under it.
- 17.11 **Force Majeure.** Any failure by a Party to perform an obligation (other than a failure to make payment) under the Agreement that is the result of a Force Majeure Event is not a breach of the Agreement. A Party claiming non-performance from a Force Majeure Event must promptly provide the other Party



notice of the relevant details, and the obligations of the notifying Party are suspended to the extent caused by the Force Majeure Event. The time for performance of the affected obligation will be extended by the delay caused by the Force Majeure Event. If the affected Party is prevented by the Force Majeure Event from performing its obligation(s) with respect to a Service for 30 days, either Party may in its sole discretion immediately terminate such Service with notice to the other Party; provided that in the case of termination by Customer, Customer first provides Verizon a reasonable opportunity to replace the affected Service with comparable Service(s). Upon such termination, Verizon is entitled to payment of all accrued but unpaid Charges incurred through the date of such termination. The Parties will otherwise bear their own costs and Verizon will be under no further liability or obligation to perform the Service affected by the Force Majeure Event.

17.12 **Counterparts and eSign.** Where a signature is required, an Order or the USSA may be executed in one or more counterparts, each of which is deemed to be an original, but together constitutes one instrument. The Parties agree that an Order or the USSA may be executed by eSign if available.

17.13 **Order of Precedence.** In the case of any inconsistency, the USSA takes precedence over Orders. Within the USSA, the order of precedence (in descending priority) is: Master Terms, Service Attachments and Pricing. Within each of those parts of the Agreement, those terms set out directly into the document to which Customer is a Party take precedence over any online terms.

17.14 **Changes to Online Terms.** Verizon may change the online Master Terms and Service Terms from time to time, effective upon 15 days posting or other notice. By continuing to use Service(s) after a change becomes effective, Customer agrees to be bound by the changed terms, which apply to new and previously-ordered Services. It is Customer's responsibility to check the online Master Terms and Service Terms regularly for changes.

17.15 **Entire Agreement.** The Agreement: (a) expresses the entire understanding of the respective Parties with respect to their subject matter; (b) supersedes all prior or contemporaneous representations, solicitations, offers, understandings or agreements regarding their subject matter which are not fully expressed herein; and (c) contains all the terms, conditions, understandings, and representations of the Parties. Any terms and conditions sent to Verizon by Customer as a purchase order or otherwise, are void and of no effect and, will not supersede any terms and conditions in the Agreement.

18. **CPNI Consent for Marketing.** Verizon wants to offer Customer customized solutions to support Customer's business needs. To facilitate this, Customer consents to the use and sharing of CPNI (Customer Proprietary Network Information) within the Verizon family of Affiliates, and with third parties subject to non-disclosure protection, solely to offer current and future Verizon products and services. Verizon protects the confidentiality of CPNI, which is information that identifies the quantity, technical configuration, type, destination, location, and amount of use of Customer's subscribed telecommunications and interconnected VoIP services, and related local and toll billing information. Customer has the right to refuse this consent, and doing so will not affect any existing Services. Customer may withdraw or limit its consent at any time via email at cpni-notices@verizon.com and consent remains valid until updated by Customer.

19. PROTECTION OF CUSTOMER U.S. CPNI AND PROVISION OF CUSTOMER CPNI TO AUTHORIZED CUSTOMER REPRESENTATIVES.

19.1 **Access and Use.** Verizon will protect the confidentiality of Customer CPNI in accordance with applicable U.S. laws, rules and regulations. Verizon may access, use, and disclose Customer CPNI as permitted or required by applicable laws, rules, and regulations or the USSA.

19.2 **Provision of CPNI Information.** Provided that Customer is served by at least one dedicated Verizon representative under the USSA (that can be reached by Customer by means other than calling through a call center) and as permitted or required by applicable law and regulation, Verizon may provide Customer CPNI (including, without restriction, call detail) to representatives authorized by Customer



("Authorized Customer Representatives" as defined below) in accordance with the following.

- 19.3 **Means of Provision.** Verizon may provide Customer CPNI to Authorized Customer Representatives via any means authorized by Verizon that is not prohibited by applicable laws, rules, or regulations, including, without restriction: to Customer's email address(es) of record (if any) or other email addresses furnished by Authorized Customer Representatives, to Customer's telephone number(s) of record or other telephone numbers provided by Authorized Customer Representatives, to Customer's postal (U.S. Mail) address(es) of record or to other postal addresses furnished by Authorized Customer Representatives, or via Verizon's online customer portal or other online communication mechanism.
- 19.4 **Notice of Authorized Customer Representatives.** Authorized Customer Representatives include Customer employees, Customer agents, or Customer contractors, other than Verizon, who have existing relationships on behalf of Customer with Verizon customer service, account, or other Verizon representatives and all other persons authorized in written notice(s) (including email) from Customer to Verizon. Authorized Customer Representatives shall remain such until Customer notifies Verizon in writing that they are no longer Authorized Customer Representatives as described below. Customer agrees, and will cause Authorized Customer Representatives, to abide by reasonable authentication and password procedures developed by Verizon in connection with disclosure of Customer CPNI to Authorized Customer Representatives.
- 19.5 **Necessary Information.** Customer's notices of authorization or deauthorization must be sent to Verizon's service or account manager, and must contain the following information:
- (a) the name, title, postal address, email address, and telephone number of the person authorized or deauthorized
 - (b) that the person is being authorized, or is no longer authorized, (as applicable), to access CPNI
 - (c) the full corporate name of the Customer whose CPNI (and whose Affiliates' CPNI) the person can access (or can no longer access, if applicable).
- 19.6 **CPNI Authorizers.** At all times that the Agreement is in effect, Customer may designate in a form provided by Verizon and returned to Verizon (all containing the same data elements listed below) up to three representatives ("CPNI Authorizers") with the power to name Authorized Customer Representatives who may access CPNI under the USSA as well as additional CPNI Authorizers. Additions or removals of CPNI Authorizers will be effective within a reasonable period after Verizon has received a signed writing of the change, including the affected person(s)' name, title, postal address, email address and telephone number. The person who executes the Agreement or Order will be a CPNI Authorizer and may add or remove CPNI Authorizers for that Customer and for its Participating Entities.

20. **DEFINITIONS.** Capitalized terms contained in the Agreement are defined as follows:

"+" after a Service name indicates the Service is an Optimized Service.

"Acceptance Date" as used in any Order or Service Attachment, means Activation Date.

"Activation Date" means: (a) with respect to Internet, data and on-network voice Services, the date the hub and telephone circuits are prepared to route packets or cells to a Customer Site; (b) with respect to off-network voice Services, the date the calling line identification is provisioned; (c) with regard to other Services, the earliest of: (i) the date identified in the relevant Service Attachment or Order, (ii) the date that Verizon informs Customer that Services are ready for use, (iii) the date Customer first uses Services or (iv) for CPE deployment services under the CPE Service Attachment, the date on which the deployment acceptance process and Customer signature requirements specified therein are completed; and (d) in the case of existing Services that are renewed, the date that is stated on the Order.

"Affiliate" means any entity or person controlled by, controlling, or under common control with Verizon or Customer, as applicable.

"Agreement" means the USSA together with all Orders entered into pursuant thereto.



"Annual Period" means the 12 month period beginning on the Commencement Date of the USSA, and each anniversary thereafter.

"Annual Volume Commitment" or "AVC" means the total Eligible Charges which Customer must pay during each Contract Year of the Volume Commitment Period.

"AUP" means the applicable Verizon Acceptable Use Policy.

"Average Monthly Charges" means all Charges (save for any Charges relating to the sale of CPE) which: (a) have been invoiced; and (b) will be invoiced during the relevant Annual Period to Customer and its Participating Entities under the Agreement and calculated as a monthly average across the Annual Period.

"Business Day" means a day other than a Saturday and Sunday, or other customary rest day(s), and national holiday(s) in the jurisdiction of the Customer Site.

"Business Hours" or "Normal Business Hours" or "Normal Working Hours" means the hours between 8 am and 5 pm on Business Days in the time zone of the Customer Site. Verizon may vary Business Hours by notice to Customer at any time.

"Cause" means a breach by the other Party of any material provision of the Agreement (including in relation to a particular Order) which: (a) is incapable of remedy; or (b) if capable of remedy, remains uncured for 30 days from written notice of such breach; or (c) in the case of Customer's failure to pay any past due amount, 10 days from notice of such failure.

"Charges" means all amounts owed by Customer relating to the provision of Services as set out in the Agreement, and including Underutilization Charges and Early Termination Charges.

"Commencement Date" means: (a) for the USSA, the date on which both Parties agree to be bound by (whether by execution or some other method) the USSA; (b) for any Order (including in relation to a renewed Service), the date on which both Parties agree to be bound by (whether by execution or some other method) the Order or Verizon commences performance, whichever is the earlier; and (c) for a NSS the date that the Order is acknowledged by Verizon email to Customer.

"Confidential Information" means information (in whatever form): (a) designated as confidential; (b) relating to the Agreement including the existence of the Agreement itself; (c) relating to the Party's business affairs, customers, products, developments, trade secrets, intellectual property rights, know-how or personnel; or (d) received or discovered at any time that the Agreement is in effect, or otherwise in connection with the Agreement, by a Party (including through an Affiliate or other agent), which information should reasonably have been understood as Confidential Information of the Party (or one of its Affiliates or subcontractors), either because of legends or other markings, the circumstances of disclosure or the nature of the information itself. Confidential Information does not include information that: (i) is in the possession of the receiving Party free of any obligation of confidentiality at the time of its disclosure, (ii) is or becomes publicly known other than by a breach of the clause entitled Confidentiality, (iii) is received without restriction from a third party free to disclose it, or (iv) is developed independently by the receiving Party without reference to the Confidential Information.

"Content" means anything that can be accessed, received, transmitted, stored, processed or used (whether actively or passively) including any form of information, audio, image, computer program or other functionality.

"Contract" has the same meaning as an effective and binding Order.

"Contract Year" means the 12 month period beginning from the first day of the Volume Commitment



Period and each anniversary thereafter, or as set forth in the Agreement.

“Convenience” means the right of a Party to terminate a Service or the Agreement (as relevant) as detailed in the clauses entitled Customer Termination for Convenience and Verizon Termination for Convenience.

“CPE Services” means CPE related deployment, maintenance, assessment, rental, lease and other service furnished to Customer in connection with the CPE or Customer Equipment.

“Customer” means the non-Verizon entity that agrees to be bound by (whether by execution or some other method) the USSA or an Order, as the context requires.

“Customer Data” means data of Customer or its end users that Verizon receives, stores or processes by virtue of providing the Services. A reference to Customer Data will include Personal Data where applicable.

“Customer Equipment” means any equipment, systems, software, cabling and facilities provided by or on behalf of Customer and used in conjunction with the Services at a Customer Site. Ownership of the Customer Equipment will not at any time vest in Verizon or a Verizon Affiliate.

“Customer Premises Equipment” or “CPE” means any equipment, systems, software, cabling and facilities, including without limitation, handsets and other related materials, which is sold or otherwise furnished by Verizon to Customer as itemized in an Order.

“Customer Site” means the location specified by Customer at which Services are to be provided.

“Disputed Amount” means an amount which Customer disputes. A Disputed Amount may relate to the whole or part of an invoice(s).

“Due Date” means the date on which payment for Service by Customer is to be received by Verizon as set out in the Agreement.

“eSign” means the process designated by Verizon which permits an Agreement or Order to be executed electronically by Customer without the need for a hard copy signature.

“Early Termination Charges” means the charges calculated in accordance with the clause entitled Early Termination Charges.

“Eligible Charges” means all Charges, after application of all discounts and credits, incurred by Customer and its Participating Entities, specifically excluding: (a) Taxes; (b) Charges for CPE and CPE Services; (c) Third Party charges where Verizon or Verizon Affiliates act as agent for Customer in its acquisition of Services; (d) non-Recurring Charges; (e) Governmental Charges.

“Emergency Works” mean works, the execution of which, at the time it is proposed to be executed, is required to put an end to, or prevent, the arising of circumstances then existing or imminent that are likely to cause: (a) danger to persons or property; (b) the interruption of any Services provided by the Verizon Facilities; (c) substantial loss to Verizon or any third party; and/or (d) such other works as in all the circumstances it is reasonable to execute with those works.

“Event” means any incident, event, statement, act or omission giving rise to any liabilities, claims or causes of action under or in connection with the Agreement including (but not limited to) contract, warranty, tort (including negligence), strict liability, misrepresentation, breach of statutory duty, breach of warranty or otherwise. One or more Events that are connected are deemed to be the same Event. An Event that occurs: (a) preceding the execution of these Master Terms, shall be deemed to have occurred during the first Annual Period; and (b) subsequent to the termination or earlier cessation of the Agreement, shall be



deemed to have occurred during the final Annual Period in which the Agreement remained in force.

"Financial Security" means a cash deposit, director's guarantee, company guarantee, letter of credit from an approved financial institution, or bank guarantee, or any combination of these.

"Force Majeure Event" means an event beyond the reasonable control of the Party affected, including, but not limited to, acts of God, embargoes, sanctions, governmental restrictions, strikes, riots, insurrection, wars or other military action, civil disorders, acts of terrorism, rebellion, epidemics, fires, explosions, accidents, floods, vandalism, cable cuts and sabotage. Market conditions or fluctuations are not Force Majeure Events.

"Governmental Charges" means charges that Verizon is required or permitted to collect from or pay to others, by a governmental or quasi-governmental authority, which include, but are not limited to, Universal Service Fund charges and payphone use charges, or any successor of any such charges.

An "Insolvency Event" occurs when a Party: (a) files for bankruptcy; (b) becomes or is declared insolvent, or is the subject of any bona fide proceedings related to its liquidation, administration, provisional liquidation, insolvency or the appointment of a receiver or similar officer for it; (c) passes a resolution for its voluntary dissolution or liquidation; (d) has a receiver or manager appointed over all, or substantially all, of its assets; (e) makes an assignment for the benefit of all, or substantially all, of its creditors; (f) enters into an agreement or arrangement for the composition, extension, or readjustment of all, or substantially all, of its obligations or any class of such obligations; (g) becomes incapable of paying its undisputed debts when due; or (h) experiences an event analogous to any of the foregoing in any jurisdiction in which any of its assets are situated.

"License" means a personal, non-exclusive, non-transferable, non-sublicensable license to use Software, in object code form only, solely in connection with Services for Customer's internal business purposes on Customer-owned or Customer-leased equipment.

"Master Terms" means the terms and conditions set out in this document including any Addendum or Exhibit explicitly modifying the Master Terms. The Master Terms may also be referred to as the online Master Terms.

"MRC" means Recurring Charges that are invoiced monthly.

"NRC" means non-Recurring Charges – that is one-time Charges.

"NSS" stands for No Sign SOF which is an Order accepted by Verizon via the NSS Process.

"NSS Process" means the process by which Verizon acknowledges and accepts an Order without requiring a Customer signature

"Optimized Service" means any Service, Software and CPE (including any CPE Services) optimized for Verizon's automation platform, which is indicated by '+' after the Service name (e.g., 'Private IP +'). The '+' is not a part of the Service name.

"Order" means a Customer request for one or more Services or a move, add or change to an existing Service, that is delivered by Customer to Verizon and effective and binding upon the Commencement Date.

"Participating Entity" means an entity authorized by the Customer entity that agrees to be bound by (whether by execution or some other method) the USSA under Verizon's processes to contract for Services via an Order in Participating Entity's own name subject to the terms of the Agreement.

"Party" means the particular Verizon or Customer entity that agrees to be bound by (whether by execution



or some other method) the USSA or an Order, as applicable and “Parties” will be construed accordingly.

“Personal Data” means data the use, processing or transfer of which is regulated by law or regulation applicable to Verizon as personal data/personally identifiable information.

“Privacy Policy” means the applicable Verizon Privacy Policy set out at <http://www.verizon.com/about/privacy/>

“Purchase Commitment” means a Service Commitment or a Volume Commitment. A Service may be subject to both a Service Commitment and a Volume Commitment if specified in the USSA or Order.

“Recurring Charges” means Charges for Services that are invoiced at regular intervals such as monthly or annually.

“Services” means the specific services, and CPE (including any CPE Services) provided under the Agreement and may include Third Party services.

“Service Activation Date” means the same as Activation Date.

“Service Attachment” means an online or paper document containing the terms for one or more Services. A Service Attachment may also be referred to as an online Service Attachment, an Attachment or Service Terms.

“Service Commitment” is effective on the Commencement Date and means the period of time after the Activation Date for which Customer is committed to pay for a particular Service, if any, as set out in the Agreement.

“Service Equipment” means any equipment, Software, systems, cabling and facilities provided by or on behalf of Verizon and used to facilitate provision of the Services at a Customer Site. Ownership of the Service Equipment does not pass to Customer. Service Equipment does not include Verizon Facilities.

“Service Order”, “Service Order Form”, or “SOF” is a type of written Order.

“Software” means any software and any related documentation provided to Customer as part of the Services and includes both Verizon and Third Party software.

“Subminimum Volume Commitment” means a Service-specific commitment to pay an agreed amount of Eligible Charges in each Contract Year.

“Tariff” means, where applicable, the tariffs on file as amended from time to time with the appropriate national or regional governmental body governing the rates and/or terms and conditions of Services that are subject to tariff filings, as applicable.

“Tax” and “Taxes” means applicable federal, state, local, foreign, sales, use, excise, utility, gross receipts, value-added and other taxes, tax-like charges, and tax-related and other surcharges.

“Third Party” means a third party vendor from whom Verizon sources products and services including CPE and CPE Services.

“Tiered Volume Commitment” means the total Eligible Charges Customer must pay during each Contract Year of the Volume Commitment Period, which amount may vary from Contract Year to Contract Year.

“Total Volume Commitment” or “TVC” means the total Eligible Charges which Customer must pay during the Volume Commitment Period to which Customer has committed under the Agreement.



"Underutilization Charge" means an amount owed by Customer if Customer's Eligible Charges do not reach the Volume Commitment in any Contract Year and/or by the end of the Volume Commitment Period, as applicable.

"United States" or "U.S." means the 50 states, the District of Columbia, and the U.S. Territories.

"U.S. Service Agreement" or "USSA" means the agreement entered into by Verizon and Customer excluding Orders but including applicable Definitions. The USSA sets out the terms that Customer and Verizon agree will apply to all Orders under it. The USSA may be referred to by another title such as the Master Service Order Form to the U.S. Service Agreement.

"U.S. Services" means Services provided pursuant to an Order where the Verizon entity that executes the Order is legally organized in the U.S.

"U.S. Territories" means Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Mariana Islands, and American Samoa.

"Verizon" means the Verizon entity that is the contracting party to the USSA or an Order as the context requires (including by way of a permitted assignment). For a standard contract not actually signed by Verizon, the relevant U.S. Verizon entity is identified either in the Service Attachment, or if not, in the rules at www.verizon.com/business/service_guide/reg/q_service_provider_list.htm.

"Verizon Facilities" or "Network" means any network or system, cable, transmission facility owned or leased by Verizon, or operated or managed on behalf of Verizon, excluding Service Equipment.

"Volume Commitment" means the agreed upon Customer commitment to purchase, and may be described as an Annual Volume Commitment, Total Volume Commitment, Tiered Volume Commitment, or Subminimum Volume Commitment.

"Volume Commitment Period" means the period of time that applies to the Volume Commitment beginning on the first day of the first full month following the Commencement Date (except as explicitly modified elsewhere in the Agreement).



IP CONTACT CENTER

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
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5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon IP Contact Center (IPCC) Services is a portfolio of services that enables Customer's use of IP-based calling services to optimize the experience of callers to Customer's contact center(s). IPCC supports IP-originated and IP-terminated calling via an IP service, which must be separately contracted.
 - 1.1.1 **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.
- 1.2 **Standard Service Features**
 - 1.2.1 **IPCC VoIP Inbound.** IPCC VoIP Inbound (VoIP Inbound) can connect calls to IP terminations in the United States (U.S.), in addition to multiple countries (a list of which can be furnished upon Customer's request). VoIP Inbound can also connect calls to switched terminations in the U.S. over the Public Switched Telephone Network (PSTN), as well as to switched terminations over the PSTN in non-U.S. locations. VoIP Inbound supports the following dialed number service types:
 - 1.2.1.1 **IP Toll Free.** VoIP Inbound calls can be received via traditional North American Numbering Plan toll free (8xx) numbers and IP Toll Free is available from any location in the U.S., Canada, or U.S. Territories.
 - 1.2.1.2 **Local Origination.** Calls made to local telephone numbers are enabled with the same capabilities of intelligent call routing, treatment and management typically used to connect toll-free calls to contact centers. Local Origination is available only in the U.S. for TDM-originated (PSTN) and IP-originated (VoIP) calls.
 - **Local Origination Calls to Non-IP Switched Access Locations.** VoIP Inbound Local Origination calls terminated to non-IP switched access locations will be supported for calls terminated to inter-State Customer locations and to locations served by a rate center in the same local calling area as



the rate center associated with the dialed VoIP Inbound Local Origination number. Intra-State calls terminated to non-IP switched access locations are not supported by VoIP Inbound Local Origination. In the event such calls are terminated, the appropriate tariff or Guide rate will apply.

- **Local Origination Calls to U.S. Non-IP Dedicated Access Locations (Optimized Only).** Customer's VoIP Inbound Local Origination calls can terminate to non-IP dedicated access locations.
- **IP-based Traffic.** Customer's IP-based traffic may originate from Verizon VoIP Service or Verizon's wholesale VoIP service (both services must be separately contracted for) without conversion to TDM service. Local Origination options include directory listings for telephone numbers (TNs). For each TN, Verizon will place one standard listing in the local exchange carrier's (LEC's) White Pages and one in the Yellow Pages to the extent such directory listings are currently offered by the LEC.

1.2.1.3 International Toll Free Service/Universal International Freephone Numbers. In countries where Verizon offers International Toll Free Service (ITFS), the service provides calls using one or more distinct toll free number(s) for each defined country. In countries where Verizon offers Universal International Freephone Number (UIFN) service' IP toll free calls will be provided via one distinct toll free number. The routing number is provided for Verizon internal routing purposes and must not be used by Customer for any other purpose.

1.2.1.4 Freephone Calls. Freephone calls originate when a calling party dials a national freephone number in countries where national freephone service is available (Freephone Calls). The call is then routed to Verizon's IPCC VoIP Inbound Service.

1.2.1.5 Public Switched Telephone Numbers. Public Switched Telephone Number (PSTN) calls (non-Freephone Calls) originate when a calling party dials a national PSTN/geographic number in countries where such service is available. The call is then routed to Verizon's IPCC VoIP Inbound Service.

1.2.2 IPCC VoIP Inbound Functionality. The following capabilities are available with IPCC VoIP Inbound (only those marked with a single asterisk are available outside the United States):

- Time-of-Day/Time-of-Interval Routing*
- Day-of-Week Routing*
- Exchange Routing (for toll free numbers only)
- Geographic/Point-of-Call Routing (for toll free numbers only)*
- Percentage Allocation Routing*
- Alternate Routing*
- Basic CNAM (query and delivery of Calling Party Name, if found in Verizon's database)
- Enhanced CNAM (query and delivery of Calling Party Name, if not found in Verizon's database)** additional fees may apply
- Call Area Selection/Tailored Call Coverage
- Day-of-Year/Holiday Routing*
- Dialed Number ID Service (DNIS)*
- Enhanced DNIS*
- Extended Call Coverage
- Geographic or Country of Origin Routing (for ITFS/UIFN only)*
- Super Routing & Set Routing*
- Account ID Supplemental Codes
- Quota Routing
- Disconnect Message Referral (DMR)
- Supplemental Codes
- Multi-Manager** additional fees may apply

- Network Redirect (In-Line Overflow)*
- VoIP Inbound Local Directory Listings –includes non-listed, non-published, and additional listings** additional fees may apply
- Network Transfer/SIP REFER. IPCC supports two types of Network Transfers*:
 - Verizon's implementation of Internet Official Protocol Standards RFC 3515 – Un-attended SIP Transfers, which can be used to transfer calls to IP and switched terminations; and
 - Verizon's implementation of Internet Official Protocol Standards RFC 3891 – Attended SIP Transfers (aka REFER with REPLACES Header) – which can only be used to transfer calls to other IP locations that support RFC 3891.

1.2.2.1 **Optional IPCC VoIP Inbound Functionality**

1.2.2.1.1 **Integrated Call Routing Gateway.** ICR Gateway gives Customers real-time control of the routing for each VoIP Inbound call from an Intelligent Call Router on their premises. ICR Gateway requires the provisioning of high-speed links between the Customers' Intelligent Call Router (also known as Customer Access Point -CAP) and the Verizon Data Access Point (DAP) to route calls within the Verizon network.

1.2.2.1.2 **IPCC Interactive Voice Response Network Application Services – Non-Optimized Only.** IPCC Interactive Voice Response (IP-IVR) Network Applications (Network Apps) provide treatment, routing, and transfers according to specific Customer requirements for VoIP Inbound calls (Toll Free, ITFS/UIFN and Local Origination).

- IP-IVR Network Apps may include any of the following features:
 - Menu Routing, Message Announcement, DTMF and SIP Transfers – Attended and Non-Attended (TNT and REFER)
 - Busy-No-Answer Rerouting (BNAR)
 - Automated Speech Recognition (ASR; yes/no, 0-to-9 caller responses)
 - Local Database
 - Caller Take Back
 - Announced Connect
 - Basic Customer Call Records (CCRs)
 - Remote Audio Updates
 - Speech Services (Hosted and Open Hosted VXML)
 - Network Database
 - Enhanced Customer Call Records (CCRs, incl. Reporting Tags)
 - Host Connect Support, as applicable
 - ICR Integration Support, as applicable
 - Voice Call Back Support, as applicable

1.2.2.1.3 **IPCC Interactive Voice Response Network Applications - Optimized Only.** IPCC IP-IVR Network Apps functionality includes VoIP Inbound, PSTN and Freephone service, and is available in two types: IP-IVR Standard and IP-IVR Premium, without and with Speech Services, respectively.

- IP-IVR Standard Network Apps include the following functionality in the per-minute usage billing:
 - Menu Routing, Message Announcement, DTMF and SIP Transfers – Attended and Non-Attended (REFER and TNT)
 - Busy-No-Answer Rerouting (BNAR)
 - Automated Speech Recognition (ASR)
 - Local Database, Caller Take Back
 - Announced Connect
 - Basic Customer Call Records (CCRs)
 - Remote Audio Updates

- IP-IVR Premium Network Apps includes the functionality offered with the IP-IVR Standard Network Apps plus the following:
 - Speech Services (Hosted and Open Hosted VXML)
 - Network Database
 - Enhanced Customer Call Records (CCRs; incl. Reporting Tags)
 - Host Connect Support, as applicable
 - ICR Integration Support, as applicable
 - Voice Call Back Support, as applicable

1.2.2.1.4 **Host Connect.** Host Connect is an optional IP-IVR feature that allows Verizon's network IP-IVR resources to securely communicate with Customer's intelligent call routing systems to retrieve information that can be announced to callers, and/or be used in subsequent routing of calls to other destinations.

1.2.2.1.5 **Intelligent Call Routing Integration.** Intelligent Call Routing Integration (ICRI) is an optional IP-IVR application that integrates Customer's intelligent call routing systems with Verizon's network resources to provide real-time treatment, routing, and queuing of calls before, during, or after calls are handled by Contact Center agents.

1.2.2.1.6 **Voice Call Back.** Voice Call Back (VCB) is an optional application that uses Verizon's network resources to automatically offer callers a variety of options when they would normally be asked to hold, for example: a call back to the caller when the next service representative is available; the scheduling of call back for a time that's convenient for the caller; and "Web Call Back" functionality that combines website requests with voice requests in a unified virtual queue.

1.2.2.1.7 **IPCC VoIP Inbound Tools.** The following tools are available with IPCC VoIP Inbound.

- **Network Manager.** Network Manager is a Web-based application available via the Verizon Enterprise Center (VEC) that provides Customers a detailed view of VoIP Inbound routing data and the capability to make quick changes to routing plans.
- **VEC Traffic Monitoring and Traffic Reporting.** Traffic Monitoring provides summary and call detail information on inbound numbers within one to thirty minutes (near real-time) after calls are completed. Traffic Reporting offers a comprehensive suite of inbound and outbound summary reports.

1.2.2.1.8 **Media Forking – Optimized Only.** Media Forking is an optional feature that replicates Inbound calls and routes them to network-integrated cloud-based services and applications selected by Customer from available solutions offered by Verizon. Media Forking is subject to availability by location, may only be used in connection with an integrated Verizon Service offering, such as VoIP Inbound Anti-Fraud and Authentication Service, and shall not be used by Customer to provide transport service to third parties.

1.2.3 IPCC Outbound - Optimized Only

1.2.3.1 **IPCC Outbound.** IPCC Outbound is an IP-based feature that allows outbound calling to U.S. and international telephone numbers. It supports only contact centers that require both IPCC VoIP Inbound and IPCC Outbound calling. IPCC Outbound does not support calls to certain destinations, including without limitation UIFN, ITFS, premium rate services, shared cost and revenue share services, directory enquiry services, and virtual private networks.

1.2.3.2 **IPCC Outbound Restrictions.** IPCC Outbound does not support typical features of general purpose outbound calling such as E911 (emergency calling), other N11 services, operator services, directory assistance services, customer-defined range privileges, and call blocking. Customer may not use IPCC



Outbound service for any calling other than in support of a call center. IPCC Outbound requires compliance with E.164 addressing, the international numbering plan for public telephone systems in which each assigned number contains a country code (CC), a national destination code (NDC), and a subscriber number (SN).

- 1.2.3.3 **Additional IPCC Outbound Conditions.** IPCC Outbound shall only be used (i) by Customer agents (ii) as an extension of Customer's closed user group environment (iii) to enable communications between Customer's contact center agents and Customer's customers (iv) from numbers that Customer has been specifically assigned by a RespOrg (for toll free numbers in the U.S.) or other service provider authorized by a numbering authority to assign those numbers (for all other numbers). When originating calls from outside the U.S., Customer must present active numbers that called parties can use to call Customer back; Customer also must use a P-Asserted Identity that is a Verizon-owned telephone number in the country where the originating equipment is located unless local regulations dictate otherwise. Customer acknowledges that international carriers' network blocking rules change over time, and that some IPCC Outbound calls may be unexpectedly blocked. If Customer or its agent(s) use IPCC Outbound in any other manner:
- Verizon may immediately suspend IPCC Outbound until Customer's non-compliant use ceases to Verizon's satisfaction; and
 - Customer shall defend, indemnify, and hold Verizon harmless from and against any claims arising from such non-compliant use.
 - In the event Customer breaches subsection (iv), Verizon may sign Customer's IPCC Outbound calls with Attestation Level B instead of Attestation Level A.

Provided Customer complies with the requirements of this Section, for calls with a valid North American Numbering Plan number, Verizon will sign Customer's IPCC Outbound calls with Attestation Level A as part of the STIR/SHAKEN Caller ID authentication industry solution upon Verizon's launch of the capability. However, if Verizon begins using a third party number verification database (such as CTIA's Registered Caller), Verizon will continue to sign Customer's calls with Attestation Level A only if Customer registers its numbers with that database and notifies Verizon that it has done so. Verizon reserves the right to charge for elevating Customer's calls to Attestation Level A when using a third party number verification database.

- 1.2.3.4 **Auto-Dialers.** IPCC Outbound supports IP-enabled CPE, including auto-dialers, that is configured by Customer pursuant to Verizon's IPCC-specific interface specifications.
- 1.2.3.5 **IPCC VoIP Outbound Tools.** The following tools are available with IPCC VoIP Outbound:
- **VEC Traffic Monitoring and Traffic Reporting.** VEC Traffic Monitoring and Traffic Reporting is available for IP originations used for outbound calling.

2. SUPPLEMENTAL TERMS

2.1 Service Activation Date/Service Term

- 2.1.1 **Service Activation Date.** Customer will be charged for calls placed by or authorized by the Customer after an IPCC Service is installed, including those placed prior to the Service Activation Date.
- 2.1.2 **Service Commitment.** Customer will maintain any IPCC Service for a minimum of one year from the Service Activation Date.
- 2.1.3 **Early Termination.** In the event Customer terminates an IPCC Service prior to the expiration of the one-year service commitment (or longer commitment if a longer commitment was selected by Customer) for



reasons other than Cause, or if Verizon terminates an IPCC Service for Cause, Verizon reserves the right to bill and Customer will pay to Verizon, in addition to, accrued but unpaid charges, an amount equal to:

- Customer's MRC at the rate for the commitment period to which Customer subscribed multiplied by the number of months or partial months remaining in the applicable service commitment period at the time of termination, plus
- Any third-party provider charges (e.g., local loop charges, UIFN reservations costs) incurred by Verizon in connection with the provisioning of IPCC Service or as a result of such termination. The termination liability for any partial month shall be calculated on a per diem basis.

2.1.4 **No Inbound Number Warehousing.** Customer may not "warehouse" (*i.e.*, hold without receiving any inbound traffic) North American Numbering Plan toll free (8xx) numbers, ITFS, UIFN, Freephone, and International PSTN numbers. Regulators around the world and foreign carriers do not recognize any concept of number ownership, due in part to number shortages, and will retrieve numbers for re-assignment without warning after a number of months with no inbound traffic. The Federal Communications Commission prohibits warehousing. Customer acknowledges that Verizon is unable to provide advance notice.

2.2 **Customer Premises Equipment (CPE)**

2.2.1 **Certified CPE.** Customer may purchase CPE from Verizon pursuant to a separate Verizon service attachment for CPE. Customer must properly configure CPE as specified by Verizon to use IPCC. Customer may also use Verizon-certified CPE purchased from a third party.

2.2.2 **Non-certified CPE.** Customer may use CPE in its IP environment that has not been acquired from or previously certified by Verizon; provided, however, that Customer shall submit to Verizon a list of such non-certified CPE to be used in conjunction with the IPCC portfolio. Such CPE must be approved by Verizon prior to contract execution and if approved, a list of the same will be attached to and made a part of this Service Attachment. Verizon is not responsible for interoperability issues arising from the use of non-certified CPE. Customer is solely responsible for interoperability issues arising from the use of non-certified CPE. When contacting Verizon Customer Support for troubleshooting purposes or Customer support for CPE, Verizon will not provide troubleshooting or Customer support for CPE which has not been Verizon-approved or Verizon-certified.

2.3 **Caller Privacy**

2.3.1 For VoIP Inbound Local Origination calls, if the calling party uses a per-call or per-line blocking feature to designate a call as private, Verizon will not deliver the Calling Party Number (CPN) to the Customer.

2.3.2 For VoIP Inbound Toll Free calls and Local Origination (calling party and called number in the U.S.), if the calling party uses a per call or per line blocking feature to designate a call as private, Verizon will deliver the CPN along with a privacy indicator to Customer, subject to FCC restrictions on the use of ANI and charge number services information. Customer is permitted to use the information for billing and collection, routing, screening, and completion of the originating caller's call or transaction or for services directly related to the originating caller's call or transaction. Customer is prohibited from reusing or selling such information without the originating caller's affirmative consent.

2.3.3 For called telephone numbers outside of the U.S. for which the caller has selected Call Line Identity Caller Privacy (non-disclosure of calling party number) will be applied consistent with the rules of the country of call origination.

2.4 **SIP Transfer Restriction.** The Two-Channel Agent-attended SIP Transfer feature (IETF SIP "Replaces"



Header, RFC 3891) shall not be used by Customer agents except to transfer a caller to another Verizon IP-served location. If Customer or its agent(s) use the SIP Transfer feature for any other purpose, Verizon may immediately suspend this Service Attachment until the non-compliant use ceases to Verizon's satisfaction.

- 2.5 **Toll Bypass.** Customer will not, and will ensure that its Affiliates and end users will not, use IPCC and the underlying IP service upon which IP Telephony is provided to bypass international/long distance charges in any country where any part of the Service is used.
 - 2.6 **India.** This clause applies if IP Contact Center will be accessed from India or there are any IP terminations in India.
 - 2.6.1 **OSP Only Service.** IPCC may only be used by Customers and Customers' Affiliates in India who are Other Service Providers (OSPs) as described in the Revised Guidelines for Other Service Providers (OSPs) released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time.
 - 2.6.2 **Additional Documentation in India.** Prior to the Service Activation Date, Customer will complete and sign, or will procure the completion and signing by its Indian Affiliate (or other end user) receiving the IP Contact Center Service in India, the document in the form at www.verizon.com/business/service_guide/secure/cp_ipcc_inspection_proforma_SG.dotm (Inspection Pro Forma).
 - 2.7 **Acronyms.** The acronyms used in this Agreement for services and/or features described herein are not trademarks or the name of the Service which they represent, but instead are references only for this Agreement.
 - 2.8 **Responsible Organization.** IP Contact Center is designed to support Customers that choose Verizon as the designated Responsible Organization (RespOrg) for the Customer's North American Toll-free number/s. Customer may choose their preferred RespOrg for one or more of their North American Toll-free numbers, as supported by regulatory definitions; however, the routing support and service testing responsibilities will primarily fall to the designated RespOrg, if the RespOrg is not Verizon. If Customer elects to be their own RespOrg, the Service Level Agreement will not apply.
3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for IPCC Service may be found at Exhibit 1 below.

4. FINANCIAL TERMS

4.1 **General**

- 4.1.1 **VoIP Inbound Charges.** VoIP Inbound charges include the following, as applicable:
 - 4.1.1.1 Usage and feature charges for IP Toll Free, Local Origination, ITFS, UIFN, Freephone and PSTN.
 - 4.1.1.2 NRC for installation, MRC for maintenance, plus a per-minute usage charge for IPCC IP-IVR Network Apps, both Standard and Premium.
 - 4.1.1.3 Charges for the following Optional Network Features:
 - Local Directory Listings (U.S. Only)
 - Enhanced CNAM (U.S. Only)



- ICR Gateway

4.1.2 **Usage Assessment.** Customer will be charged the applicable per-minute usage rates based on the origination and termination of the dialed number type identified in the Agreement. The usage rates are assessed as follows:

4.1.2.1 **IP Toll Free and Local Origination**

- In 6-second increments rounded up to the next 3-second increment, *i.e.*, 0-to-3 seconds rounds down; 4 seconds or more rounds up to the next whole 6-second increment.
- An 18-second minimum charge will apply to each call with a duration of 18 seconds or less.

4.1.2.2 **UIFN ITFS, Freephone and PSTN**

- In 6-second increments rounded up to the next 3-second increment, *i.e.*, 0-to-3 seconds rounds down; 4 seconds or more rounds up to the next whole 6-second increment.
- A 30-second minimum charge will apply to any call with duration of 30 seconds or less.

4.1.2.3 **IPCC Inbound (IP Toll Free, Local Origination, UIFN, ITFS, Freephone, and PSTN) and Outbound - Optimized Service Only.** IPCC Outbound is billed at a per-minute rate, according to the number dialed and the origination and termination types. Calling rates are determined by the country dialed – U.S. or international telephone numbers – and the termination type: switched wireline, switched mobile, or IP. Usage rates are assessed as follows:

- In 6-second increments, rounded up from 1-to -5 to a 6 second increment, *i.e.*, 1-to-5 rounds up to a whole 6-second increment.
- An 18-second minimum charge will apply to each call to a Domestic U.S. telephone number with duration of 18 seconds or less.
- A 30-second minimum charge will apply to each call to an international telephone number with duration of 30 seconds or less.
- Each rounded call-duration is billed to 4-decimals, and the charges for each call are shown only in the call detail section of the Invoice.
- All 4-decimal billed calls, for each terminating location, are aggregated and rounded to 2-decimals on the Invoice Summary.

4.1.3 **Miscellaneous Charges, Surcharges, and Fees.** IPCC Services may be subject to the following charges, surcharges, and fees, without limitation:

- Carrier Access Charges (CAC) (U.S. Only): www.verizon.com/business/service_guide/reg/m_cac.htm.
- Carrier Cost Recovery Charge (CCRC) (formerly Federal Annual Regulatory Fee (FARF) (U.S. Only): www.verizon.com/business/service_guide/reg/m_ccrc.htm.
- Federal Universal Service Fund (FUSF) (U.S. Only): www.verizon.com/business/service_guide/reg/m_fusf.htm.
- Paper Invoice Charge (subject to limitations in Austria and Germany): www.verizon.com/business/service_guide/reg/m_paper_invoice_charge.htm.
- Payphone Use Surcharge: www.verizon.com/business/service_guide/reg/m_puc.htm.

4.1.3.1 Other charges, surcharges, and fees may be applicable based upon local law or regulation. For IPCC Outbound, where countries have introduced new charges based on certain originating and terminating number combinations, Verizon may increase Customer's country-specific outbound rates to cover such costs upon 30 days' notice to Customer.

4.1.4 **Additional Telephone Number Listings (U.S. Only).** Additional and alternate listings are available for an additional charge.



4.1.5 **P-IVR Network Apps Menu Routing and Message Announcements.** Charges for these features will be based on Customer requirements.

4.2 **Optimized Service.** Customer will pay the charges for Optimized IPCC Service specified in the Agreement, including those below, and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.2.1 **Administrative Charges**

See Cost Proposal



- 4.3 **Non-Optimized Service.** Customer will pay the charges for Non-Optimized IPCC Service specified in the Agreement. Online pricing for Service provided by a U.S. Verizon entity is at the following URL: www.verizon.com/business/service_guide/reg/cp_ipcc_ip_contact_center_services.htm.
- 4.4 **Rates to Non-U.S. Countries.** Customer understands that current rates for calls to non-U.S. countries are based on current economic conditions in those countries and that Verizon may need to increase rates if those conditions change.
- 5. **DEFINITIONS.** The below definitions apply to IPCC Service, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions found in Exhibit 2.

Term	Definition
IP Toll Free	VoIP Inbound Toll Free calls that are received via traditional North American Numbering Plan toll free (8xx) numbers.
Local Origination	Verizon VoIP telephone numbers or numbers that have been ported to Verizon which enable inbound calls provisioned with the features described in Section 1.2.1.2.

EXHIBIT 1

IP Contact Center Service

Service Level Agreement (“SLA”) Verizon

1. **Overview.** Verizon offers the following performance Service Level Agreement (“SLA”) to customers subscribing to Verizon’s IP Contact Center Service. The SLA provides performance metrics for Verizon’s IP Contact Center network, i.e., the backbone infrastructure of IP Contact Center services (for the purposes of this SLA, the “IPCC Network”), and covers Network Availability, Time To Repair (“TTR”), Network Jitter, and Network MOS.
2. **Demarcation.** The IPCC Network Routing Architecture (see Attachment 1) identifies the IPCC Network components covered by this SLA, and includes IPIVR Applications; that have been built, functionally tested, and deployed in the network by the customer or by Verizon. The demarcation points for the Network Jitter and Network MOS metrics of this SLA are defined as the Verizon VoIP Network Gateways for Inbound and Outbound TDM-terminated calls; and the Verizon VoIP Network Session Border Controllers for IP-terminated and IP Originated calls, and the interconnection transfer point between the Cloud Service Provider (CSP) and Verizon. The demarcation points for the Network Availability and Time To Repair (“TTR”) metrics of this SLA include the Verizon-owned Long Distance Network Switches and infrastructure for TDM originated and terminated calls. All demarcation points are marked in red font and outlines.
3. **IPCC Network Availability SLA**

The Network Availability SLA provides that the IPCC services (the “Service”) is available to process calls at least 99.99% of the time as measured on a monthly basis by Priority 1 Trouble Ticket outage time.

The Service is considered not available for the number of minutes that a Trouble Ticket shows the Service was not available to Customer. The unavailable time starts when (i) the Customer opens a Priority 1 Trouble Ticket with Verizon Customer Support [in the U.S. at 1-800-444-1111 or as otherwise specified directly to Customer or via Verizon’s website; outside the U.S., at the telephone number specified directly to Customer or via Verizon’s website] and (ii) provides Verizon with permission to test the affected Telephone Number(s). Upon Verizon’s reasonable request, Customer will cooperate with and assist Verizon in the controlled testing of affected service elements. The unavailable time stops when the trouble ticket has been resolved and the Service is again available to Customer.

Customer must open a Trouble Ticket with Verizon Customer Support while it is experiencing a Service problem. The associated Trouble Ticket(s) will record the calculation of unavailable time attributable to Verizon. One ticket can be submitted for simultaneous issues with different IPCC Transport services, however, the individual IPCC Service Numbers and/or Route Plans affected must be identified in the ticket.

Where monthly Availability falls below the percentages specified in the table below, Customer will be entitled to a credit associated with one of the corresponding Availability percentages.



Incident Repair Time (equals Total Unavailable Time per affected Telephone number per month)		Credit (calculated against Customer's total per-minute IPCC Service Transport Charges for the affected IPCC Service numbers in the affected month)
From Hours:Min:Sec	To Hours:Min:Sec	
0:00:00	3:59:59 (U.S.)	0%
0:00:00	4:59:59 (non-U.S.)	0%
4:00:00	7:59:59 (U.S.)	2%
5:00:00	7:59:59 (non-U.S.)	2%
8 Hours +		4%

5. Jitter SLA (Contiguous U.S. and Europe)

Jitter is the variation or difference in the end-to-end delay between received packets of an IP or packet stream. Jitter is usually caused by imperfections in hardware or software optimization or varying traffic conditions and loading. Excessive delay variation in packet streams usually results in additional packet loss which detrimentally affects voice quality. IPCC Service monthly performance metrics for Jitter are reported at the following site: <http://www.verizonenterprise.com/terms/us/products/ipcontactcenter/performance/>.

The Jitter SLA provides that Verizon's Private IP ("PIP") or Internet network monthly jitter performance will not exceed 1.0 millisecond on average. Performance is measured by periodically collecting data across the IPCC Network demarcation points, defined in Section 2, above (Demarcation), from which a monthly average is derived.

To receive credit for a Jitter SLA claim, Customer must submit its request using the standard "Invoice Inquiry" process available on the Verizon Enterprise Center ("VEC") within 30 business days after the month in which the SLA was not met. Customer must provide all required information (e.g., account number). Verizon's Customer Support department will use the backbone statistics on its web site to verify that the Jitter SLA was not met.

If Verizon Customer Support confirms Customer's claim (i.e., that the Jitter SLA was not met), then Customer shall receive a credit to its account equal to one day's share of the Monthly Recurring Charge (MRC) for VoIP Inbound Subscription (for non-optimized) or the equivalent to one day's share of the MRC for VoIP Inbound Subscription (for optimized).

6. MOS SLA (Contiguous U.S. and Europe)

Mean Opinion Score ("MOS") is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The Verizon IPCC Service monthly performance metrics for MOS are reported at the following site: <http://www.verizonenterprise.com/terms/us/products/ipcontactcenter/performance/>.

The MOS SLA provides that the MOS measured across Verizon's IPCC Network demarcation points, as defined above in Section 2 (Demarcation), will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across Verizon's PIP or Internet network, from which a monthly average is derived.

The MOS SLA (for the European Economic Area, EEA) provides that the MOS measured across Verizon's EEA IPCC Network demarcation points, as defined above in Section 2 (Demarcation), will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across Verizon's contiguous EEA PIP or Internet network, from which a monthly average is derived.



To receive credit for a MOS SLA claim, Customer must submit its request using the standard "Invoice Inquiry" process available on the Verizon Enterprise Center ("VEC") within 30 business days after the month in which the SLA was not met. Customer must provide all required information (e.g., account number). The Verizon Customer Support department will use the backbone statistics on its web site to verify that the MOS SLA was not met.

If Verizon Customer Support confirms Customer's claim (i.e., that the MOS SLA was not met), then Customer shall receive a credit to its account equal to one day's share of the MRC for VoIP Inbound Subscription (for non-optimized) or the equivalent to one day's share of the MRC for VoIP Inbound Subscription (for optimized).

7. General Conditions

The appropriate non-compliance credit amount will be credited to Customer's account within 90 calendar days following Verizon's confirmation of Service Level non-compliance.

Service credits made by Verizon to Customer under this Service Level Agreement are the sole and exclusive remedy available to Customer with respect to any failure to meet a defined Service Level.

The total of all credits within any one month is limited to a maximum of 100% of Customer's IPCC Service usage charges per VoIP Inbound telephone number affected by any non-compliance with the Service Levels.

- 8. Exclusions.** No credit will be due to Customer to the extent the SLA is not met because of –
- Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control.
 - A Force Majeure event, as defined in the Agreement.
 - Scheduled maintenance by Customer or entities under Customer's direction or control.
 - Scheduled maintenance by Verizon within Verizon's maintenance windows.
 - Problems unrelated to the IPCC Network including but not limited to IP-IVR Application Program changes, local access origination, and termination segments such as:
 - IPCC Network components other than the Network Gateways and Session Border Controllers, IP Network Cloud, IPCC Service Controller, Verizon SCP/NCP and IP IVR Call Treatment.
 - Inappropriate IP-IVR Application or Configuration/Routing change(s) made by Customer through the Verizon Network Manager.
 - Customer Equipment that is not compliant with the IPCC Network Interoperability Specifications.

9. Definitions. Terms used in this SLA are defined as follows:

Term	Definition
IPCC Service Number	The ICC Service Number is used to receive inbound calls and to connect to the IPCC Services.
Outage	Total loss of service or service degradation such that Customer is unable to use the full functionality of the IP Contact Center Service and Customer releases the Service for intrusive testing and resolution.
Trouble Ticket	The official record used to document a perceived problem with the Service or an Outage incident.

<p>Priority 1 Trouble Ticket</p>	<p>Hard outage whereby there is a complete loss of the IP Contact Center Service or severe degradation that results in Customer's inability to receive or complete inbound calls via VoIP Inbound.</p> <ul style="list-style-type: none"> • 50% or more of the location is out-of-service; • 50% or more of the ports/channels are out-of-service; • Critical Verizon network or system failure with no workaround capability.
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**Attachment 1
IPCC Network Architecture**

IPCC Multi-Service Architecture – High Level View

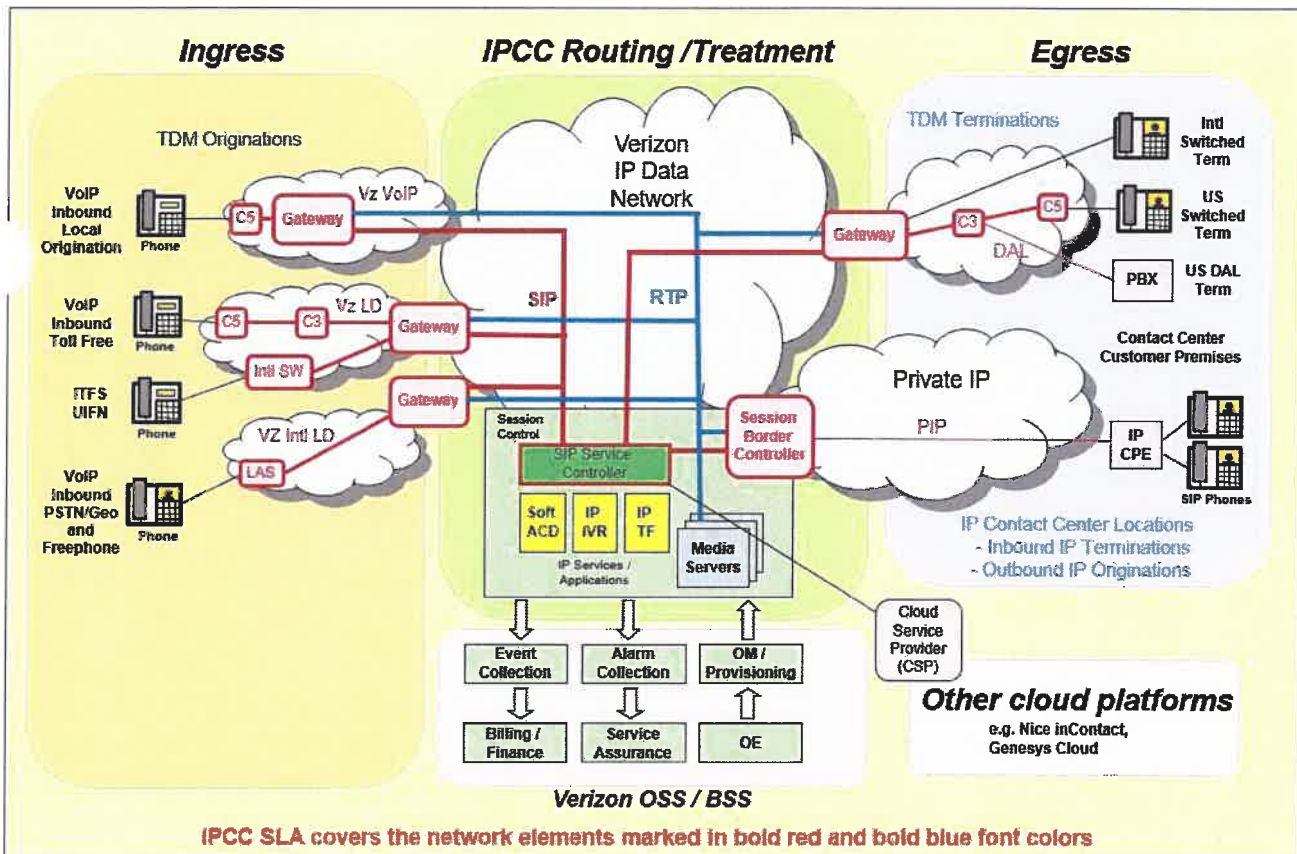


Exhibit 2

IP Contact Center

Administrative Charges Definitions – Optimized and non-Optimized Services

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

The following definition applies only to non-Optimized Services:

Accelerated Expedite: An Accelerated Expedite Charge will apply to an Expedite which is requested by Customer within five (5) or fewer business days.

CUSTOMER PREMISES EQUIPMENT AND RELATED SERVICES

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 - 2.2 Deployment Services
 - 2.3 Maintenance Services
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 - 5.2 Additional Charges
 - 5.3 Maintenance of Unsupported Systems
 - 5.4 Unreturned Replaced Parts
 - 5.5 Troubleshooting Dispatch Charges
 - 5.6 Customer Network
 - 5.7 Moves, Modifications or Changes
6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** With Customer Premises Equipment (CPE) and Related Services, Verizon will provide Customer (a) title or use of CPE and license for Software (collectively, a System), and (b) related Deployment and Maintenance for Systems or for Customer-furnished equipment (CFE), subject to availability.
- 1.2 **Platforms.** Except where explicitly stated otherwise, the terms of this Service Terms apply to Optimized Service (denoted with a + and sometimes referred to as Rapid Delivery) and non-Optimized Service.



The non-Optimized Services include Services previously provided under the names Voice and Data Equipment and Related Services, CPE and Related Services, and CPE (as sold by MCI Communications Service, LLC. d/b/a Verizon Business Services).

2. **AVAILABLE VERSIONS OF CPE AND RELATED SERVICES:** Verizon offers three versions of CPE and Related Services: Equipment Procurement, Deployment and Maintenance.

2.1 **Equipment Procurement**

- 2.1.1 **Service Definition.** With Equipment Procurement, Verizon provides a System to Customer – either for purchase, monthly recurring plan (MRP) or Direct Third Party Arrangement.
- 2.1.2 **Purchase.** With purchase, Verizon provides Customer title to hardware and a license for its software.
- 2.1.3 **MRP.** With MRP, Verizon provides Customer use of hardware and a license for its software.
- 2.1.4 **Direct Third Party Arrangement.** With Direct Third Party Arrangement, Verizon provides Customer use of CPE and a license for Software with the understanding that Customer enters into a separate financing arrangement with a third party from which Verizon has agreed to accept payments on Customer's behalf. Customer remains responsible to Verizon for payment and other obligations under these Service Terms if they are not fully satisfied by the third party.

2.2 **Deployment Services**

- 2.2.1 **Service Definition.** With Deployment Services, Verizon provides staging, installation, implementation, move/add/change, de-installation, and/or custom services ordered by Customer.
- 2.2.2 **Standard Service Features.** Verizon provides Deployment Services in a timely manner, during Business Hours, and will make reasonable efforts to meet Customer-requested dates.
- 2.2.2.1 **Basic Staging.** With Basic Staging, Verizon will stage and then ship the System to the Customer Site(s). Verizon will unpack and verify CPE with package documentation, record serial numbers, load operating system and incremental operating system updates, apply Customer-provided asset tags, power-up test, repackage, and ship (as applicable).
- 2.2.3 **Optional Service Features.** Customer may order any of the Deployment Service features below independently of any other, except for Basic and Enhanced Staging, which are alternative forms of the same feature.
- 2.2.3.1 **Enhanced Staging.** Enhanced Staging includes all of the features of Basic Staging plus Verizon will configure the System as requested by Customer.
- 2.2.3.2 **Installation.** With Installation, Verizon will install the System at the Customer Site(s), verify System power-up and operation of network interfaces.
- 2.2.3.3 **Implementation.** With Implementation, Verizon will install System elements required for the relevant Verizon managed network services as shown in an Order. Verizon also will perform on-Site tests to ensure management applications are properly applied and operational.
- 2.2.3.4 **Move, Add, Change (MAC)**
- **Move.** For moves, Verizon will de-install the Customer designated equipment from the current designated Customer Site and then install the same equipment in the new designated Customer Site within the same building as shown in the applicable Service Order. Customer will provide packaging to protect the equipment to be moved.
 - **Add.** For adds, Verizon will install the System at the Customer Site.
 - **Change.** For Customer-requested changes, Verizon will deliver the System components

required to implement the requested change to the Customer Site.

2.2.3.5 **De-installation.** With De-installation Services, Verizon will power down and pack equipment in Customer-provided packaging. Premises cables will be left in place.

2.2.3.6 **Custom.** Custom Deployment Services are provided as described in a statement of work (SOW) agreed upon under these Service Terms.

2.2.3.7 **Customer-Furnished Equipment (CFE).** Verizon will provide Deployment Services for approved CFE, which is treated as a System for that purpose.

2.3 **Maintenance Services.** Verizon offers both Verizon-branded and Third Party Services.

2.3.1 **Verizon-branded Maintenance (Verizon Care)**

2.3.1.1 **Service Definition.** With Verizon Care, Verizon will repair or replace defective covered Systems.

2.3.1.2 **Standard Service Features.** Verizon offers five levels of Verizon Care, as indicated below.

Verizon Care

Support Level	Response Time
24 x 7 Onsite	4 hours
24 x 7 Remote	4 hours
8 x 5 Onsite	Next Business Day
8 x 5 Remote	Next Business Day
8 x 5 Remote	Reasonable Efforts

- Verizon will isolate System defects of which it has received notice.
- Verizon will repair or replace defective Systems or parts as needed.
- Where Systems or parts are replaced, Verizon will use new or like new replacements of like kind and functionality from a manufacturer of Verizon's choice.
- Verizon will restore the System to its prior working condition, except that Verizon will restore software to the last configuration implemented by Verizon, or to a later configuration if provided to Verizon by Customer.
- Verizon will provide Verizon Care during the period of time that the manufacturer supports the affected System. After that, Verizon will use reasonable efforts to provide Verizon Care until Customer upgrades or replaces the affected System.
- **Fault Monitoring.** Fault Monitoring is available for approved devices at no additional charge. Verizon will monitor temperature, power, and fan operation against Verizon-defined thresholds. Verizon will e-mail a notification of fault to Customer. Customer may open a trouble-ticket at its discretion. Customer may enable CE monitoring services by provisioning and configuring their router for SNMP polling and providing CE IP address and read-only community strings. The fault monitoring service includes an analytics dashboard that is accessible via the Verizon Enterprise Center.

2.3.1.3 **Optional Service Features**

- **Customer-Furnished Equipment.** For CFE, Verizon will provide Verizon Care for approved CFE, which is treated as a System for maintenance purposes.

2.3.1.4 **Optimized Service-Only Optional Features - Maintenance Reporting (which is also known as Verizon Advanced Care Reporting).** With Maintenance Reporting, Verizon provides reports on the Customer's installed Cisco network equipment inventory under Verizon Care.

2.4 **Third Party Services**

- 2.4.1 **Service Definition.** With Third Party Services, a vendor (as Verizon's subcontractor, a Third Party) provides maintenance or other services to Customer at the level of service indicated in the applicable third party service agreement (TPSA) and end user license agreement (EULA), subject to the general terms of Customer's Agreement with Verizon.
- 2.4.2 **Standard Service Features.** The TPSA and EULA govern Customer's use of, and access to, the relevant Third Party Services, are agreements directly established between Customer and Third Party and are generally available on the vendor's website, as it may be updated from time to time. Verizon is not a party to Customer's TPSA or EULA. When ordering Third Party Services, Customer acknowledges having read and accepted the applicable TPSA and EULA.
- 2.4.3 If a third party provides notice to Verizon that Customer has breached the TPSA and/or EULA, Verizon will have the right to terminate the applicable Third Party Service. Verizon provides no warranties, guarantees or assurances of quality for Third Party Services. A partial list of current Third Parties is provided below along with some links to associated TPSAs or EULAs. From time to time, other TPSAs or EULAs may be provided to Customer by Verizon in accordance with a Service Order or via the Third Party's website.
- **Cisco Services.** www.cisco.com/go/servicedescriptions
 - **Juniper Services.** www.juniper.net/support/guidelines/990216.pdf
 - **Polycom Services.** www.polycom.com
 - **Riverbed Services.** www.riverbed.com/license
 - **Ribboncommunications.** www.ribboncommunications.com/
 - **MobileIron.** MobileIron server software may only be installed in Customer owned, maintained and/or controlled servers housed on Customer's premise, or in data center space controlled by a third party, located within the United States.
 - **AirWatch.** www.air-watch.com/downloads/legal/20130815_AirWatch_EULA.pdf Customer's acceptance of a Service Order containing AirWatch software represents agreement to license such AirWatch software under the AirWatch EULA. Maintenance and Support is included as part of manufacturer's subscription license plan or at an additional annual fee under a perpetual license model as shown in a Service Order. In the case of a perpetual license, annual Maintenance and Support commences upon delivery of the software.
 - **Actifio:** For EULA please see actifio.com/eula. Also for TSPA see www.actifio.com/resources/actifio-support-and-maintenance-policy/ for Actifio support and maintenance and www.actifio.com/resource-center/ for Actifio hardware, software and services descriptions.
 - **SecureLogix Corp:** <https://securelogix.com/services>
 - **Versa Networks:** <https://versa-networks.com/documents/Versa-Networks-EULA-End-User-License-Agreement.pdf>

3. SUPPLEMENTAL TERMS

3.1 **Delivery**

- 3.1.1 **Purchase and Direct Third Party Arrangement.** Where a System is purchased and delivered within the same jurisdiction, delivery will be FOB Destination, freight paid and added to the invoice as defined in Article 2 of the Uniform Commercial Code from the Commission on Uniform State Laws. Where a System is purchased locally, but delivered from another jurisdiction, provided Verizon has a legal presence that can serve as importer of record, delivery will be DDP. Otherwise, in all other circumstances, delivery will be DAP.
- 3.1.2 **MRP.** For MRP, provided Verizon has a legal presence and serves as importer of record, System delivery to Customer Sites will be DDP. Otherwise, delivery will be DAP.
- 3.1.3 Where the delivery term is DAP, Customer will act as importer of Record and pay all import duties, fees, and taxes, if any, using Customer's Tax Registration Number. Where the delivery term is DDP,



Verizon will act as importer of record.

3.2 **Title and Security Interest**

- 3.2.1 **Purchases.** Where a System is purchased and delivered within the same jurisdiction Verizon keeps title until fully paid; then title passes to Customer. Customer shall not give anyone else other than a Customer Affiliate, a security interest in the System, or allow a lien to be placed on it, until Customer has paid Verizon in full. For other purchase transactions, title to the System passes to Customer at the designated delivery point. As between Verizon and Customer, Verizon retains all right, title and interest in and to all software provided by Verizon.
- 3.2.2 **Direct Third Party Arrangement.** Where a System is purchased and delivered within the same jurisdiction, Verizon keeps title until fully paid then title passes to the Customer's chosen third party finance company. For other purchase transactions, title to the System passes to the third party finance company at the designated delivery point.
- 3.2.3 **MRP.** Title and security interest terms for MRP transactions are located in the "Title and Security for Systems Under MRP" section below.
- 3.2.4 **Maintenance.** For Systems to which Customer holds title, upon replacement, Customer will hold title to the exchanged unit and Verizon will hold title to the replaced System or the part of a System that was replaced.

3.3 **Risk of Loss**

- 3.3.1 **Risk of Loss to a System.** Risk of loss or damage to a System passes to Customer when delivered to the Customer Site, or co-located in Verizon's facilities, or Customer takes shipping responsibility (e.g. when Customer takes over shipping from point of import), whichever is earlier. Customer will give notice to Verizon if the System is lost or damaged as soon as Customer becomes aware of it.
- 3.3.2 **Risk of Loss to Customer Furnished Equipment.** Risk of loss or damage to CFE passes to Verizon when delivered to the Verizon-designated location, or Verizon takes shipping responsibility, whichever is earlier. After delivery to the Verizon-designated location, risk of loss or damage to CFE passes back to Customer when delivered to the Customer Site or Customer takes shipping responsibility, whichever is earlier.
- 3.4 **Acceptance and Service Activation.** With respect to Deployment Services, the Service Activation Date for a System occurs upon Customer Acceptance. Customer will test the System and either accept or reject it within five Business Days after installation (the Test Period). Customer accepts the System by signing the Verizon-provided acceptance document or other mutually-agreed procedure (Customer Acceptance). Customer rejects the System by giving Verizon written notice of its specific material failure. Verizon will address within 10 days any issues documented by Customer during the Test Period. If during the Test Period, Customer does not reject the System, or begins using it for non-testing purposes, Customer will be deemed to have accepted the System after the ending of the Test Period.
- 3.5 **Cancellation.** A Customer cancelling any Service Order or a SOW for convenience before it has been accepted is subject to cancellation charges, based on the stage the CPE Services or System has reached toward such acceptance, which may include charges: (i) for all System elements and CPE Services provided up to the date of cancellation; (ii) for all expenses incurred up to the date of cancellation, including but not limited to the costs of cancelling purchase orders, shipping charges for the return of System elements, if permitted by Verizon, removal of System elements and other contractual obligations made by Verizon to meet its obligations under the Contract, and (iii) a minimum restocking fee of 35% of the price of the System, as shown on the applicable quote, Service Order or SOW, for any System elements returned, provided such return is permitted by the provider of the System element, and as authorized by Verizon. Customer acknowledges that this amount is liquidated

damages reflecting a reasonable measure of actual damages and not a penalty.

- 3.6 **Accrual for Maintenance Services.** Maintenance Services start 30 days after Verizon accepts Customer's Service Order. After the maintenance period stated in the Service Order ends, Verizon will continue to provide that Maintenance Service(s) at the then current rate available with Verizon, until Customer and Verizon agree to a new Service Order (with new period(s) and rate(s)) or one of them terminates the Maintenance Service(s) under the terms of the Agreement.
- 3.7 **Deployment Coverage.** Verizon can only provide standard Deployment Service where the installation location is 12 feet or less from the ground or floor.
- 3.8 **Maintenance Coverage.** If (i) Verizon did not install the System intended to be covered by maintenance, ii) the System is out of warranty or out of third party maintenance coverage, or iii) Verizon has not provided Maintenance Service on the System for more than 60 days, then the System must be accepted by Verizon prior to being eligible for Maintenance Service. Customer warrants that such System is in good working order and meets all applicable manufacturer specifications. Verizon may recommend corrections or improvements to operating environments or configuration to be performed at Customer's cost and expense. Failure to comply with Verizon's recommended corrections or improvements may cause Verizon to reject the specific part or System and remove it from the Maintenance Service. If the System is found not to be in good working order and/or not in compliance with all applicable manufacturer specifications, Verizon will be under no obligation to provide Maintenance Service; provided however, Customer may, upon written notice, request Verizon to upgrade and/or repair such System at Verizon's then current time and material rate. Verizon can only provide standard Maintenance Service on a System that is 12 feet or less from the ground or floor.
- 3.9 **Warranty**
- 3.9.1 **CPE Services.** Verizon warrants it will perform the CPE Services (excluding Third Party Services) under these Service Terms in a good and workmanlike manner. Customer's sole remedy for a breach of this warranty is for Verizon to re-perform the defective work.
- 3.9.2 **Systems.** Verizon is not the manufacturer or licensor of the System but will transfer or pass through to Customer the benefit of any and all manufacturer warranties on the same terms as offered by the manufacturers which are capable of being transferred or passed through. In China where a manufacturer may be required to obtain licenses and permits for equipment, Verizon does not warrant that the manufacturer has obtained all relevant licenses and permits for the provision of the System. If the System is not under Maintenance Services and becomes defective within the manufacturer's warranty period, Customer may contact the manufacturer directly for their warranty policy.
- 3.9.3 **CPE Deployment Services Warranties.** Verizon warrants that any cables and connectors between the System and any other equipment on Customer's premises that are provided by Verizon will be in good working order for a period of 30 days after installation unless the failure of the cables and connectors is caused by Customer's misuse or abuse.
- 3.9.4 **THE WARRANTIES IN THESE SERVICE TERMS ARE IN LIEU OF ALL OTHER WARRANTIES FROM VERIZON TO THE EXTENT PERMITTED BY LAW.** These warranties do not cover damage to or malfunction of the System caused in whole or in part by Customer or third parties through other than normal use of the System or caused by an event external to the System.
- 3.10 **Customer Obligations.** In order for Verizon to provide CPE and related Services quickly and effectively, Customer will do the following:
- Assist Verizon as necessary with local requirements for bringing the System into the countries where Customer Sites are located including acting as the importer of record and paying import duties, fees and taxes, if any, using Customer's Tax Registration Number (without limitation). As importer of record, Customer may be subject to the obligations placed on Producers under the Waste Electrical

- and Electronic Equipment Directive 2002/96/EC or similar local directives or regulations.
- Immediately notify Verizon of any anticipated delay.
- Provide System interconnection requirements, non-Verizon facilities and permits.
- Be responsible for (i) repairs or replacement necessitated by accident, casualty, neglect, misuse, intentional acts, harmful code (i.e., any virus or machine-readable instructions and data designed to intentionally disrupt the operation of the System or intentionally destroy or damage System or data) or any cause other than normal use of the System; (ii) damage caused by Customer, Customer facilities; and (iii) use of the System with any other device or system not supplied or approved by Verizon, or any use of any part of the System in a manner not recommended by a manufacturer.
- Designate an authorized point of contact.
- With respect to Maintenance Services:
 - Return replaced parts within 15 Business Days, at Verizon's expense.
 - Ensure System is not moved or modified by anyone other than a Verizon representative.
 - Allow Verizon to inspect, test, repair, and replace System(s), including suspending normal operations of the System to do so. Verizon will use reasonable efforts to minimize the impact of its work on Customer's network.
 - Provide remote connectivity which Verizon can use to quickly and remotely diagnose all Systems under a Maintenance Service.
 - Notify Verizon immediately in writing of any material modifications made to Customer's network, and provide Verizon with information reasonably requested in order to perform Maintenance Service(s).
 - Maintain back-up copies of the original software, current platform configurations, and operating system and make copies available to Verizon when requested to aid in troubleshooting and/or problem resolution.

3.11 **Limitation of Liability.** SUBJECT TO THE "EXCLUSIONS" SECTION OF THESE SERVICE TERMS, VERIZON'S, VERIZON'S AFFILIATES, AND ANY VERIZON ASSIGNEE'S TOTAL LIABILITY FOR ANY DAMAGE WHICH MAY ARISE HEREUNDER, FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT, INCLUDING VERIZON'S, VERIZON'S AFFILIATES AND ANY VERIZON ASSIGNEES' NEGLIGENCE, OR OTHERWISE, IS LIMITED TO THE LESSER OF I) THE PURCHASE PRICE OF THE SPECIFIC SERVICE ORDER GIVING RISE TO THE CLAIM; AND II) THE LIMITATION OF LIABILITY IN THE AGREEMENT.

3.12 **Hazardous Substances and Conditions.** Customer certifies that it is not aware of the presence of any asbestos or other hazardous substance (as defined by any applicable hazardous waste or environmental law or regulation) or hazardous conditions at any Customer Site. If Verizon representatives encounter any such hazardous substance or condition, Verizon may immediately suspend performance of Services and Customer agrees to take all necessary steps to remediate such hazardous substance or condition, at its own expense. If Customer does not adequately remediate the hazardous substance or condition, Verizon may terminate for Cause.

3.13 **Export, Import and Sanctions Compliance**

3.13.1 **Compliance Obligations.** Consistent with its obligation to comply with applicable law, including restrictions on the export, import, and use of certain hardware, software, and technical data provided under these Service Terms, in particular Customer commits not to:

- export, re-export, transfer or retransfer the System and/or CPE Services without first complying fully with all applicable export laws and obtaining any and all required export, import and/or sanctions licenses.
- conduct business with any company, individual, organization or country that is subject to trade sanctions, embargoes, or other restrictions under applicable laws, or for any end-use prohibited under applicable law without complying fully with all applicable law and obtaining any and all required export, import and/or sanctions licenses.

- 3.13.2 **CPE for End-Use in Burma, China, Russia and Venezuela.** Without limiting the foregoing or its obligations to comply with applicable export law, Customer specifically represents that the CPE and/or System will not be used by a military or military-intelligence end-user or for a military, military-intelligence, or any other prohibited end-use, as defined by the US Export Administration Regulations, in Burma, China (including Hong Kong), Russia or Venezuela.
- 3.13.3 **Exclusion of CISG.** The United Nations Convention for the International Sale of Goods does not apply.
- 3.14 **CPE Manufacturer End of Support.** In the event the manufacturer of the CPE covered by these Service Terms discontinues a piece of CPE, and/or the associated support of such CPE, Verizon will only be obligated to provide CPE Services on the affected CPE for the period of time that the manufacturer continues to support such CPE. At the end of such period Verizon will cease to support such CPE, but will use reasonable efforts to provide CPE Services on the affected CPE until Customer upgrades or replaces such CPE.
- 3.15 **MRP-Specific Terms**
- 3.15.1 **System Use.** Customer may use a System only on a Customer Site or co-located in Verizon's facilities. The System must be dedicated to use for Customer's benefit and only for Verizon Services in accordance with Verizon's reasonable instructions from time to time. All moves, modifications, or relocations of a System must be performed by Verizon. Systems may not be moved across international borders. To obtain MRP for Equipment Procurement, Customer also must purchase Verizon Deployment with Enhanced Staging and Implementation, and Maintenance Service as applicable.
- 3.15.2 **Term.** The duration of the financing commitment for each System is specified in the Service Order as a Service Commitment (Financing Commitment) and begins on Customer Acceptance.
- 3.15.3 **Title and Security for Systems under MRP.** With MRP, Customer does not have title to the System or any of its sub-element. Customer waives and releases any right, title and interest that it may have in a System, other than its right to use the System.
- 3.15.4 **Event of Loss.** Customer will promptly notify Verizon in writing if any item of the System becomes unfit or unavailable for use (e.g. lost, stolen, damaged, or destroyed) (an Event of Loss). Customer may choose to repair or restore the System to the condition it had prior to the Event of Loss, or replace the damaged System with Like Equipment, each at Customer's cost and expense. Otherwise, Customer will pay Verizon within 60 days after such Event of Loss the System Casualty Value as of the date of the Event of Loss, and title to the damaged System will pass to Customer upon such payment. Like Equipment is equipment which (a) has been manufactured by the same manufacturer as the System; (b) is of the same type and model as the System (or the manufacturer's equivalent type and model), with all engineering changes incorporated as specified by the manufacturer; (c) has an equal or greater market value as the System Element replaced by Like Equipment; and (d) meets all requirements for the System as set forth in the Service Order or these Service Terms. System Casualty Value is an amount equal to (i) the present value of all remaining monthly recurring charges (MRCs) for the System, or affected element, from the date of the Event of Loss through the end of the Financing Commitment, plus (ii) for MRP, the purchase price as of the date of the Event of Loss for such System, or affected element, as provided by Verizon promptly after its receipt of a notice of Event of Loss.
- 3.15.5 **Condition of the System.** Customer will ensure that the System is covered by Verizon Care for the duration of the Financing Commitment or its renewal.
- 3.15.6 **No Customer Assignment; Lien.** Customer will not: (a) assign, transfer or otherwise dispose of any System or its individual elements, or any right or obligation relating to the System or CPE

Services under these Service Terms, (b) provide a right of use of any of the System and CPE Services to any other person, (c) permit the System and CPE Services to be under the dominion and control of any other person, or any maintenance provider acting on behalf of Customer other than Verizon, or (d) create, incur, or permit to exist any security interest, lien or encumbrance with respect to any System.

- 3.15.7 **Insurance.** For Systems under MRP, Customer will obtain and maintain for the duration of the Agreement, including the full Financing Commitment and any extension of it, at its own expense, (a) commercial general liability insurance in an amount not less than \$2,000,000 per occurrence, with a separate \$4,000,000 annual general aggregate; and (b) all risk property insurance against an Event of Loss, for the full replacement cost value of the System without a coinsurance provision, in such form and with such insurers having an A.M. Best rating of at least A- VII or an equivalent rating from a recognized rating agency or, as is otherwise reasonably satisfactory to Verizon. Each insurance policy will waive the subrogation rights of the insurance company against Verizon and name Customer as insured. Additionally for MRP, Verizon and its successors and assigns will be named as additional insureds and loss payees as their interests may appear on a primary and non-contributory basis and the policy shall provide that it may not be cancelled or materially altered to the detriment of Verizon without at least 30 days' prior written notice thereof being given to Verizon. Customer will provide Verizon with a certificate of insurance evidencing the coverage required by these terms.
- 3.15.8 **Early Termination.** Notwithstanding any other provision in these Service Terms, if Customer terminates MRP early for any reason (including without limitation a Force Majeure Event) except for Cause, or if Verizon terminates for Cause, Customer will: (i) pay to Verizon an amount equal to the aggregate of all remaining monthly recurring charges as set forth in the Service Order from the date of termination through the end of the Financing Commitment; and (ii) return the System as provided below. Customer acknowledges that this amount is liquidated damages reflecting a reasonable measure of actual damages and not a penalty. Customer agrees that as between Verizon and Customer Verizon has the right to determine which portion of Customer's MRP charges represents Services and which represent the System. This information will be detailed in the Customer's SOF.
- 3.15.9 **Return of Equipment.** Upon any termination of MRP, Customer will return the complete System at its expense, to Verizon or Verizon's designee so that it is received: (i) no later than 15 Business Days after the termination is effective; and (ii) at the location as provided in writing by Verizon and in the condition provided below. If Customer fails to return the System within the above time period, then that failure constitutes Cause.
- 3.15.10 **Condition of Returned Equipment.** When a System is returned to Verizon or its designee, Verizon will cause the System to be inspected and certified acceptable for the manufacturer's maintenance service. If any of the System is not in good repair, condition and working order, excluding ordinary wear and tear, Customer will pay Verizon the reasonable out-of-pocket expenses incurred in bringing the System up to that status, but not in excess of the System Casualty Value.
- 3.15.11 **End of MRP Financing Commitment.** At the end of the Financing Commitment, the MRP Services will continue until terminated by either Party, with or without Cause, effective 90 days after written notice of termination is given to the other Party.
- 3.15.12 **Property Taxes.** In addition to any Taxes or Governmental Charges, Customer will pay Verizon the amount of any personal property taxes incurred on the System. Such personal property taxes will be included in the charges shown in the Service Order, provided however, that changes to such taxes (e.g. for tax rate increases) may require that a new Service Order be issued.
- 3.15.13 **No Warranties or Representations.** To the extent permitted by law, under MRP, Verizon or its assignee makes no warranty or representation, express or implied, including but not limited to fitness for a particular purpose, merchantability, quality, design, condition, capacity, suitability or

performance of the System, the material and workmanship thereof or as to intellectual property rights, it being agreed that all such risks as between Verizon and Customer are to be borne by Customer alone and at Customer's expense. For the avoidance of doubt, Verizon will transfer or pass through to Customer the benefit of any and all manufacturer or licensor and/or owner(s) warranties for the System on the same terms as offered by such manufacturers, licensors and/or owner(s) which are capable of being transferred or passed through. To the extent deemed applicable and to the extent permitted by applicable law, Customer waives any and all rights or remedies conferred upon a lessee under section 2a-508 through 2a-522 of the United States uniform commercial code or similar provisions under another commercial code or statute with respect to a default by a lessor as such sections may be applied to MRP.

4. COUNTRY SPECIFIC PROVISIONS FOR SYSTEMS AND CPE SERVICES

4.1 **Italy Civil Code Acknowledgement.** The Parties expressly acknowledge that the clauses of this Service Attachment have been carefully assessed and/or negotiated by the Parties, pursuant to Articles 1341 and following of the Italian Civil Code.

4.2 **Turkey**

- **Notice of Termination and Default.** Termination, suspension or cancellation of a Service Order provided in Turkey by Customer is valid only upon at least 30 days prior written notice to Verizon with the requested termination date falling on the last day of the following calendar month. Notice of default by either Verizon or Customer in Turkey under these Service Terms will be served on the non-defaulting Party either: (i) through a notary; or (ii) by registered mail with an acknowledgement of receipt of such notice.
- **No Retention of Title; Bank Guarantee.** No provision in these Service Terms granting to Verizon a post-transfer retention of title in a System applies where the System is to be delivered in Turkey. Where a System is delivered in Turkey, title passes to the Customer upon physical transfer, provided that Customer has first issued an irrevocable bank guarantee issued by a bank lawfully established in Turkey in an amount no less than the value of the relevant System component(s).

4.3 **Poland-Notification Requirements for Encryption.** When Customer serves as the importer of record for Verizon-provided System in Poland, Customer is responsible for obtaining all import-related authorizations or permits, including but not limited to, submitting any required Notification of the Intended Import, or Intra-EU Transfer of Dual-Use Items Used for Telecommunications, or for Information Security with the Polish Internal Security Agency (the Agencja Bezpieczeństwa Wewnętrzne).

4.4 **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.

4.5 **IPT Covenants for Asia Pacific (AP) Countries**

- **Toll Bypass.** Customer will not, and will ensure that its Affiliates and end users will not, use the System and the underlying network service upon which IP Telephony (IPT) is provided to bypass international/long distance charges in any country where any part of the underlying network service or the System is used.
- **PSTN Interaction.** The underlying network service and the System may permit egress/ingress to/from the local PSTN for international IPT sessions only in the so-called PSTN Countries: Australia, the European Union member countries, Switzerland, Hong Kong, Japan, Korea, Singapore and the United States. In all other countries (the Excluded Countries), the international communications capabilities of the System and underlying network service will be used only for on-net-to-on-net sessions among a pre-defined set of end-users located at Customer and Customer Affiliate premise locations or connected via secure connection to a pre-defined PC/laptop (Closed User Groups). Customer and Customer's Affiliates will prevent use by the general public, and the System and underlying network service cannot be used to provide any part of a for-hire telecommunications

service.

- **Third Party Solutions.** If Customer desires to connect a Verizon IPT solution with a third party's IPT solution not under Verizon management or control, Customer will ensure that the third party IPT functionality complies with all the terms of these Service Terms.
- **India OSP Requirement.** If any users in India of the System or underlying network service are in call centers or network operation centers, engaged in business process outsourcing, tele-marketing, tele-education, tele-medicine, tele-trading, or provision of e-commerce services, Customer will obtain Other Service Provider (OSP) registration from the Indian Department of Telecommunication covering those activities and associated infrastructure prior to using the CPE or the underlying network service.
- **Compliance.** Customer will comply and cause each of its Affiliates and any direct or indirect users of the System or the underlying network service to comply with the terms of this IPT Covenants for Asia Pacific (AP).
- **Information.** Customer will cooperate with Verizon to provide any relevant information regarding Customer's IPT solution to any national regulatory authority upon their request, and Customer will provide compliance certifications in form and substance acceptable to Verizon upon request.

4.6 **Germany, Switzerland and Poland.** Notwithstanding any terms to the contrary, for CPE Services and Systems provided in Germany, Switzerland and Poland, certain terms in the following sections are revised as follows:

- Section 3.15.4(i) the present value of all remaining MRC for the System, or affected element, from the date of the Event of Loss through the end of the Financing Commitment discounted at an annual rate of 3%.
- Section 3.15.8(i) pay to Verizon an amount equal to the aggregate of all remaining monthly recurring charges as set forth in the Service Order from the date of termination through the end of the Financing Commitment discounted at an annual rate of 3%.

4.7 **Germany.** Notwithstanding any terms to the contrary, for CPE Services and Systems provided under German law, certain terms in the following sections are revised as follows:

- Clause 3.4 the following sentence shall be included into the clause regarding liquidated damages: "Customer shall be entitled to prove that the actual damage occurred to Verizon may be lower."
- Clause 3.9 shall be replaced by:

3.9 **Warranty**

3.9.1 **CPE Services.** Verizon warrants it will perform the CPE Services (excluding Third Party Services) under these Service Terms in a good and workmanlike manner. Customer's remedy for a breach of this warranty is for Verizon to re-perform the defective work. This clause does not exclude or limit Verizon's liability for damages.

3.9.2 **Systems.** Verizon is not the manufacturer or licensor of the System but will transfer or pass through to Customer the benefit of any and all manufacturer warranties on the same terms as offered by the manufacturers which are capable of being transferred or passed through. In China where a manufacturer may be required to obtain licenses and permits for equipment, Verizon does not warrant that the manufacturer has obtained all relevant licenses and permits for the provision of the System. If the System is not under Maintenance Services and becomes defective within the manufacturer's warranty period, Customer may contact the manufacturer directly for their warranty policy.

3.9.2.1 Notwithstanding Clause 3.9.2, Verizon warrants that the System(s) will be free from defects for 12 months from delivery (the "Warranty Period"). Should the System(s) become defective within this period, the Customer shall initially only be entitled to subsequent performance. For such subsequent performance Verizon will, subject to Verizon receiving notification of the defect within the Warranty Period, (i) comply with the replacement obligations set out in the third party supplier's warranty supplied with the System(s), or (ii) otherwise repair or replace

the System(s) within a reasonable time period.

3.9.2.2 Other warranty claims may only be asserted if subsequent performance has failed. Any damage claims of the Customer shall be subject to the provisions of the clause 3.9.4 below.

3.9.3 **CPE Deployment Services Warranties.** Verizon warrants that any cables and connectors between the System and any other equipment on Customer's premises that are provided by Verizon will be in good working order unless the failure of the cables and connectors is caused by Customer's misuse or abuse. Warranty shall be as under Clause 3.9.2 above.

3.9.4 **Exclusions.** Verizon does not give a warranty for

3.9.4.1 merely immaterial deviations from the agreed condition of the System(s) or natural wear and tear;

3.9.4.2 damage caused by environmental operating conditions, inappropriate use, modifications or repair by any unauthorized third parties or the Customer or for reasons beyond Verizon's reasonable control;

3.9.4.3 fitness for any particular purpose;

3.9.4.4 any instruction given by the Customer and performed by Verizon;

3.9.5 The Customer shall examine the System(s) without undue delay upon delivery with respect to the amount, condition and quality. Obvious defects must be reported to Verizon within 10 Business Days; claims for warranties for such defects shall be excluded thereafter.

- Clause 3.11 shall be replaced and read as follows:

3.11.1 **Liability-Inclusions.** Nothing in these service terms operates to exclude or limit any of the following and these amounts will not be counted in assessing whether the aggregate liability limitation in the clause entitled "Liability - Limitations" has been reached: (a) any liability relating to bodily injury (including death) caused by a Party's negligence; (b) any liability resulting from a party's fraud or fraudulent misrepresentation; (c) any liability that cannot be limited under applicable law, including but not limited to mandatory local law; (d) damages, including in respect of loss of or damage to real property or tangible personal property, resulting from gross negligence or intentional tortious conduct of a Party; and (e) any liability of Customer in respect of non-payment, including any claim for interest.

3.11.2 **Liability-Limitations.** Subject to the EXCLUSIONS and the Liability Inclusions Section of these Service Terms, Verizon's liability for any and all Events in an Annual Period is limited to typically foreseeable damages.

3.11.3 The typically foreseeable damages shall be considered as the lesser of I) THE PURCHASE PRICE OF THE SPECIFIC SERVICE ORDER GIVING RISE TO THE CLAIM; AND II) THE LIMITATION OF LIABILITY IN THE AGREEMENT.

- Clause 3.5, the following sentence shall be included into the clause regarding liquidated damages: "Customer shall be entitled to prove that the actual damage occurred to Verizon may be lower."
- Clause 3.15.13 shall not be applicable.

4.8 **United States-Health Care Information and Compliance.** Customer agrees not to cause, or otherwise request that Verizon create, receive, maintain or transmit protected health information (as defined under United States law at 45 C.F.R. § 160.103) for or on behalf of Customer in connection with this service or in any manner that would make Verizon a business associate (as defined under United States law at 45 C.F.R. § 160.103) to Customer. Customer shall assume and be solely

responsible for any reporting requirements under law or contract arising from Customer's breach of this clause.

5. FINANCIAL TERMS

5.1 **Charges.** Customer will pay the charges including but not limited to import duties, freight, and shipping and delivery (which may be identified as landed costs), for the System and CPE Services as set forth in the applicable quote and reflected in a Service Order. For CPE which is procured by Verizon in a currency other than the currency of the quote, quotes may be adjusted to reflect currency changes after 14 days from the date of issuance up to the time of Customer Service Order acceptance. Customer will also pay the charges at the following URL:

www.verizon.com/business/service_guide/req/applicable_charges_toc.htm.

5.1.1 **Direct Third Party Arrangement/Financing Option.** Customer may obtain a System and/or CPE Service from Verizon through a direct financing arrangement with a third party financing company approved by Verizon pursuant to the terms of a Schedule and/or other relevant terms provided by such third party. Notwithstanding any terms provided by such third party, Customer will remain responsible for performance of all of its obligations under these terms including payments directly to Verizon if the third party financing company defaults.

5.2 Additional Charges

5.2.1 **Training Costs.** If Customer needs Verizon to follow Customer Site safety or security requirements that require training, Customer agrees to pay Verizon for that training time at Verizon's then current labor rate.

5.2.2 **Overtime.** If Customer requests that CPE Deployment Services be performed during Overtime or Weekend and Holiday Hours, Customer will pay Verizon its applicable labor rate, as reflected in the Service Order or as otherwise advised to Customer.

5.2.3 **Out of Scope Work.** If Customer requests Verizon perform services at locations outside of the specified service area or outside the scope of the defined CPE Deployment Services or Maintenance, Customer will pay Verizon its then current prevailing labor rate for travel, and/or time and material labor rate.

5.2.4 **Re-initiation Fees.** Adding Maintenance Service for Systems who have not had Maintenance Service for a period of 60 days or more may be subject to inspection and/or re-initiation fees, to ensure that the System is in good working condition.

5.2.5 **Delays.** Delays impacting CPE Services which result from Customer's action or inaction, including wait time in excess of 30 minutes at the Customer Site, may result in an additional charge, rescheduling fees and/or storage fees where Verizon stores Systems.

5.3 **Maintenance of Unsupported Systems.** If Verizon agrees to continue providing Customer with Maintenance Service(s) after the manufacturer stops supporting a System, Customer agrees to pay reasonable additional charges which Verizon determines are appropriate to provide that service (e.g., for manufacturer imposed charges or additional level of effort). Verizon will provide Customer with a Service Order which will include the charges.

5.4 **Unreturned Replaced Parts.** If Customer doesn't return a replaced part within 15 calendar days, it will pay Verizon's current list price for the part.

5.5 **Troubleshooting Dispatch Charges.** If Customer does not provide remote connectivity into a System and Verizon must dispatch an engineer to Customer Site to troubleshoot an outage, Customer may incur a time and material charge at Verizon's then current rate.



- 5.6 **Customer Network.** If Customer modifies its network and such modifications causes Verizon a material increase in the performance of CPE Services, Verizon may increase the fees upon prior written notice to Customer.
 - 5.7 **Moves, Modifications or Changes.** Moves, modifications, or changes of a System performed by Verizon are subject to an additional charge as provided in a Service Order or as otherwise advised to Customer. After a move, modification or change, the MRC for the System may change as a result of tax or other considerations and the new MRC will be shown on the Service Order.
6. **DEFINITIONS.** The following definitions apply to CPE in addition to those identified in the Master Terms and the administrative charge definitions below:

Term	Definition
Business Hours	Means the hours of 8:00 a.m. and 5:00 p.m. local time, during a Business Day.
Delivered at Place (DAP)	As defined in "Incoterms 2020" published by the International Chamber of Commerce.
Delivered Duty Paid (DDP)	As defined in "Incoterms 2020" published by the International Chamber of Commerce.
Free On Board (FOB) Destination, freight prepaid and added	As defined in Article 2 of the Uniform Commercial Code from the Commission on Uniform State Laws, the seller pays the freight charges but bills them to the customer. The seller owns the goods while they are in transit. Title passes at the buyer's location.
Overtime	Means work extending beyond Business Hours.
Weekend and Holiday Hours	Means hours of work other than Business Hours and Overtime.

Administrative Charges Definitions – Optimized and non-Optimized Services

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

The following definition applies only to non-Optimized Services:

Accelerated Expedite: An Accelerated Expedite Charge will apply to an Expedite which is requested by Customer within five (5) or fewer business days.



PRIVATE IP SERVICE

- 1. GENERAL
 - 1.1 Service Definition
- 2. AVAILABLE VERSIONS PRIVATE IP SERVICE
 - 2.1 Private IP Service
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- 4. SERVICE LEVEL AGREEMENT
- 5. FINANCIAL TERMS
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- 6. DEFINITIONS

1. GENERAL

1.1 **Service Definition.** Verizon offers four variations of this service: Private IP Service, Private IP Layer 2, Private IP Gateway and Private IP Interconnect, subject to availability. The Customer is aware that not all variations may be available in all countries.

1.1.1 **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.

2. AVAILABLE VERSIONS PRIVATE IP SERVICE

2.1 Private IP Service

2.1.1 **Service Definition.** Private IP is a wide area data networking service which provides any-to-any connectivity to transport Customer Data between Customer Sites.

2.1.2 Standard Service Features

2.1.2.1 **Route Capacity and IPv4 and IPv6 Protocols.** Verizon will assign a maximum number of routes that Customer may introduce into the Private IP Network based upon the total number of sites expected in a given Customer VPN, as shown in the following table.

Expected Total Number Sites	Maximum Routes IPv4	Maximum Routes IPv6
1–50	1,250	150
51–250	1,250	750
251–500	2,500	1,500
501–1,000	5,000	3,000
1,001+	10,000	6,000



Capacity constraints may vary for Customers using MVIC (available upon request). Customer will select either IPv4 or IPv6 protocol (where available), and a suitable number of IP addresses to be used in conjunction with Private IP and in accordance with Verizon's then-current applicable assignment guidelines.

2.1.3 Optional Service Features

2.1.3.1 **Diversity.** With Diversity, Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects.

2.1.3.2 **Dynamic Network Manager.** With Dynamic Network Manager (f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its CAR and Private IP port values. Customer accesses the interface through the Verizon Enterprise Center or via an Application Program Interface.

2.1.3.3 **IP Multicasting.** With IP Multicasting, Verizon will simultaneously deliver a single stream of data to multiple recipients in Customer-provided multicast groups.

2.1.3.4 **Multiple Virtual Routing and Forwarding.** With Multiple Virtual Routing and Forwarding, Customer may create multiple virtual private network connections via a single Private IP port. Customer may use those connections to extend the privacy and security of the Private IP service to the various LANs at Customer's Site. Customer understands and accepts that packet drops may occur if Customer creates an oversubscription of virtual private network connections on the Private IP port and Verizon is not responsible for such packet drops.

2.1.3.5 **Class of Service Selection.** Verizon will route Customer traffic based on the priority assigned by Customer using different classes of service designations, which follow the Internet Engineering Task Force Differentiated Services or Diff-Serv model. If Customer does not set different classes, Verizon will route all Customer traffic using the BE class as the default priority designation.

2.1.3.6 **WAN Analysis.** (Non-Optimized Service only) For customers receiving Non-Optimized Private IP services, the terms and conditions for WAN Analysis are located at the following URL:

For U.S. Services:

www.verizon.com/business/service_guide/reg/cp_war_plus_wan_analysis_reporting.pdf

For non-U.S. Services:

www.verizon.com/business/service_guide/reg/cp_war_plus_wan_analysis_reporting_2017DEC01.pdf

2.1.3.7 **Burstable Billing.** (Optimized Only) With Burstable Billing, Customer selects a Bandwidth Commitment and may burst up to a higher selected bandwidth as required.

2.1.3.8 **Converged IP.** (Optimized Only) With Converged IP, Customer selects a Private IP port that will be used to connect to Virtual Network Services – Security Service via a single Ethernet access circuit. Customer must purchase Virtual Network Services – Security under a separate Service Attachment.

2.1.3.9 **Broadband Technology.** Broadband services are based on different technologies and the quality of the service can vary based on the technology available, including from Third Parties.



2.1.3.10 LTE Business Internet. In the U.S., LTE Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at www.verizonwireless.com. These plans are restricted to the Verizon Wireless 5G Nationwide® network and 4G network (domestic and international roaming are not available). For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. LTE Business Internet plans are for mobile broadband service, and can only be activated on select compatible Customer-provided data routers or designated devices sold through Verizon. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with LTE Business Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-setup. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. Speeds represent the maximum speed but may be lower in the event of network congestion. After the data de-prioritization threshold is met on a line during any billing cycle, usage on that line may be prioritized behind other customers in the event of network congestion for the remainder of the billing cycle. All plans will be given 300 GB/month/line of data; if usage exceeds that allowance, blocks of 5 GB will be automatically added to your account for an additional charge. These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, public/Guest Wi-Fi, and web hosting systems without prior approval from Verizon. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). Text messages cannot be sent or received on these plans.

2.1.3.11 5G Business Internet. In the U.S., 5G Business Internet is sold and provided by MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless. Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Ultra-Wide Band (C-Band) network (domestic and international roaming are not available). 5G Business Internet plan is for mobile broadband service, and can only be activated on select 5G C-Band compatible Customer-provided data routers or designated devices sold through Verizon. A compatible 5G-enabled receiver/router is required, either Verizon-Equipment or Customer-provided. If Customer supplies its own receiver/router, Customer is responsible for (i) ensuring that such receiver/router is compatible for use with 5G Business Internet; and (ii) any necessary installation or connection to the Verizon network. Customer should contact Customer's account representative to determine if a Customer-provided receiver/router is compatible. Customer can purchase Customer Premises Equipment from Verizon pursuant to a separate Service Attachment. When purchasing the device through Verizon, this device will be self-set-up. Customer is responsible for following the setup and activation instructions provided with the Verizon-Equipment. 5G Business Internet plan includes an unlimited data allowance. The monthly access fee will be pro-rated when changing price plans during a billing cycle. Speed Tier Limit represent the maximum downlink speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds. These plans are fixed location plans. Customer agrees to only use the Service at the qualified service address that Verizon approved at the time the Service was activated.

If Customer uses the Service outside of the qualified service address without the specific written approval of Verizon Wireless or Verizon, Verizon Wireless reserves the right to terminate the Service at any time thereafter upon written notice.



2.1.3.12 **Mobile Private Network (MPN).** MPN extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet. Dynamic Mobile Network Routing (DMNR) allows Customers to remotely access IP addresses of devices that are connected to a MPN through a wireless router.

2.1.4 Customer Responsibilities

2.1.4.1 **Bandwidth Shaping for Ethernet Access Circuit.** If Verizon provisions 'bandwidth shaping' overhead adjustments on the Ethernet Interfaces at the PE egress, it may be necessary for Customer to apply policies at Customer's CE egress to prevent packet loss due to Ethernet protocol overhead used within the Private IP Network (depending on the Private IP platform and Customer's traffic profile).

2.2 Private IP Layer 2

2.2.1 **Service Definition.** Verizon Private IP Layer 2 service provides point-to-point routing, with Customer control of routing, architectural and topology changes.

2.2.2 **Optional Service Features.** With the Private IP Permanent Virtual Circuits feature, Verizon will add one or more Private IP PVCs on Customer's Private IP Layer 2 port upon Customer's request.

2.3 Private IP Gateway

2.3.1 **Service Definition.** With Private IP Gateway service, Verizon provides an interconnection between two private networks based on the characteristics of the gateway, as described below.

2.3.2 **Standard Service Features.** Verizon provides the following Private IP Gateways:

2.3.2.1 **Private Wireless Gateway (U.S. Mainland Only).** With Private Wireless Gateway, Verizon provides Customer a port that Customer may use to connect Customer's wireless traffic to the Private IP Network.

2.3.2.2 **MVIC Service (Select Locations).** With MVIC Service, Verizon connects Verizon's Private IP Network to an MPLS Partner's MPLS networks.

2.3.2.3 **Satellite Gateway.** The Satellite Gateway functions as a Network-to-Network Interface (NNI) between Verizon's Satellite Access service and the Private IP MPLS network. Customers using satellite access in conjunction with Private IP must order a satellite gateway port that is sized according to the customer's aggregate satellite bandwidth requirements. Each customer's individual Virtual LAN will be mapped to a Private IP PVC.

2.3.2.4 **Optimized Service-Only Standard Features**

2.3.2.4.1 **Secure Cloud Interconnect.** With Secure Cloud Interconnect, Verizon provides an interconnection with the network of select third-party cloud providers (with whom the customer has separately contracted) enabling Customer to utilize those third-parties' cloud services over Private IP, Switched E-LAN, or Switched E-LINE network. Verizon also provides network translation functionality (NAT), but Customer may provide Customer's own NAT with the understanding that Customer accepts sole responsibility if Customer fails to properly configure NAT and such failure permits a third party cloud provider to have access to Customer's Private IP addresses. Secure Cloud Interconnect has unique pricing, network designs, and capabilities; details are available on request. In addition, Verizon may terminate Secure Cloud Interconnect, in whole or in part, upon 30 days written notice, where



Customer is utilizing Secure Cloud Interconnect on a usage only basis, and Customer has not used this feature for a continuous period exceeding ten months.

2.4 **Private IP-Interconnect (PIP-I)** (Select Customers Only)

2.4.1 **Service Definition.** Private IP Interconnect, or PIP-I, is only available to Customers who have been approved by Verizon to receive this feature. With this service, Verizon provides a direct, point-to-point interconnection between Private IP site(s) Customer purchases from Verizon and Customer's third party MPLS-based network, using a shared port gateway designed to support multiple customers.

2.4.2 **Standard Service Features**

2.4.2.1 **PIP-I Connection and Port.** With PIP-I, Verizon provides a PIP-I Connection and a PIP-I Port. A PIP-I Connection is a physical Port that presents PIP-I at the demarcation point for interconnection to Customer's network. A PIP-I Port is a logical PIP Port associated with a VPN name that attaches to PIP site(s) that Customer has purchased from Verizon.

2.4.2.2 **Non-Supported Features.** PIP-I does not support multi-Virtual Routing and Forwarding, Dynamic Network Manager and multicasting. PIP-I does not support a redundant configuration.

2.4.3 **Customer Responsibilities**

2.4.3.1 **Ordering PIP-I Ports.** Customer will order PIP-I Ports only with an assignment to an existing or new PIP VPN name.

2.4.3.2 **Ordering Multiple PIP-I Ports.** Each PIP-I Connection can be used with multiple PIP-I Ports but each PIP-I Port can be associated with and route traffic to only one PIP-I Connection. Under no circumstances will Customer route traffic presented to PIP-I on one PIP-I Connection to another PIP-I Port on a different PIP-I Connection. If Verizon identifies any such usage of the Service, it reserves the right to immediately terminate the Service to Customer.

2.4.3.3 **Restriction on use of PIP-I with Existing Customers of Verizon.** Customer will not connect a PIP-I Port to a port on Verizon's MPLS network that is provisioned by Verizon to an existing customer of Verizon.

2.4.3.4 **Cross-Connection.** With Private IP port only, Verizon provides a cross-connection to a Verizon IP hub if Customer is located in the same building as the IP hub.

2.4.3.5 **Disconnection.** Customer shall ensure no PIP-I ports are active prior to disconnect order or the order will not be processed by Verizon.

3. **SUPPLEMENTAL TERMS**

3.1 **India Ports.** This clause applies if the Private IP Service contains ports in India.

3.1.1 **Additional Documentation.** Prior to the Activation Date Customer will complete and sign, or will procure the completion and signing by its Indian Affiliate (or other end user) receiving the Private IP Service in India, the Inspection Pro Forma document in the form found at the following URL: www.verizon.com/business/service_guide/req/g_india_schedule1.pdf (Pro Forma). To the extent that the information required by the Pro Forma cannot be completed (or is otherwise not completed) until after



the Activation Date Customer authorizes Verizon to complete the Pro Forma or undertakes to provide any additional necessary information as requested by Verizon for that purpose.

- 3.1.2 **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.
- 3.1.3 **Usage.** To the extent usage of the Private IP Service requires it Customer warrants that it and/or its Indian Affiliate (or other end user) is an OSP as described in the Revised Guidelines for Other Service Providers (OSPs) released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time.
- 3.2 **Provisioning Entities in China.** In the event of regulatory changes in China affecting Verizon's ability to provide PIP/PIP Gateway pursuant to this Order, Verizon may terminate [PIP/PIP Gateway] without liability or where possible transition its provision of PIP/PIP Gateway to Customer via a different Third Party network supplier at a price to be agreed between the Parties.
- 3.3 **Turkey Use Prohibition.** Connections to and use of the Public Internet, World Wide Web, and Social Media by a user in Turkey requires the exclusive use of the service of a locally licensed internet service provider (such as Verizon) in a manner that is compliant with all applicable laws and with any licenses, codes of practice, instructions, or guidelines issued by regulatory authorities. Customer must immediately notify Verizon of any known contravention of the foregoing. Any violation of this express prohibition may result in immediate suspension of the relevant Services by Verizon until, in Verizon's sole judgement, the violation has been cured. Customer is responsible for any fines, penalties, losses, damages, costs or expenses incurred by Verizon due to Customer's violation of this prohibition.
- 3.4 **Voice over IP (VoIP) Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over the Network. To the extent such regulations apply, Customer shall comply with those regulations and indemnify, defend, and hold Verizon harmless for any claims arising from Customer's violation of such regulations.
- 3.5 **Taxes, Surcharges and Exemptions.** If any federal, state, local or foreign tax, fee, assessment or other charge is required by law to be collected by Verizon Wireless (each, a "Tax"), or a serving carrier charges tax to Verizon Wireless on a roaming call, then Verizon Wireless or MCI Communications Services LLC dba Verizon Business Services pursuant to a resale agreement with Verizon Wireless ("Verizon Business Services") may bill such amount to Customer, and Customer shall pay such amount. If Verizon Wireless incurs a tax (other than a net income tax) or other expense to comply with regulatory or administrative obligations, (such as payments to local telephone companies for delivering calls from Verizon Wireless customers to their customers), Verizon Wireless or Verizon Business Services may bill a surcharge to defray such expense (a "Surcharge"). Taxes and Surcharges may change from time to time. With respect to any Tax other than a Tax charged by a serving carrier on a roaming call, if Customer provides Verizon Wireless or Verizon Business Services with an exemption certificate in the form provided by law, or with other evidence of exemption acceptable to Verizon Wireless or Verizon Business Services, then that specific Tax will not be collected from Customer. If an exemption applied by Verizon Wireless or Verizon Business Services at Customer's request is found not to apply, then Customer shall upon demand pay Verizon Wireless or Verizon Business Services the uncollected Tax and all related interest, penalties and additions to the Tax. Verizon Wireless or Verizon Business Services shall not issue credits for a Tax that is billed prior to Verizon Wireless or Verizon Business Services' receipt of evidence of exemption."

1. SERVICE LEVEL AGREEMENT (SLA)



Private IP Service Level Agreement for Optimized Private IP Service +: **As found in Exhibit 1.**

Private IP SLA Summary and Service Level Agreement for non-Optimized Private IP Service:
www.verizon.com/business/service_guide/secure/cp_pip_sla_summary_page_SG.htm

5. FINANCIAL TERMS

- 5.1 **Optimized Service.** Customer will pay the charges for Optimized Private IP Service + specified in the Agreement, including those below and at the following URL:
www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.

Charges below are in U.S. dollars and will be billed in the invoice currency of the associated service.

- 5.1.1 **Administrative Charges**
See Cost Proposal

- 5.1.2 **Bandwidth Bursting.** (Optimized Only) With Bandwidth Bursting, Customer will pay an additional charge monthly per circuit for any measured usage level greater than Customer's Bandwidth Commitment. Verizon will sample the Private IP port usage every five minutes during the monthly billing period and Customer's measured usage level will be based on usage at the 95th percentile of samples with the highest 5 percent of usage discarded for billing purposes. Incremental usage will be rounded up to the next full Mbps or Gbps.

- 5.1.3 **Reconfiguration.** A reconfiguration charge applies for the modification of an existing Private IP circuit, at Customer request, for Verizon to reterminate a circuit to a different router or reconfiguration of the port.

- 5.2 **Non-Optimized Service.** Customer will pay MRCs and NRCs for non-Optimized Private IP Service as specified in the Agreement. In addition, online pricing for Service provided by a U.S. Verizon entity is at www.verizon.com/business/service_guide/reg/cp_private_ip_service.htm (for U.S. Services).

6. **DEFINITIONS.** The following definitions apply to Private IP Service, in addition to those identified in the Master Terms and the administrative charge definitions below.

Term	Definition
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring a Burstable Overage charge.
Committed Access Rate (CAR)	The amount of bandwidth to which Customer subscribes on a logical Port by logical Port basis.



Customer Edge (CE)	The edge of, or point in which customer traffic enters or exits, the Customer network.
Geographic Diversity	Automatically directs the second Customer circuit to a different Verizon gateway at a different Verizon POP.
MPLS	Multi-Protocol Label Switching - an Internet Engineering Task Force standard.
MPLS Partner	A third party MPLS provider with whom Verizon has an agency or reseller arrangement to provide interconnection to that party's in-country network.
MVIC	MPLS VPN Interprovider Connection.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of, or point in which Customer traffic enters or exits, the Verizon Private IP Network.
Router Diversity	Automatically directs the second Customer circuit to a different switch or router.
Virtual Private Network (VPN)	Uses a logical connection to route traffic between network sites.

Administrative Charges Definitions – Optimized and non-Optimized Services

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

The following definition applies only to non-Optimized Services:

Accelerated Expedite: An Accelerated Expedite Charge will apply to an Expedite which is requested by Customer within five (5) or fewer business days.

Exhibit 1

PRIVATE IP SERVICE + GLOBAL PRIVATE IP SERVICE LEVEL AGREEMENT

1. **Service Level Agreement Summary.** The Private IP Service Level Agreement (“PIP SLA”) covers Global Private IP Services (collectively, the “Service” or “Private IP Service”). The PIP SLA consists of several service level standards (“Service Level Standards”). Customer may qualify for credits when the Verizon PIP Network performance fails to meet the stated thresholds established for a Service Level Standard. The PIP SLA may also cover the transport components (not the CPE components) of the Managed Private IP Service product if offered as a part of a Managed Private IP solution. The managed service components of a Managed Private IP solution may be covered in a separate Managed Services, Service Level Agreement.
2. **Definitions of Terms.** Terms used in this document are defined in the Terms and Definitions section at the end of this document.
3. **Service Level Standard Performance Measures.** The PIP SLA Service Level Standards are:

Parameter	Access Type	Scope	U.S.	Global Tier A	Global Tier B	Global Tier C
Availability	Platinum	End-to-End	100%	100%	100%	NA
	Wireline/Wireline Dual Connection*** Gold/Silver/Bronze + Gold/Silver/Bronze	End-to-End	100%	100%	100%	NA
	Wireline/Wireless Dual Connection**** Gold/Silver/Bronze + Wireless Private Network	End-to-End	100%	NA	NA	NA
	Gold	End-to-End	99.9%	99.9%	99.9%	99.5%
	Silver	End-to-End	99.5%	99.5%	99.5%	99.0%
	Bronze	End-to-End	99.0%	99.0%	99.0%	99.0%
	Time To Repair (TTR)	Platinum	End-to-End	2 Hours	4 Hours	4 Hours
Gold		End-to-End	4 Hours	5 Hours	8 Hours	8 Hours
Silver		End-to-End	4 Hours	8 Hours	8 Hours	8 Hours
Bronze		End-to-End	24 Hours	24 Hours	24 Hours	24 Hours



Service Installation		End-to-End	$\leq 1.5M^{**}$ 30 Business Days $\leq 45M^{**}$ 45 Business Days	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
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			Others 100% by Customer's Due Date			
Moves, Adds or Changes (MAC)		End-to-End	10 Business Days (Excluding Local Access Requests)	100% by Customer's Due Date	100% by Customer's Due Date	100% by Customer's Due Date
Core Network Transit Delay (C-NTD)*		P-Core	≤ 36 ms	NA	NA	NA

*Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network. Measurements between distinct PE pairs are given by the Packet Transit Delay (PTD) Service Level Standard in the table below.

**Excludes any facilities builds.

***Wireline/Wireline Dual Connection: Verizon provides a second equivalent circuit for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on both primary and secondary Port and Access MRR.

****Wireline/Wireless Dual Connection: Verizon Mobile Private Network provides wireless back-up for Private IP service. If a site has Dual Connection then only Dual Connection SLA can be claimed and not the individual circuit availability SLAs. Dual Connection SLA can only be claimed if both primary and secondary circuits are down. Dual Connection SLA will be paid on the primary (Wireline) Port and Access MRR.

Parameter	Scope	EF/COS5	AF4x/COS4	AF3x/COS3	AF2x/COS2	AF1x/COS1	BE/COS0
Packet Delivery Ratio (PDR)*	PE-to-PE	$\geq 99.995\%$	$\geq 99.99\%$	$\geq 99.99\%$	$\geq 99.99\%$	$\geq 99.99\%$	$\geq 99.5\%$
Packet Transit Delay (PTD)	PE-to-PE	See applicable Packet Transit Delay standards below					
Jitter	PE-to-PE	< 5 ms	< 15 ms	NA	NA	NA	NA



Mean Opinion Score (MOS)**	P-Core	≥ 4.0	NA	NA	NA	NA	NA
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*Packet Delivery Ratio (PDR): for Private IP Secure Cloud Interconnection ("SCI"), only BE/COS0 applies.

**Mean Opinion Score (MOS) is only applicable to the U.S., EMEA and APAC regions.



Private IP Gateway:

Parameter	Service Type	Scope	U.S.	Global Tier A	Global Tier B	Canada, Puerto Rico, U.S. Virgin Islands
Availability	SCI*	PE-to-PE	100%	100%	100%	N/A
	Satellite Gateway**	End-to-End	99.5%	N/A	N/A	99.5%
	Private Wireless Gateway	PE-to-PE	100%	100%	N/A	N/A
Time To Repair (TTR)	SCI*	PE-to-PE	4 Hours	4 Hours	4 Hours	N/A
	Satellite Gateway**	PE-to-PE	4 Hours	N/A	N/A	4 Hours
	Private Wireless Gateway	PE-to-PE	4 Hours	4 Hours	N/A	N/A

*Private IP Secure Cloud Interconnection

**The Satellite Gateway SLA is based on Verizon’s standard CPE recommendations designed to support the specified customer service parameters. The Satellite Gateway SLA for Availability is measured between Verizon’s origination (Satellite earth station Hub) and Customer’s destination demarcation point, as measured by Verizon.

The PIP SLA Performance Measures and exclusions are defined in detail below.

4. **Coverage Categories.** Service Level Standards vary by Class of service, Access type, Outage type and Geographic location. These Service Level Standards are defined below.
- 4.1 **Class of Service.** The PIP SLA class of service delivery methodology and traffic priority Class of Service are identified as follows:

Private IP Layer 3 Queue	Private IP Layer 2 Queue	Naming
EF*	COS5*	Real Time / Voice
AF4 AF41, AF42/43	COS4	Video / Priority Data
AF3 AF31, AF32/33	COS3	Mission Critical Data
AF2 AF21, AF 22/23	COS2	Transactional Data



AF1 AF11, AF12/13	COS1	General Data
BE	COS0	General Business - Default

*The EF and COS5 queues are not designed for packets larger than 300 bytes or Bursty Traffic.

4.2 **Access Types.** The PIP SLA Service Level Standard metrics may be based on the following Access Types as indicated on the Customer's Master Service Order Form.

- Platinum
- Gold
- Silver
- Bronze

4.3 **Outage Type.** The PIP SLA defines Service disruptions as:

- Hard Outage
- Service Issue

4.3.1 The Service restoration priority determines the ranking of the repair actions against other Service Issues.

Priority Level Criteria	
Priority 1	Total loss of Service or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing
Priority 2	Degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing
Priority 3	A problem with the Service that does not impact the functionality of the Service; including a single non-circuit specific quality of Service inquiry.
Priority 4	Non Service affecting requests (e.g. a Customer request for an incident report) and all other queries not covered by Priority 1 – 3 above. Scheduled maintenance

4.3.2 A Hard Outage has Priority 1 Service restoration priority with the exception of Bronze Hard outages which are handled as a Priority 2 ticket. Availability and TTR apply to Hard Outages.

4.3.3 A Service Issue has Priority 2 Service restoration priority. PTD, PDR and Jitter apply to Service Issues.

4.3.4 Priority 3 and Priority 4 issues will be addressed by Verizon. However, Priority 3 and Priority 4 issues are not eligible for SLA credits.

4.4 **Geographical Location.** The PIP SLA covers Service in all countries where PIP Service is offered, except as specified in the exclusions and limitations stated below. The PIP SLA is divided into geographic regions because Service Levels available from access Providers around the world differ between countries. The location and access method of a Customer Site will determine the applicable Service Levels. As a result of continuing expansion of the Verizon Private IP Network the listing of the Global Tier countries is dynamic and changes periodically as new countries are added. At Customer's request Verizon will confirm country status and/or provide a listing of countries that fall into these categories. The countries covered under this SLA are divided into the following categories:

- **U.S.:** Contiguous 48 United States, Hawaii and Alaska.

- **Global Tier A:** Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, Norway, Singapore, South Korea, Spain, Sweden, Switzerland, United Kingdom.
- **Global Tier B:** Argentina, Argentina MVIC (via Telmex), Australia, Brazil, Brazil MVIC (via Embratel), Bermuda, Bulgaria, Chile, Chile MVIC (via Telmex), China, China MVIC (via China Unicom, China Telecom, China Mobile or CITIC), Colombia, Colombia MVIC (via Telmex), Costa Rica, Czech Republic, Dominican Republic, Greece, Guam, Hungary, India, Indonesia, Israel, Latvia, Malaysia, Mexico, Mexico MVIC (via TelMex, Axtel or MetroRed), Morocco, New Zealand, Panama, Peru, Peru MVIC (via TelMex), Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, Slovakia, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates (UAE), and Uruguay.
- **Global Tier C:** Albania, Algeria MVIC (via CMC Networks or Tawasul), Angola MVIC (via CMC Networks or Vodacom), Anguilla, Anguilla MVIC (via C&W), Antigua and Barbuda, Antigua and Barbuda MVIC (via C&W), Argentina MVIC (via Claro), Azerbaijan, Bahamas, Bahamas MVC (via C&W), Bahrain, Bahrain MVIC (via Tawasul), Bangladesh, Barbados, Barbados MVIC (via C&W), Belarus, Belize, Belize MVIC (via C&W), Benin MVIC (via CMC Networks), Bermuda, Bermuda MVIC (via C&W), Bolivia MVIC (via Tigo), Bosnia & Herzegovina, Botswana (via CMC Networks or Vodacom), Bulgaria, Burkina Faso (via CMC Networks), Burundi MVIC (via CMC Networks), British Virgin Island, British Virgin Islands MVIC (via C&W), Cameroon MVIC (via CMC Networks or Vodacom), Cape Verde MVIC (via CMC Networks), Cayman Islands, Cayman Islands MVIC (via C&W), Central African Republic MVIC (via CMC Networks), China, Colombia MVIC (via C&W or Tigo), Cote d'Ivoire MVIC (via CMC Networks or Vodacom), Congo Democratic Republic MVIC (via CMC Networks), Costa Rica, Costa Rica MVIC (via C&W and Tigo), Croatia, Curacao, Curacao MVIC (via C&W), Djibouti MVIC (via CMC Networks or Vodacom), Dominica, Dominica MVIC (via C&W), Dominican Republic, Dominican Republic MVIC (via C&W), Ecuador, Egypt, Egypt MVIC (via TE Data), El Salvador, El Salvador MVIC (via C&W or Tigo), Estonia, Ethiopia MVIC (via CMC Networks or Vodacom), Gabon MVIC (via CMC Networks or Vodacom), Gambia MVIC (via CMC Networks), Ghana MVIC (via CMC Networks or Vodacom), Greece, Grenada, Grenada MVIC (via C&W), Guatemala, Guatemala MVIC (via C&W or Tigo), Guinea MVIC (via CMC Networks), Guyana, Guyana MVIC (via C&W), Haiti, Haiti MVIC (via C&W), Honduras, Honduras MVIC (via C&W or Tigo), Iceland, India MVIC (via Bharti or Reliance), Iraq MVIC (via Tawasul), Jamaica, Jamaica MVIC (via C&W), Japan MVIC (via Softbank), Jordan, Jordan MVIC (via Tawasul), Kazakhstan, Kenya MVIC (via CMC Networks or Vodacom), Kuwait, Kuwait MVIC (via Tawasul), Latvia, Lebanon, Lebanon MVIC (via Tawasul), Lesotho MVIC (via CMC Networks or Vodacom), Liberia MVIC (via CMC Networks), Lithuania, Macao, Macedonia, Madagascar MVIC (via CMC Networks or Vodacom), Malawi MVIC (via CMC Networks or Vodacom), Mali MVIC (via CMC Networks), Malta, Mauritius MVIC (via CMC Networks or Vodacom), Monaco, Montenegro, Mozambique MVIC (via CMC Networks or Vodacom), Namibia MVIC (via CMC Networks or Vodacom), Nicaragua, Nicaragua MVIC (via Tigo or C&W), Niger MVIC (via CMC Networks), Nigeria MVIC (via CMC Networks or Vodacom), Oman, Oman MVIC (via Tawasul), Pakistan, Panama, Panama MVIC (via C&W or Tigo), Paraguay, Paraguay MVIC (via Tigo), Puerto Rico, Puerto Rico MVIC (via C&W), Qatar, Reunion, Romania, Russia MVIC (via Beeline), Rwanda MVIC (via CMC Networks), Saudi Arabia, Saudi Arabia MVIC (via STC), Senegal MVIC (via CMC Networks), Serbia, Sierra Leone MVIC (via CMC Networks), Slovakia, Slovenia, South Africa, South Africa MVIC (via CMC Networks or Vodacom), Sri Lanka, St. Kitts and Nevis, St. Kitts and Nevis MVIC (via C&W), Saint Maarten MVIC (via C&W), St. Lucia, St. Lucia MVIC (via C&W), St. Martin, St. Martin MVIC (via C&W), St. Vincent, St. Vincent MVIC (via C&W), Sudan MVIC (via CMC Networks), Suriname, Suriname MVIC (via C&W), Swaziland MVIC (via CMC Networks or Vodacom), Tanzania MVIC (via CMC Networks or Vodacom), Togo MVIC (via CMC Networks), Trinidad and Tobago, Trinidad and Tobago MVIC (via C&W), Tunisia MVIC (via CMC Networks), Turkey, Turkey (Turknet), Turks and Caicos, Turks and Caicos MVIC (via C&W), United Arab Emirates (UAE) MVIC (via Etisalat), Uganda MVIC (via CMC Networks or Vodacom), Uruguay, U.S. Virgin Islands, U.S. Virgin Islands (via C&W), Venezuela, Vietnam, Yemen MVIC (via Tawasul), Zambia MVIC (via CMC Networks or Vodacom), Zimbabwe MVIC (via CMC Networks or Vodacom).



Service in the countries without a MVIC designation listed above is provided via a backhaul to the nearest Verizon Provider Edge device. The PTD, PDR, and Jitter Service Level Standards for these locations are based on measurements at Verizon's Provider Edge device. Additional information on the locations of the Verizon Provider Edge is available through Customer's account team or on the Verizon Looking Glass portal for Private IP.

5. Service Level Standards Defined

5.1 Availability

5.1.1 **Definition.** End-to-end Circuit up-time.

5.1.2 **Standard.** See Service Level Standard for Performance Measurements above. Availability includes the local access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. Availability excludes CPLL and the Customer CPE.

5.1.3 **Calculation.** Availability is determined by computing the total number of Eligible Hard Outage Minutes per Priority 1 trouble tickets in a calendar month for a specific Customer Circuit divided by the total number of minutes based on a 30-day calendar month. Availability is calculated after a trouble ticket is opened with Verizon and represents the percentage of time that the Circuit is available within a given calendar month.

$$\text{Availability (\%)} = \left(1 - \left(\frac{\text{Total Eligible Hard Outage Minutes per Circuit per month}}{30 \text{ days} * 24 \text{ hours/day} * 60 \text{ minutes/hour}} \right) \right) \times 100$$

5.1.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. Availability applies only in those cases in which a PIP trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon.

Availability credit table:

Availability				Credits as a percent of MRC											
PIP Network Down Time		% of Up Time		All Global Tiers and US	U.S. and Global Tier A	U.S. and Global Tier A	U.S. and Global Tier A	Global Tier B	Global Tier B	Global Tier B	Global Tier C	Global Tier C	Global Tier C	U.S. and Global Tier A	U.S. and Global Tier A & B
From (Mins)	To (Mins)	From %	To %	(Platinum or Gold/Silver/Bronze + Wireless Private Network)	Gold	Silver	Bronze	Gold	Silver	Bronze	Gold	Silver	Bronze	Satellite	SCI and Private Wireless Gateway
1	43	< 100%	≥ 99.9%	5%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	5%
44	86	< 99.9%	≥ 99.8%	10%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	10%
87	216	< 99.8%	≥ 99.5%	15%	10%	NA	NA	5%	NA	NA	NA	NA	NA	NA	15%
217	432	< 99.5%	≥ 99.0%	25%	15%	10%	NA	10%	5%	NA	5%	NA	NA	5%	25%
433	648	< 99.0%	≥ 98.5%	30%	15%	15%	10%	10%	10%	5%	10%	5%	5%	10%	30%
649	864	< 98.5%	≥ 98.0%	40%	20%	20%	15%	10%	10%	10%	10%	10%	10%	10%	40%
> 864		< 98.0%		50%	20%	20%	20%	10%	10%	10%	10%	10%	10%	10%	50%

5.1.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Availability Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party other than a local access provider over which Verizon exercises control.



- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- Availability Service Level Standards for MVIC services are only applicable for MVIC locations where local access is provided by one of the corresponding MVIC partners identified above.
- Off-Net Bronze hard outage to be handled as a Priority 2 ticket.
- Verizon Wireless Private Network charges are excluded.

5.2 Time To Repair (TTR)

5.2.1 **Definition.** Time taken to restore end-to-end Services during a Hard Outage on a specific Circuit.

5.2.2 **Standard.** See Service Level Standard Performance Measurements table above. TTR includes the Local Access from the Customer Edge (CE) to the Verizon PIP Provider Edge (PE) and the PIP Network. TTR excludes CPLL and the Customer CPE.

5.2.3 **Calculation.** TTR is determined by computing the time taken to repair each Eligible Hard Outage Priority 1 trouble ticket in a calendar month for a specific Customer Circuit with the exception of Hard Outages for Bronze which is handled as a Priority 2 ticket. The duration of each Hard Outage on a specific Circuit is calculated after a trouble ticket is opened with Verizon. $TTR \text{ (Hrs)} = \text{Time taken to repair a specific Circuit experiencing an Eligible Hard Outage Priority 1 trouble.}$ Bronze hard outage to be handled as a Priority 2 ticket.

5.2.4 **Credit Structure.** The credit is based on the number of Eligible Hard Outage Minutes. TTR applies only in those cases in which a PIP Hard Outage Priority 1 trouble ticket is opened with Verizon and the Customer subsequently allows the necessary physical or logical access to its premises and facilities for testing if required by Verizon and with the exception of Hard Outages for Bronze, which are handled as a Priority 2 ticket. Circuits may qualify for the TTR Service Level Standard in addition to the Availability Service Level Standard.

TTR credit table:

TTR		Credit as a Percent of MRC						
PIP Network Outage Time		U.S.	Global Tiers A & B	U.S.	Global Tier A	Global Tier B	Global Tiers C	U.S. and Global Tier A & B
From Hr:Min:Sec	To Hr:Min:Sec	(Platinum)	(Platinum)	(Gold, Silver or Bronze)	(Gold, Silver or Bronze)	(Gold, Silver or Bronze)	(Gold, Silver or Bronze)	SCI, Satellite and Private Wireless Gateway
2:00:00	3:59:59	4%	NA	NA	NA	NA	NA	N/A
4:00:00	4:59:59	4%	4%	2%	NA	NA	NA	4%
5:00:00	7:59:59	10%	10%	4%	4%	NA	NA	10%
8:00:00	11:59:59	10%	10%	4%	4%	4%	4%	10%
≥ 12:00:00		10%	10%	4%	4%	4%	4%	10%

5.2.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, TTR Service Level Standard measurements do not include the following:

- Any act or omission on the part of any third party, other than a Local Access provider over which Verizon exercises control.

- Periods of Service degradation, such as slow data transmission, where a Priority 1 trouble ticket has not been opened with Verizon and Customer has not released its Service for immediate testing.
- Customer inquiry for circuit monitoring purposes only.
- TTR Service Level Standards for MVIC services are only applicable for MVIC locations where Local Access is provided by one of the corresponding MVIC partners identified above.
- Bronze hard outage to be handled as a Priority 2 ticket.

5.3 Core Network Transit Delay (C-NTD)

5.3.1 **Definition.** Core Network round trip delay average between Verizon-designated core backbone network nodes across a specific region.

5.3.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.3.3 **Calculation.** Verizon calculates the C-NTD by using 64-byte packets for measuring round trip transit delay in milliseconds between Verizon-designated backbone network nodes across a specific region and averaging the results over a 30 day period. The measurements exclude any traffic that is re-routed as a result of a network outage or scheduled maintenance. The monthly measurements are available at the following link: <https://www.verizon.com/business/terms/latency/#pip>.

5.3.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the C-NTD Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the C-NTD Service Level Standard was not met.

C-NTD credit table:

For Standard not met	Credit
Core Network Transit Delay (C-NTD)	The pro-rated charges equal to one day's MRC for the Customer's Connections

5.3.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, C-NTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- Core Network Transit Delay (C-NTD) is only applicable to the US P-Core Network

5.4 Packet Transit Delay (PTD)

5.4.1 **Definition.** Round trip data packets delay between origination and destination Ports.

5.4.2 **Standard.**

- PE PTD is the provider edge PE-to-PE monthly average round trip transit delay in milliseconds between respective Provider Edge device pairs on the Verizon PIP Network.
- The PE PTD Service Level Standards is applicable for the following traffic priority classes:
 - Standard PIP Service

- Enhanced Traffic Management (ETM) option
- PE PTD Service Level Standard Performance Measurements for international and U.S. locations are stated in the PIP PTD Matrix located in the Verizon Secure Guide portal at: www.verizon.com/business/service_guide/secure/cp_pip_sla_matrix_SG.xlsx.

5.4.3 **Calculation.** PTD is determined by using 64-byte packets for measuring transit delay in milliseconds across the Verizon PIP Network and averaging the results over a thirty day period.

- PTD calculation is as follows: $PTD = T2 - T1$. Where: T1 is the time in milliseconds when an IP packet leaves the ingress reference point (i.e., Packet exit event) and T2 is the time in milliseconds when an IP packet arrives back at the ingress reference point (i.e. Packet return event).
- PE PTD is measured between the respective origination and destination infrastructure ports, i.e. between the points where the packet enters and exits Verizon’s PIP Network, regardless of the mode of access to Verizon’s PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.4.4 **Credit Structure.** If the PTD Service Level Standard is not met, it is a Service Issue and is considered a Service Restoration Priority 2. If the PTD metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PTD Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PTD issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PTD Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PTD Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PTD Service Level Standard continues to not be met, Customer will qualify for a credit. Customer’s measurement of PTD prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PTD credit table:

For Standard not met	Credit as % of MRC
Packet Transit Delay (PTD)	20%

5.4.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.4.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PTD Service Level Standard measurements do not include the following:

- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PTD Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer’s traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.5 **Packet Delivery Ratio (PDR)**

5.5.1 **Definition.** Effectiveness in transporting and delivering customer packets across the PIP Network.

5.5.2 **Standard.**

- PE PDR is the PE-to-PE monthly average Packet Delivery Ratio. The PE PDR Service Level Standards is applicable for the following traffic priority classes: Standard PIP Service and Enhanced Traffic Management (ETM) option.
- PE PDR Service Level Standard is:
- For the EF/COS5 traffic priority class: 99.995%
- For the AF/COS4, COS3, COS2, COS1 traffic priority class: 99.99%
- For the BE/COS0 traffic priority class: 99.5%

5.5.3 **Calculation.**

- PDR is determined by using 64-byte packets for measuring the number of packets within a specified traffic priority class that are successfully delivered divided by the total number of packets sent within the specified traffic priority class during a calendar month. For data consisting of packets within the specified traffic priority class, the PDR is as follows:

$$\text{PDR (\%)} = \frac{\text{Packets Delivered}}{\text{Packets Offered}} \times 100$$

- PE PDR is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon's PIP Network, regardless of the mode of access to Verizon's PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.5.4 **Credit Structure.** If the PDR Service Level Standard is not met, it is a Service Issue and is considered Service Restoration Priority 2. If the PDR metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a PDR Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a PDR issue exists and repair the problem(s), as applicable. Once Verizon confirms that the PDR Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the PDR Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the PDR Service Level Standard continues to not be met, Customer will qualify for a credit. Customer's measurement of PDR prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

PDR credit table:

For Standard not met	Credit as % of MRC
Packet Delivery Ratio (PDR)	20%

5.5.4.1 Service Issues occur between pair Ports of the Private IP Network, including SCI. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.5.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, PDR Service Level Standard measurements do not include any of the following:

- Packets that are not delivered due in whole or in part to factors unrelated to Verizon's PIP/PIPL2 Network.
- Packets dropped at infrastructure ingress or egress due to improper Customer Port speed specifications of Customer Port speeds.
- All Customer data traffic that is marked EF/COS5 by Customer and is not compliant with the subscribed EF/COS5 Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon PIP Network.
- PDR Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Any delay or dropped data packets caused by a Customer who subscribes to Access Oversubscription and Customer's traffic over a circuit exceeds 100% of the Access speed of the circuit.

5.6 Jitter

5.6.1 **Definition.** Displacement of data packets from their ideal sequence or position in time.

5.6.2 Standard.

- PE Jitter is the monthly average mean deviation of the difference in packet arrival time at the receiver compared to the sender for a pair of packets one-way between respective Provider Edge Devices. The Jitter Service Level Standards is applicable for the following traffic priority classes:
- Enhanced Traffic Management (ETM) option:
 - PE Jitter is applicable to data packets marked EF by Customer and compliant with the subscribed EF Real Time CAR.
 - PE Jitter is applicable to data packets in the AF4 traffic class and compliant with the AF4 forwarding priority.
 - Other traffic classes are not available for PE Jitter Service Level Standards.
- PE Jitter Service Level Standard provides that the maximum delay variance between Verizon Private IP PE devices is less than 5 ms one-way for the EF traffic class and less than 15 ms one-way for the AF4 traffic class.
- If a Jitter issue is identified, packet fragmentation technologies or similar capability may be required to remedy the issue.

5.6.3 Calculation.

- Jitter is determined by using 64-byte packets for measuring the mean deviation of the difference in packet spacing at the receiver compared to the sender for a pair of packets. The mean is determined by sampling the PIP Network frequently and averaging the results over a thirty day period. The calculation for Jitter (Ji) for two consecutive packets i and i+1 is as follows: $Jitter (Ji) = \Delta Ti - \Delta Ti'$

Where:

Ti = time 1st byte of packet i is received by the source Port (ingress time)

$Ti+1$ = time 1st byte of packet i+1 is received by the source Port (ingress time)

Ti' = time 1st byte of packet i is received at the destination Port (egress time)

$Ti+1'$ = time 1st byte of packet i+1 is received at the destination Port (egress time)

And:

$\Delta Ti = Ti+1 - Ti$ (ΔTi is the time interval between packets at ingress)

$\Delta Ti' = Ti+1' - Ti'$ ($\Delta Ti'$ is the time interval between packets at egress)

The Average Jitter (J-avg) is calculated as follows:

Average Jitter (J-avg) = $\sum | Ji | / (N-1)$

Where:



N is the number of sample packets over 30 day period

- PE Jitter is measured between the respective origination and destination infrastructure Ports, i.e. between the points where the packet enters and exits Verizon’s PIP Network, regardless of the mode of access to Verizon’s PIP Network. External factors, including, but not limited to, Local Access issues, are excluded from the measurement.

5.6.4 **Credit Structure.** If the Jitter Service Level Standard is not met it is a Service Issue and is considered Service Restoration Priority 2. If the Jitter metric for a pair of Customer Connections or Customer Sites is not being met, Customer may be eligible for a credit. To obtain a credit, a trouble ticket must be opened with Verizon when a Jitter Service Level Standard is not being met or if a Service Issue is identified. Verizon will work with Customer to confirm that a Jitter issue exists and repair the problem(s), as applicable. Once Verizon confirms that the Jitter Service Level Standard is not being met, Verizon will have 30 calendar days to repair the Service to meet the Jitter Service Level Standard and close the applicable trouble ticket, and in such an event, Customer will not be eligible for a credit. If, after 30 calendar days of opening the trouble ticket, the Jitter Service Level Standard continues to not be met, Customer will qualify for a credit. Customer’s measurement of Jitter prior to opening a trouble ticket may be considered by Verizon in determining the need to repair the Service.

Jitter credit table:

For Standard not met	Credit as % of MRC
Jitter	20%

5.6.4.1 Service Issues occur between pair Ports of the Private IP Network. Consequently, two Customer connections will be impacted by each Service Issue. For Service Issue Service Level Standard credit purposes, the MRC will be defined as the average of the MRCs for each of the two impacted Customer Connections.

5.6.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, Jitter Service Level Standard measurements do not include any of the following:

- PE Jitter applicable to the AF4 traffic class is available only for Video traffic that uses either AF41 or CS4 classification when the AF4 queue facilitating such Video traffic is not mixed with any other type of traffic.
- All Customer data traffic that is marked EF by Customer and is not compliant with the subscribed EF Real Time CAR or any other data traffic that is not compliant with the applicable subscribed CAR.
- All Customer data traffic that is marked by Customer using IP Precedence/DSCP settings not supported by the Verizon Private IP Network.
- Jitter Service Level Standards for MVIC locations are based on measurements at the Verizon owned Provider Edge devices and not the MVIC partner location.
- Jitter Service Level Standard is not applicable to Private IP Layer 2 services.

5.7 Service Installation

5.7.1 **Definition.** Period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable. Customer’s Due Date is defined as the date to which Verizon commits to deliver the Service.

5.7.2 **Standard.** See Service Level Standard Performance Measurements table above.



5.7.3 **Calculation.** The Service Installation Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes installation of the Service and the Service is up and billable.

5.7.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service installation to the Verizon account team as described in the in the Credit Section of the SLA.

Service Installation credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
Service Installation	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection	50% of the first month's MRC on the applicable Connection

5.7.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the Service Installation Service Level Standard does not include any minutes associated with the following:

- Delays in installation related to Customer actions, moves or scheduling difficulties.
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
- Delays attributed to extending the Local Access demarcation point.
- Delays resulting from inaccurate or incorrect order information from Customer.
- Delays resulting from an order suspension due to credit issues involving Customer.

Any periods of delay attributable to the reasons above will be deducted from the Service Installation time period.

5.8 Moves, Adds or Changes (MAC)

5.8.1 **Definition.** The MAC interval is the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the Order for the Service. Customer's Due Date is defined as the date to which Verizon commits to deliver the Service.

5.8.2 **Standard.** See Service Level Standard Performance Measurements table above.

5.8.3 **Calculation.** The MAC Service Level Standard is calculated by computing the period of time beginning on the Order Acceptance date and ending on the date Verizon completes the order for the Service.

5.8.4 **Credit Structure.** To obtain a credit, Customer must report the delay in Service order completion to the Verizon account team as described in the Credit Section of the SLA.

MAC credit table:

For Standard not met	U.S.	Global Tier A	Global Tier B	Global Tier C
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MAC	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection	50% of MRC on the applicable Connection
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- 5.8.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, the MAC Service Level Standard does not include any minutes associated with the following:
- Delays in installation related to Customer actions, moves or scheduling difficulties.
 - Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors.
 - Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to install the Service.
 - Delays attributed to extending the Local Access demarcation point.
 - Delays resulting from inaccurate or incorrect order information from Customer.
 - Delays resulting from an order suspension due to credit issues involving Customer.
 - MAC problems for services provided pursuant to any promotional Move, Add or Change offerings might not be eligible for credit refunds.

Any periods of delay attributable to the reasons above will be deducted from the MAC installation time period.

5.9 Mean Opinion Score (MOS)

- 5.9.1 **Definition.** Quality level of the audio fidelity and clarity of a voice call.
- 5.9.2 **Standard.** See Service Level Standard Performance Measurements table above.
- 5.9.3 **Calculation.** Verizon calculates MOS by sampling performance scores for the EF traffic class, using the standards based ITU-T G.107 (E-model) and assuming a G.711 codec, between Verizon-designated core backbone network nodes and averaging the results over a thirty day period. The monthly measurements are available at the following link: <https://www.verizon.com/business/terms/latency/#pip>.
- 5.9.4 **Credit Structure.** To receive a credit, Customer must submit their request within 30 business days after the month in which the MOS Service Level Standard was not met. Such credit will equal the pro-rated charges for one day of the MRC for the Customer's Connections within the specific region during the calendar month in which the MOS Service Level Standard was not met.

MOS credit table:

For Standard not met	Credit
Mean Opinion Score (MOS)	The pro-rated charges equal to one day's MRC for the Customer's Connections

- 5.9.5 **Exclusions.** In addition to the General Exclusions, as set out in the General Exclusion Section below, MOS Service Level Standard measurements do not include the following:
- The MOS Service Level Standard applies only to data packets marked EF by Customer and compliant with the Customer's subscribed EF Real Time CAR.
 - The MOS Service Level Standard applies only to the U.S., EMEA and APAC regions.
 - The MOS Service Level Standard is not applicable to the Private IP Layer 2 services.

6. Credit Requests and Application Process

6.1 Service Level Agreement Credit Application Structure.

- For any calendar month in which Verizon fails to meet any of the Service Level Standards stated in this document the credit structure for the Service Level Standards listed above will be applied to the corresponding net billing MRC for the specific Connection(s) affected by a PIP Network Hard Outage(s) or Service Issue(s).
- The total of all credits within any one month is limited to a maximum of 100% of the MRC for the specific Connection or Site, as applicable, which was impacted by any non-compliance with the Service Level Standard(s). Credits are not cumulative month to month.
- Credits for Hard Outages are determined based on Eligible Hard Outage Minutes and Customer may claim the TTR Service Level Standard credit in addition to the Availability Service Level Standard credit in a given calendar month. Customer may claim only one credit within a particular Service Issue Service Level Standard category during a given month. Customer cannot claim credits from both the Hard Outage and Service Issue categories for the same event. Customer can request to have compliance checked for all of the standard Service Level Standard commitments when requesting credits in any given month.
- To receive a credit, a trouble ticket must be opened with Verizon and Customer must submit their credit request no later than the stipulated time allowed to claim the specific Service Level Standard credit. The appropriate refund amount will be credited to the Customer's account at the billing account number (BAN) level in one lump sum, as opposed to each individual circuit or all circuits under multiple BANs. The appropriate refund amount will be appearing as a line item on a bill delivered within 90 calendar days following Verizon's confirmation of non-compliance with the Service Level Standard.
- Credits do not apply to Local Access or backhaul charges.

6.2 Process for Customer to Apply for Service Level Agreement Credits. The process to apply for SLA credits is provided below for each of the Service Level Standards.

6.2.1 **Opening a Trouble Ticket.** In the case that a trouble ticket is required to document an outage or service event for credit compliance, this can be done either through the Customer Service Center or through the web-based Verizon Enterprise Center. The number for the assigned Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested at the first use by registering at the Verizon Enterprise Center portal <https://enterprisecenter.verizon.com/>.

6.2.2 **Submitting a Service Level Agreement Credit Request.** The request for a SLA credit is submitted in writing from Customer to the account team. The timing and content of the request varies by Service Level Standard. This communication can be through email or by fax.

6.2.3 Trouble Ticket and Credit Request by Service Level Agreement

6.2.3.1 **Availability and Time To Repair (TTR).** In order for the Hard Outage to qualify for an SLA credit Customer must do the following:

6.2.3.1.1 A trouble ticket is opened with Verizon within 72 hours of the time the Hard Outage.

6.2.3.1.2 Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information:

- The date the Hard Outage occurred.
- The time the Hard Outage began and ended.

- The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.2 Packet Transit Delay (PTD), Packet Delivery Ratio (PDR) and Jitter. In order for the Service Issue to qualify for an SLA credit Customer must do the following:

- A trouble ticket is opened with Verizon within 72 hours of the time the Service Issue arose.
- Submit an SLA credit request to Verizon within 30 days of the closing of the trouble ticket. The request may be submitted in writing to Customer's account team or via the Verizon Enterprise Center portal. The credit request must contain the following information:
 - The date the Service Issue occurred.
 - The time the Service Issue began and ended.
 - The circuit ID(s) for each circuit(s) that was impacted.

6.2.3.3 Core Network Transit Delay (C-NTD) and Mean Opinion Score (MOS). To receive a credit, Customer must make a credit request in writing (e-mail or fax) to the Verizon account team within 30 business days after the month in which the C-NTD or MOS Service Level Standard was not met.

6.2.3.4 Service Installation and Moves, Adds, or Changes (MAC). Customer must report the delay in Service installation or MAC to the appropriate Customer Service Center when the target date is missed. Customer must make a credit request in writing (e-mail or fax) to Verizon account team within 30 days of the date that Verizon completes the installation of the circuit. Customer must document the following information when requesting the credit:

- The date on which the Service Installation Period or MAC interval began.
- The date specified for Service Installation or Service order completion in the Customer's order.
- The date installation or Service order was completed.
- The Port and Local Access ID numbers for the installed Service or the related Service order.

6.3 Service Level Agreement Credit Time Limitation. Service Credits made by Verizon to Customer under this Service Level Agreement are the sole and exclusive remedy available to Customer in respect of any failure to meet a Service Level Standard. Notwithstanding the preceding sentence, Customer may pursue the following options after three consecutive months of non-compliance with the PIP Service SLA:

6.3.1 Customer may elect to continue the Service for the affected connection inclusive of the credit. Customer can only receive a maximum of six months of credits for any individual Service Level Standard within a 12-month period regardless of the number of Connections.

6.3.2 Customer may elect to discontinue all PIP Service for an affected Connection without liability except for charges incurred prior to discontinuation of the Service. To cancel the Service for a Connection, Customer must submit a written disconnect notice to its Verizon account team within 30 days following the end of either the third or subsequent consecutive month of Verizon's failure to meet the Service Level Standard.

7. General Exclusions. The following exclusions apply to all Service Level Standards contained in this document:

7.1 Service Level Standards is limited to measurements taken at and service events occurring at or within the Provider Edge for Private IP services delivered when using the following access methods to Private IP:

- Network to network interface (NNI) partner via a MVIC.
- Satellite Port.
- Customer Provided Access.
- International Private Line (IPL).



- 7.2 No Service Level Standards are provided for the following nor will any Service level standard not met be considered for:
- Service installations prior to acceptances by Customer.
 - Packets marked EF/COS5 by Customers that are larger than 300 bytes.
 - Bursty Traffic in the EF/COS5 queue.
- 7.3 Private IP Layer 2 Specific Exclusions:
- Private IP Layer 2 excludes Mean Opinion Score (MOS) and Jitter Service Level Standards.
 - Private IP Layer 2 Coverage Exclusions:
 - All MVIC locations.
 - The following countries: Argentina, Brazil, Canada, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico and Venezuela.
- 7.4 Service Level Standard measurements do not include periods of PIP Network Outage resulting in whole or in part from one or more of the following causes:
- Any Hard Outage minutes associated with failure of CPLL.
 - CPE associated with the PIP Service.
 - Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control.
 - Any scheduled maintenance on the part of Customer, Customer contractors or Customer vendors.
 - Any scheduled maintenance on the part of Verizon or Verizon Service partners which are within Verizon's maintenance windows.
 - Any scheduled maintenance on the part of Verizon's Service partners, including without limitations, MVICs.
 - Any Force Majeure events as defined in the Contract.

8. Terms and Definitions

Term	Definition
Assured Forwarding (AF)	A set of priority Class of Service types intended to support data prioritization and precedence.
Best Effort (BE)	A Class of Service type intended to support General Business transactions.
Billing Account Number (BAN)	The account number to which all the Service charges are linked.
Bursty Traffic	Traffic where the minimum packet arrival gap in ms is the same or less than $[(\text{the largest expected voice packet sizes in bytes}) * 8000 / (\text{link speed in bits/sec})]$.
CE-to-HUB	Satellite Gateway SLA is measured between Verizon's-origination (Satellite earth station Hub) and customer-destination demarcation point.
Circuit	A circuit is a Connection, port, CAR and local access.
Class of Service (COS)	Priority classes that enable the network to differentiate data packages and assign routing precedence based on the customer data networking settings.
Committed Access Rate (CAR)	Committed Access Rate (CAR) is the amount of bandwidth to which Customer subscribes on a logical port by logical port basis. CAR can be equal to or less than the logical port speed.
Connection	Connection is a port on Customer's virtual private network (VPN) connected to the Verizon PIP Network. Customer subscribes to a CAR for each Connection.
Core Network	The Core Network, also referred as the Provider Core or P-Core Network, is a dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The

	Core Network has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The Core Network is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The Core Network supports Private MPLS network traffic but does not support direct customer access connections.
CPE	Customer Premise Equipment. Telecommunications equipment located at the Customer Site.
Customer Edge (CE)	Routers and CPE connected to the local access loop.
CE-to-CE	Customer Edge to Customer Edge. The network segment to and from the customer demarcation point that includes the local loop and the PIP network but excludes the customer CPE.
Customer Provided Local Loop (CPLL)	Customer remits payment for local access directly to their local access provider and Verizon does not invoice Customer for local access charges.
Customer Service Center	Verizon locations where Customer reports Service issues.
Eligible Hard Outage Minutes	Total number of Connection Hard Outage minutes less any Outage minutes attributed to events excluded by the PIP SLA.
End-to-End	The network segment in which Verizon Business has control. It includes the Local Loops if it is furnish or ordered by Verizon Business or a Verizon Affiliate from a third party carrier, and where Verizon Business invoices the Local Access cost to Customer. It excludes the CPE.
Enhanced Traffic Management Service (ETM)	Service that provides priority traffic routing with Class of Service features.
Expedited Forwarding (EF)	A priority Class of Service type intended to support applications that require real time traffic flows.
Hard Outage	Complete loss of Service where Customer cannot use the Service and is prepared to release it for immediate testing.
Hub	The satellite infrastructure located at a Verizon earth station which is interconnected to Private IP.
International Private Line (IPL)	Provides dedicated connections (point-to-point or point-to-multipoint circuits) between customer sites in numerous countries around the globe.
IP	Internet Protocol.
Layer 2	The Data Link Layer of the OSI Model.
Layer 3	The Network Layer of the OSI Model.
Local Access	On-Net, Off-Net or Customer Provided connection from the Provider Edge to the Customer Edge.
Managed Services	A Verizon Service designed to provide customers with a range of management options, from the proactive monitoring to complete outsourcing, of the Customer's data or voice networks.
MPLS	Multi-Protocol Label Switching. An IETF standard.
MRC	Monthly Recurring Charge. MRC includes net port and CAR charge, less any applicable discounts, and does not include local access charges.
MVIC	Private IP MPLS VPN Interconnect Services provided through a partner network and interconnected with Verizon through the MVIC.
Network	Verizon MPLS VPN Service, known as PIP. A network-based IP VPN service that utilizes IP-over-MPLS (Multi-Protocol Label Switching) technology to deliver IP VPN services to its customers in a secure, reliable and fast manner.
Network Outage	A Network Outage is defined as an unscheduled period in which the Service is interrupted and unavailable for use by Customer for 60 or more Unavailable

	Seconds (UAS). UAS is the American National Standards Institute standard (ANSI) T1.231.
NNI	Network to Network Interface (NNI) which provides an efficient interface between two data networks.
Off-Net	A location that is interconnected to Verizon Business using Local Access Circuits not wholly furnished via facilities owned or operated by Verizon Business or a Verizon Affiliate but ordered by Verizon Business or a Verizon Affiliate from a third party carrier. Off-net is offered at three levels of performance: Premium, Standard and Basic.
On-Net	A location that is interconnected to Verizon Business using Local Access Circuits wholly furnished via facilities owned or operated by Verizon Business or a Verizon Business Affiliate.
Order Acceptance	When Customer has provided all information required by Verizon, Customer has successfully passed a credit check (if required), and Verizon's ordering systems has processed the Customer's information and have accepted the order as ready for provisioning.
OSI Model	Open Systems Interconnection Reference Model. A standard description for how data should be transmitted between any two points in a telecommunication network. Its main purpose is to define the networking framework for the consistent delivery of products and services over a telecommunications network. The reference model defines seven layers of functions that take place at each end of a telecommunication network: Application (Layer 7), Presentation (Layer 6), Session (Layer 5), Transport (Layer 4), Network (Layer 3), Data-Link (Layer 2) and Physical (Layer 1).
P-Core	Provider Core. Dedicated and redundant backbone network with a resilient topology engineered to optimized network routes, maximize stability and minimize failover times. The P-Core has been designed to provide quality of service excellence and to enable intelligent adaptability to new generation technologies. The P-Core is a secure, reliable and fast backbone network platform dedicated solely to Private MPLS network traffic. The P-Core supports Private MPLS network traffic but does not support direct customer access connections.
PIP	Private IP Service.
PIP Network	The Verizon Private IP Network consisting of the devices and transport making up the MPLS cloud.
Port	An entrance to and/or exit from a network.
Provider Edge (PE)	The edge of the Verizon PIP Network. It is the point in which customer traffic enters or exits the Verizon PIP Network.
PE-to-PE	Provider Edge to Provider Edge. The network segment consisting of the PIP Network but excluding the Local Loops and the customer CPE.
Private IP Layer 2	Private IP Layer 2 is a technology using Virtual Private Wire Services (VPWS) to provide point-to-point routing and to allow Customers to retain control of routing, architectural and topology changes.
Private IP Layer 3	Private IP Layer 3 is a Network-Based IP VPN service using IP-over-MPLS technology to deliver high-performance IP VPN solutions to customers in a secure, reliable and fast manner.
Service or PIP Service	Service or Private IP Service is defined as Customer port and CAR and Local Accesses.
SLA	Service Level Agreement.

Service Restoration Priorities	<p>Process by which Service disruptions are ranked by the Customer Service Center. A "Priority 1" is a total loss of Service, or degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing. A "Priority 2 is degraded Service, however Customer is able to use the Service and is not prepared to release its Service for immediate testing.</p>
Site	<p>A site is Customer's Service location which includes CPE and a Connection.</p>
Service Issue	<p>A degradation of Service where Customer is able to use the Service and is not prepared to release the Service for immediate testing. Service Issues are a Priority 2 restoration priority.</p>
Trouble Ticket	<p>A trouble ticket is defined as the official method used to document a perceived problem with the Service or non-compliance with a Service Level Standard.</p>
Virtual Private Network (VPN)	<p>A virtual network that provides the equivalent of a dedicated private network service over a shared data telecommunications infrastructure. A VPN maintains privacy through security network protocols. A VPN uses a logical connection to route traffic between network sites. One of the key attributes of a VPN is that it can provide the same capabilities of a Private Network but usually at a much lower cost.</p>



VOICE OVER IP SERVICE

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6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Voice over IP (VoIP) Service enables Customer to make telephone calls via the Internet. Verizon offers two types with Optimized and Non-Optimized Service: IP Integrated Access (for sites with key or PBX systems) and IP Trunking (for premise based IP PBX equipment or cloud hosted calling platforms); and a third type with Non-Optimized VoIP Service: Hosted IP Centrex, where all the features of a PBX or key system reside on Verizon's VoIP network.
- **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized VoIP + Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized VoIP Service.

1.2 Standard Service Features

- 1.2.1 **Calling Capacity.** With VoIP Service, Verizon provides Customer the ability to select its simultaneous calling capacity.
- 1.2.2 **Burstable Enterprise Shared Trunks (BEST).** Customer's VoIP sites that are provisioned with BEST will be able to share the total simultaneous calling capacity purchased by Customer across its enterprise on a regional basis. Thus, simultaneous call units within a region contribute to the total available concurrent call capacity only within that region. Concurrent call pools cannot be regionally



shared between the Americas (U.S./Canada/Latin America), Europe, and Asia-Pac regions. BEST applies to enterprises in which all locations are on a metered or tiered pricing model. Simultaneous calling capacity can be shared between locations receiving both Local and LD VoIP service, and between locations receiving only LD service, but not across those two kinds of locations.

1.2.3 Local/National Calling Services

1.2.3.1 Outbound Public Service Telephone Network (PSTN or Local) Calls. Verizon enables Customer to place calls to most PSTN destinations, including but not limited to, local, national, international, fixed-to-mobile, Directory Assistance and non-geographic destinations. For Europe, a list of destinations not currently supported by VoIP Service is available upon Customer's request.

1.2.3.2 Number Portability. Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time VoIP Service is made available for use, or delay LNP for up to 10 days afterwards.

1.2.4 Caller ID Information – Outbound

1.2.4.1 Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) Caller ID Information are supported. Verizon enables Customer to prevent, or control, the presentation of its outbound Caller ID information to call recipients through the Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) features.

- CLIP presents a default Calling Line Identity (CLI).
- CLIR blocks the presentation of Customer's CLI.

1.2.4.2 Alternative Caller ID (VoIP IP Trunking only). Through the Alternative Caller ID feature, Verizon enables Customer to present an alternative CLI to call recipients, e.g., to display a local presence. Details on what types of numbers are supported are available on request.

1.2.4.3 Elective Calling Number (ECN). If configuring Alternative Caller ID correctly is difficult on Customer's equipment, ECN may be a better choice because it is configured in Verizon's network. Changes will require a change order. Customer must identify a Primary place of Use per location at time of ordering.

1.2.5 Directory Assistance. Verizon provides directory assistance, so that Customer can call the directory assistance operator to request telephone numbers (up to two per call in the U.S.).

1.2.6 Operator Services. Verizon provides operator assistance, so that Customer can call to request help to complete a long distance or local exchange telephone call.

1.2.7 Codecs Support. Verizon supports calls originating from Customer equipment on any of the following codecs (compression standards): G.711, G.729, T.38, and G.722/H.264. Verizon's VoIP Service transmits faxes sent using the G.711 and T.38 codecs.

1.2.8 Key Group (IP Integrated Access only). Verizon supports all features of the Key System at a Customer Site, and Customer can also use the following Verizon VoIP features: Call Return, Call Trace, Call Transfer, Call Waiting, Cancel Call Waiting, Consultation Hold, Hold, Flash Call Hold, Last number redial, Three-way calling, using the Feature Access Codes (as applicable).

1.2.9 Support Services

1.2.9.1 Online Integrated Administrator Console. Verizon provides an online VoIP portal known as the Integrated Administrator Console (IAC) which Customer's designated administrator can use to set up and manage VoIP Service-related call routing and restrictions for Customer-defined groups across Customer' enterprise.



1.2.9.2 **Technical Support – Local Helpdesk.** Verizon provides a Helpdesk, which Customer's administrator can call for help with VoIP service issues.

1.3 Optional Service Features

1.3.1 **VoIP IP Enterprise Routing (VIPER).** Verizon will complete calls dialed over public numbers between Verizon VoIP Service Customer locations enabled with the VIPER feature without applying per-minute domestic or international usage charges. VIPER is available in the Americas (U.S., Canada, Latin America), Europe, and Asia-Pacific (except India).

1.3.2 **Additional Optional Features.** Call Forwarding; Calling Name Inbound (U.S. only; does not show names of wireless callers); Voice Mail (U.S. only); Auto-attendant; Accounting/Authorization codes; Call Intercept.

1.4 **Additional Verizon Responsibilities – Demarcation.** Verizon provides VoIP Service up to the demarcation point, which is the following:

- For VoIP IP Trunking, the Ethernet interface card where Customer's LAN is connected to the IP router.
- For IP Integrated Access with a PBX, the back end of the router (to enable Verizon to gain limited access to the gateway to provide limited assistance with repairs).
- For IP Integrated Access with a Key system, the FXS port.
- For Multi-Site IP Trunking Service – If Customer purchases Verizon VoIP IP Trunking Service for a centralized multi-site environment where the Customer WAN connects remote Site(s) through a single site (Hub site) to the Verizon VoIP network, the demarcation for the IP Trunking VoIP Service for each Customer Site in the centralized multi-site environment is the Hub site termination.

1.5 Customer Responsibilities

1.5.1 **Transport.** As transport for use with VoIP Service, Customer will, at its discretion, (a) separately purchase Verizon Internet Dedicated, Internet Dedicated Ethernet, Private IP Service, or Ethernet to Private IP Service (the latter two are the only forms of transport in Asia Pacific); or (b) in the case of use in the U.S. or in the Europe, Middle East, and Africa (EMEA) region, provide internet dedicated or internet dedicated Ethernet, service. Customer will contract directly with Verizon Wireless if Customer utilizes Verizon Wireless as access in the U.S. into Verizon's PIP network (available only with Optimized Service).

1.5.2 **Customer Facilities.** Customer will ensure that all Customer Facilities are compatible with VoIP. Customer may meet this responsibility by contracting separately with Verizon to perform associated tasks.

1.5.3 **Customer Not Ready.** The Customer must provide the order information sought by Verizon (e.g., porting telephone numbers, demarcation information) and, if applicable, provide to Verizon the date the Customer's site will be ready for the service within 10 business days of the date Verizon first contacts the Customer for such information. If the Customer does not provide such information by the 10th business day, then Verizon may cancel your order.

1.5.4 **Emergency Calling Services**

1.5.4.1 **Busy Signal.** If the maximum number of concurrent calls on an IP trunk is exceeded or a Service outage occurs, an end-user may receive a busy signal when the end-user attempts to contact emergency services. Customer will inform its end-users of such possibility as described further in Section 3.8.1 and is responsible for developing and implementing alternative methods for its end-users to obtain access to emergency services.

- 1.5.4.2 **Customer Relocates IP Phone.** If Customer relocates any of its IP phones to another Customer site or within the existing site (e.g., to another floor), Verizon will have no knowledge of such relocation and will continue to route emergency services calls based on the address associated with the registered ANI or STN the Customer initially provided to Verizon, providing the associated location to public safety. Customer is responsible to inform Verizon of relocation of IP phones through available methods (i.e., service order update or available portal), so that the outbound geographic call routing rules and location data used by public safety can be updated for the relocated phones. Dynamic E911, as provided herein, addresses IP phone relocation so Customers with Dynamic E911 are not subject to this section.
- 1.5.4.3 **Extension Formats.** Customer must ensure that extension numbers are not formatted using any European emergency number format, regardless of the country in which the end-user is located. (A List of European Emergency Numbers is available to Customer upon its request.) Use of any of those formats may prevent emergency calling from operating properly.

2. AVAILABLE VERSIONS

2.1 Optimized VoIP Service – Contracted by Customer on or after November 15, 2013

2.1.1 **Service Description.** With Optimized VoIP Service contracted by Customer on or after November 15, 2013, Verizon provides the following optional Service features.

2.1.2 **Optional Service Features**

2.1.2.1 **Verizon VoIP for Microsoft Teams Operator Connect (U.S., Canada and Mexico).** Verizon VoIP for Microsoft Teams Operator Connect (Verizon VoIP for Operator Connect) is a variation of voice over IP service that is integrated with Microsoft Teams Operator Connect. This service allows Verizon to provide telephone numbers and PSTN calling capabilities to Microsoft Teams users. Microsoft Teams is connected to Verizon via the geo redundant, high availability Microsoft Azure Peering Service (MAPS). Enterprise Trunk Premium and Dynamic E911 is included with Verizon VoIP for Operator Connect at no additional cost.

In addition to the codecs listed above, Verizon VoIP for Operator Connect supports the SILK codec.

The following Standard Service Features or Optional Service Features are not available with Verizon VoIP for Operator Connect:

- Alternative Caller ID
- Elective Calling Number (ECN)
- VoIP Essential Feature Package (U.S.)
- LD-only Service

Customer is responsible to i) obtain all Microsoft licenses and other Microsoft services (e.g., Phone System) necessary for Verizon VoIP for Operator Connect, and ii) configure the Microsoft Teams environment as necessary. Verizon must be selected as the operator in the Teams Administration Center.

2.1.2.2 **Dynamic E911 (U.S. and Canada).** Dynamic E911 enables the routing of emergency calls to the appropriate Public Safety Answering Point (PSAP) based on the user location information dynamically acquired at call set-up in Customer's environment. In addition to emergency call routing, Verizon will provide the dispatchable user location as received from the Customer to the PSAP. Customer is responsible to ensure the proper dynamic emergency calling configuration in Customer's environment. Depending on the quality of the user location information provided to Verizon from the Customer environment, emergency calls will either be directly routed to a PSAP or will be screened by a certified emergency call response center before transferring to a PSAP. Dynamic E911 is currently only supported for Verizon VoIP for Operator Connect.



- 2.1.2.3 **BEST+.** With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic.
- 2.1.2.4 **Enterprise Trunk Premium.** With Enterprise Trunk Premium, Verizon provides a billable business continuity option if Customer desires session border controller (SBC) geographic redundancy.
- 2.1.2.5 **Enterprise Route Overflow.** In the event of an IP address being unreachable, thereby causing inbound calls to fail, Enterprise Route Overflow enables all inbound VoIP calls to be automatically redirected to an alternate number (which can be a VoIP or PSTN number), whether or not Verizon-owned and whether or not within the same country. Once connectivity with the original IP address is re-established, the primary route will be resumed (except for those calls that have already been redirected).
- 2.1.2.6 **Premium Support Services.** Verizon offers the following post-implementation, supplemental Premium Support Services for VoIP Services:
- **VoIP Feature Management.** VoIP Feature Management consists of those feature configuration and profile changes that could be performed by Customer either via the VEC or IAC if Customer chose to do so.
 - **CPE and local area network (LAN) Support.** Premium CPE and LAN support services consists of activities that enable or improve the capabilities provided by Customer's CPE. Examples of CPE and LAN support activities include performing IOS upgrades for phones and IP phone configuration.
 - **Alternative Re-routing (U.S. only).** Verizon will work with Customer to provision pre-defined re-routing plans for each of its VoIP telephone numbers (TNs) to facilitate Service continuity in the event of an emergency or disaster, using remote call forwarding for each such TN.
- 2.1.2.7 **Verizon Wireless Connected VoIP.** If Customer orders the Verizon Wireless Connected VoIP feature, Verizon will complete calls originating from a Verizon VoIP Service Customer location enabled with the VIPER feature in the U.S. to any Verizon Wireless telephone number without applying per-minute U.S.-domestic or international usage charges on the VoIP originating end. Applicable Verizon Wireless usage charges may still be charged on the terminating end.

2.1.3 **Optional Feature Package**

- 2.1.3.1 **VoIP Essential Feature Package (U.S.).** Customer has the option to order a limited feature package that restricts use of certain VoIP features. This optional feature package is only available with location level concurrent calls. If Customer orders this package, the selected customer site will not be able to use the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Further, the customer will not be able to use the following Enterprise level features: BEST+; Enterprise Trunk Premium; or share tiered long distance minutes across Customer sites.

- 2.2 **Optimized VoIP Service – Contracted by Customer before November 15, 2013.** The service description, features, and terms and conditions particular to VoIP Service contracted by Customer before November 15, 2013 are set forth here:
www.verizon.com/business/service_guide/req/cp_voip_plus_voice_over_ip.pdf.

2.3 **Non-Optimized VoIP Services**

- 2.3.1 **Non-Optimized VoIP Service (U.S.).** For Non-Optimized VoIP Service contracted by Customer in the U.S. prior to November 15, 2013, the service description, features, and terms and conditions are set forth here:
www.verizon.com/business/service_guide/req/cp_voip_voice_over_ip.htm.



- 2.3.2 **Non-Optimized VoIP Service (Non-U.S.).** For Non-Optimized VoIP Service contracted by Customer outside the U.S. prior to November 15, 2013, the service description, features, and terms and conditions are set forth in Customer's Contract and Service Order Form (SOF).

3. SUPPLEMENTAL TERMS

- 3.1 **No Resale.** This VoIP Service offering is not designed for resale as a stand-alone service. If Customer is buying VoIP Service on a tiered or metered pricing plan, Customer may provide and be compensated by end-users for VoIP-based services as a component of a larger service offering provided, for example, to a retirement home, campus-living facility, or hotel.
- 3.2 **Auto Dialing.** Customer's call capacity is limited to 10 call attempts per second on the Verizon network. If additional capacity is requested by Customer, provided such additional capacity is available, Verizon will provide such additional capacity to the Customer.
- 3.3 **SIP (Session Initiation Protocol) Message Rate Limiting.** To protect Verizon network infrastructure from potential overload conditions (and the resulting impairment of VoIP Service to customers) due to excessive traffic from specific network elements (e.g., traffic floods from misconfigured Customer Equipment), SIP messages from Customer's devices are rate limited in Verizon's network. Received SIP messages that surpass certain thresholds during a thirty-second interval may receive lower-priority treatment or be discarded before processing. The thresholds applicable for any particular device may vary over time, but are designed to be sufficient to allow for Customer's full utilization of its VoIP Service.
- 3.4 **Service Limitations**
- 3.4.1 **Modems.** Communications from analog modems may have protocol interaction issues when used over VoIP technology (due to their handshake and error-checking rules) and cannot be assured of the same quality as other communications; modems may not be used on VoIP Service except with Codec G.711 without silence suppression.
- 3.4.2 **Fax Transmission.** Fax transmission is highly dependent on Customer's facsimile device, its ability to disable error correction, and other factors. Therefore, the VoIP Service SLA does not include fax transmission success.
- 3.4.3 **Alarm Lines.** Alarm lines (whether or not they use modems) are not supported on, and should not be used with VoIP Service, with respect to both service and wiring, without limitation.
- 3.5 **Design/Configuration Modification.** Within Customer's Verizon-approved Service design, Customer may, if it chooses, upgrade its CPE configuration to the next-generation configuration of the same combination of manufacturer and design. To avoid disruption to Customer's or other customers' VoIP service, however, Customer will develop a written plan to be approved by Verizon before implementing an entirely new CPE architecture.
- 3.6 **Call Origination.** Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call.
- 3.7 **Emergency Calling Access Limitations.** Customer is responsible for notifying its end users of the following common events that can limit access to emergency calling via VoIP Service:
- **Loss of Power.** VoIP Service will be interrupted if there is a loss of electricity/power supply.
 - **Loss of Broadband Service.** VoIP Service will be interrupted if the attendant broadband connection is not available.
 - **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access



to emergency services.

- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).
- **LD-only Service.** Emergency calling is not available with LD-only service.
- **IP phones connected to an IP PBX indirectly.** Emergency services cannot be reached from IP phones connected to an IP PBX indirectly connected to Verizon's VoIP Network (e.g., IP phones at Customer's internal remote sites as part of an IP PBX Centrex installation) that are not subscribed to an IP Trunking centralized multi-site environment.

3.8 **E911 Regulatory Requirements – U.S.** A provider of interconnected VoIP service, as defined by the Federal Communications Commission (FCC), is required by the FCC to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available.

3.8.1 **End-User Notice Requirements.** Customer will notify all of its end-users of VoIP Service of the interaction and/or limitations of Dynamic E911 and E911 with VoIP Service as set forth in the Service Terms for VoIP Service. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.

3.8.2 **E911 and VoIP IP Trunking Service.** Customer's IP Trunking may permit end-users to use VoIP Service at locations other than Customer's or the end-users' primary service location. If using Dynamic E911, the user location information is dynamically acquired at call set-up in Customer's environment when a VoIP phone (i.e., any device used for VoIP calling) uses the service at a non-primary service location. However, without Dynamic E911 in use, Customer will be responsible to:

- detect when an end-user has moved a VoIP phone to a non-primary service location, and suspend VoIP Service unless and until either Customer (a) verifies that the end-user is at the location for which the VoIP phone is registered for service with Verizon or (b) use a third-party service to enable the conveyance of E911 calls to the location appropriate PSAP from the end-user's current location;
- only permit such nomadic service when E911 calls made via the nomadic service include the information needed to route a 911 call to the PSAP serving that location in the manner required by the FCC's E911 requirements for interconnected VoIP service; and
- otherwise block all VoIP calls attempted to be made via the nomadic service.

3.8.3 **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the NET 911 Improvement Act – and with respect to the provision of Verizon VoIP Service, Verizon is an IP-enabled voice service provider.

3.9 **Access to CPNI in U.S.** Verizon shall provide CPNI related to Customer's use of VoIP Service only to the CPNI authorizers selected by Customer and designated in writing to Verizon.

3.10 **Alternative Caller ID, Call Forwarding, Call Origination, and Onward Routing Limitations.** Certain country regulations prohibit presenting a number to the called party different from the original party. This may result in call blocking and/or a fine being applied. Should this be the case, Verizon will pass on the fine.

3.11 **Regional-Specific Terms (Europe).** The following regional-specific terms apply to Customer's sites using VoIP Service in Europe.

3.11.1 **Emergency Calling.** VoIP Service enables Customer to access the Emergency Service Answering Point (ESAP) in its respective country using the appropriate numbers. The calling number transmitted to the ESAP will be the number stored in the Verizon SIP servers. Customer will keep all numbers up-to-date at all times. Emergency call routing and back-tracking (silent emergency calling) are only supported for calls from Customer sites that are identified by a Service Order issued under this Service



Attachment.

3.11.2 Onward Routing. When a call originates in a European country other than one of the Verizon VoIP-eligible countries, and is handed over to Verizon in one of the Verizon VoIP-eligible countries for onward routing to a PSTN destination, VoIP Service is unable to correctly identify the call's originating location and the CLI format will instead identify the call as originating in the eligible country where the call is handed over to Verizon. Furthermore, Customer will not hand over such calls to Verizon for onward routing to a PSTN destination where this is prohibited or restricted by law or regulation.

3.11.3 Auto Dialing Limitations. Certain countries require special numbers to be used as originating numbers when initiating calls via an automated dialing mechanism. Customer must request such numbers in the countries where this is in force and, when used, Customers must ensure they have the right to use such numbers. This applies to both the registered and the presented telephone numbers sent by Customer, whether the number is provided by Verizon or ported to Verizon. Failing to use such special numbers may result in call blocking and/or a fine that Verizon will pass on. Customer must own the special numbers at all times whether this number is used by them directly or by one of their contractors and may be required, if requested by the Verizon, to provide an attestation of such ownership. If the number is used by a contractor, Customer will need to provide proof that the contractor has a mandate allowing use of such numbers.

3.12 Regional-Specific Terms (Asia-Pac). The following regional-specific terms apply to Customer's sites using VoIP Service in the Asia-Pacific region.

3.12.1 Australia, Hong Kong, and Singapore

3.12.1.1 Scope. IP Trunking Service enables a Customer end user to access the Emergency Service Answering Point (ESAP) in the end user's respective country using the appropriate numbers where IP Trunking Service includes local termination. Emergency calling is not available to Customer if it has Site-to-Site-Only Service and also is not available on outbound-only IP Trunking Service.

3.12.1.2 Limitations. Verizon routes emergency calls to its subcontractors for onward routing to the correct ESAP. Only (i) fixed PBX phones (in the case of IP Integrated Access), (ii) fixed IP phones connected to an IP PBX of a Customer Site directly connected to the Verizon VoIP network, or (iii) fixed IP phones directly connected to an IP PBX of a Customer Site and indirectly connected to the Verizon VoIP network in a centralized multi-site environment can connect to emergency calling. Emergency calling is not enabled from IP phones connected to an IP PBX indirectly connected to the Verizon VoIP network (i.e., Customer internal remote sites of an IP PBX Centrex installation that are not within an IP Trunking centralized multi-site environment).

3.12.2 India. This clause applies if VoIP will be accessed from India.

3.12.2.1 OSP Only Service. VoIP may only be used by Customers and Customers' Affiliates in India who are OSPs as described in the "Revised Guidelines for Other Service Providers (OSPs)" released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time.

3.12.2.2 No Emergency Calling in India. Customer will not use IP Trunking Service for emergency calling in India. Customer will notify its end users in India of the limitations in relation to emergency calling via VoIP Service (including those detailed above).

3.12.2.3 Additional Documentation. Prior to the Activation Date Customer will complete and sign, or will procure the completion and signing by its Indian Affiliate (or other end user) receiving IP Trunking in India, the VoIP Inspection Pro Forma document found here: https://www.verizon.com/business/service_guide/reg/pro-formas.htm.



3.12.3 **Japan.** The following terms apply if Customer's enterprise network using VoIP Service includes a site in Japan, the Verizon entity providing VoIP Service to Customer is in Japan, or as otherwise specified below.

3.12.3.1 **No Emergency Calling in Japan.** Customer will not use IP Trunking Service for emergency calling in Japan. Customer will notify its end users in Japan of the limitations in relation to emergency calling via VoIP Service (including those detailed above).

3.13 **Regional-Specific Terms (Canada).** The following regional-specific terms apply to Customer's Sites using VoIP Service in the Canadian region.

3.13.1 **Emergency Calling.** Unless Customer has Dynamic E911 as outlined above, Verizon Canada VoIP Service includes basic 911 capabilities which have certain limitations relative to the enhanced 911 capabilities that are available on most traditional telephone services. For more information on Verizon Canada basic 911 go to www.verizon.com/business/en-ca/support/.

4. SERVICE LEVEL AGREEMENT (SLA)

4.1 **SLA.** The SLA for VoIP Service applicable to Customer sites in the respective regions is set forth in **Exhibit 1 Voice over IP Service for U.S./Canada/Mexico and Asia-Pac Services:**

4.2 **SLA Credits.** Information provided to Customer through the VEC or through the IAC is for Customer information purposes only and is not used to calculate any service credits that Customer may be entitled to pursuant to an applicable VoIP Service SLA. Under these SLAs, the maximum amount of credit available to Customer for any calendar month is the simultaneous calling capacity monthly recurring charge (MRC) plus the applicable MRC for the related Internet Dedicated service under the Agreement.

4.3 **Enterprise Trunk Premium.** If Customer purchases Enterprise Trunk Premium (ETP), the standard VoIP Network Availability SLA threshold is enhanced to 100%. To make an ETP SLA claim for credit, Customer will request such credit within 30 business days after the month in which the ETP Network Availability SLA was not met in accordance with the standard VoIP Service SLA process guidelines at www.verizon.com/business/terms/. For ETP-related SLA claims, Customer will note in the Comments section of the on-line credit request form that it is an ETP SLA Network Availability credit request.

5. FINANCIAL TERMS

5.1 **Optimized Service.** Customer will pay the charges for Optimized VoIP Service + specified in the Agreement, including those below, and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

5.1.1 Administrative Charges

See Cost Proposal.



5.1.2 **Pricing Options.** VoIP Service is available with Tiered and Metered pricing options. Rates and charges will apply for International calls, national (in-country) calls, certain Local Service features, Directory Assistance, and related items. In the case where VoIP Service is purchased with Virtual Communication Express (Virtual Communications Express over VoIP), the pricing is as set forth in Section 5.1.2.3.

5.1.2.1 **Tiered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise),
- an allotment of inter-enterprise VoIP minutes (termination is outside Customer's enterprise), based on Customer's tier selection, which further includes –
 - for U.S./Canada/Latin America VoIP locations, an allotment of domestic long distance (LD) minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer;
 - for Europe and Asia-Pac VoIP locations, an allotment of national minutes to enable calls to non-mobile terminations. National calls to mobile terminations are subject to per-minute usage rates.

Customer will pay a per-minute charge for all minutes in excess of its allotment of inter-enterprise VoIP minutes.

If simultaneous calling units are provisioned at the location level (level available with Non-Optimized VoIP Service and Optimized VoIP Service), a minimum of one unit must be purchased for each location and allotted minutes cannot be shared between locations, nor can they be rolled over from month to month.

If the simultaneous calling capacity is provisioned at the enterprise level (level available with Optimized VoIP Service), minutes can be shared between Customer locations (with like Services, e.g., Local and LD to Local and LD), but they cannot be rolled over from month to month. Tiered simultaneous calling units cannot be provisioned at the enterprise level in the Europe and Asia-Pac regions.

Calls to international locations can also be made but are billed at metered rates.

5.1.2.2 **Metered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise), and
- for U.S./Canada VoIP locations, local calling if Local service is offered in the affected region and purchased by Customer.

Inter-enterprise VoIP calls (termination is outside Customer's enterprise), including LD or national calls, as applicable, are billed a per-minute charge. Calls to international locations can also be made but are billed at metered rates.

Simultaneous calling units can be provisioned for metered pricing at both the location and enterprise levels for Optimized Service and at the location level for Non-Optimized Service. If simultaneous calling units are provisioned at the location level, a minimum of one unit must be purchased for each hub and remote location.

5.1.2.3 **Virtual Communication Express over VoIP Pricing - Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous



call units Customer selects when Customer implements Virtual Communication Express over VoIP at sites in the U.S. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise); and
- Unlimited U.S. domestic LD minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer.

Virtual Communications Express over VoIP may only be installed in sites in the U.S. Unlimited concurrent calls is only available when the U.S. site (i) uses location level concurrent calls; and (ii) implements Virtual Communication Express with VoIP.

5.1.2.4 **BEST+**. BEST+ is an optional billable feature available if Customer (i) purchases Optimized VoIP Service via a right to buy arrangement, and (ii) purchases a minimum of 200 simultaneous calling units at the enterprise level. With BEST+, Customer can exceed (or burst) its simultaneous calling capacity if, for example, it experiences an unplanned burst of inbound/outbound voice calls. To enable BEST+, Customer will be charged an MRC based on its simultaneous calling capacity purchased at the enterprise level and its selected tier of burstable simultaneous calling units (see table below). Customer also will be charged an NRC for the maximum number of bursted simultaneous calling units attained during the affected billing period.

Simultaneous Calling Capacity		
BEST+ Tier	Per Enterprise*	Maximum Additional Simultaneous Calling Capacity
1	200 – 399	+ 50
2	400 – 799	+100
3	800 – 1,199	+ 200
4	1,200 – 1,599	+ 300
5	1,600+	+ 400

*Customer may purchase at its Per Enterprise level or below. For example, if Customer purchases a Simultaneous Calling Capacity of 1,000 calls, it is in BEST+ Tier No. 3. It can purchase the Maximum Additional Simultaneous Calling Capacity for Tier Nos. 3, 2, or 1. It cannot purchase at Tier Nos. 4 or 5 (unless it subsequently purchases additional Simultaneous Calling Capacity to advance into either of those Tiers).

5.1.3 Alternative Re-routing

5.1.3.1 **Conditions.** Alternative Re-routing is limited to 50 TNs per plan and 100 TNs per location, all TNs that Customer desires to include in the pre-defined plan must be served by the same Class 5 switch, and a plan must be invoked in its entirety when it is activated. Customer must open a trouble ticket with Verizon to invoke Alternative Re-routing.

5.1.3.2 Charges

- Set-up/Configuration: 5.5 Premium Services Remote Support hours per plan.
- Enterprise Activity Charge applies per plan activation on demand.
- Enterprise Activity Charge applies per plan de-activation on demand.

5.1.4 **Class 5 Diverse Provisioning (US).** A one-time charge of two Premium Services Remote Support hours will apply for each block of 150 DIDs provisioned to an alternate Class 5 Central Office.

5.1.5 **Installation.** If Customer requests an expedited installation at a Customer Site or requires installation at a Customer Site outside Verizon's Normal Working Hours in the applicable country, such installation shall be subject to a site survey and then will be performed on an expedited basis, if practicable, pursuant to Customer's request. As applicable, Customer shall pay an additional



expedited install fee (Expedite Fee) or any applicable Service Establishment Fee (e.g., After Hours or Extended Office Hours (Extended Hours)) or both (see Rates and Charges in Part I, above). If Customer's request involves expedited services or Extended Hours or both from a third party provider (e.g., a Telco), Customer shall pay the associated third party provider charges.

5.1.6 **Billing Initiation.** Billing for VoIP Service will begin on the Service Activation Date, even if Customer's numbers have not been ported to the VoIP Service.

5.2 **Non-Optimized Services.** Customer will pay the charges for Non-Optimized VoIP Service as specified in the Agreement (including any SOF). Online pricing for Services provided by a U.S. Verizon entity is at: www.verizon.com/business/service_guide/reg/r_voip_rates_and_charges.htm. Billing begins when Non-Optimized VoIP Service is available for use, even if Customer's numbers have not been ported to the VoIP Service.

6. **DEFINITIONS.** The following definitions apply to VOIP, in addition to those identified in the Master Terms and the administrative charge definitions below.

Term	Definition
Customer Facilities	Customer equipment, software, wiring, power sources, telephone connections and/or communications services necessary for Customer to use VoIP Service.
Interconnected VoIP Service	Means the VoIP service (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the end-user's location; (3) requires IP-compatible CPE; and (4) permits end-users generally to receive calls that originate on the PSTN and to terminate calls to the PSTN.
Simultaneous Calling Capacity	The maximum number of concurrent calls available at a site or enterprise, as applicable. Simultaneous calling capacity for Non-optimized VoIP Service is purchased at the location level, i.e., per Customer site. Simultaneous calling capacity for Optimized Service may be purchased at the location level or the enterprise level. For Non-Optimized Service, only off-net calls (i.e., calls that do not remain IP end-to-end, e.g., a call that terminates to the PSTN) count against Customer's simultaneous calling capacity. For Optimized Service, off-net and on-net calls count against Customer's simultaneous calling capacity.
Virtual Communications Express Over VoIP	Means Verizon's cloud based PBX Virtual Communication Express that uses Verizon IP Trunking for transport.

Administrative Charges Definitions – Optimized and non-Optimized Services

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.



Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

The following definition applies only to non-Optimized Services:

Accelerated Expedite: An Accelerated Expedite Charge will apply to an Expedite which is requested by Customer within five (5) or fewer business days.

Exhibit 1

VOICE OVER IP SERVICE SERVICE LEVEL AGREEMENT

1. VoIP Service Level Agreement

- 1.1 Verizon offers the following performance Service Level Agreements (SLAs) covering Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval and Time To Repair (TTR). These SLAs are available in the United States, Canada and Mexico and in the following European countries: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, and the United Kingdom and in the following Asia Pacific countries: Australia, Hong Kong, India, Singapore, and South Korea.
- 1.2 **VoIP Service Level Agreement Credit Process - General.** To receive a credit, Customer must submit its written request as set out in the table below within 30 business days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the table below. No credits will be given with respect to VoIP Service not affected by the unmet SLA.

VoIP SLA	For Applicable Locations in Europe and Asia Pacific	For Locations within the U.S., Canada and Mexico
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	Verizon Private IP Verizon Internet Dedicated in European countries only 3 rd party access (unless excluded otherwise) in European countries only	U.S. and Canada applicable: - Verizon Private IP - Verizon Internet Dedicated U.S. only applicable: - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3 rd party access (unless excluded otherwise) U.S., Canada and Mexico applicable: - MAPS (Microsoft Azure Peering Service) for Verizon VoIP for Operator Connect



Available Methods for Requesting Credit	<p>Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center.</p> <p>The number for the assigned Verizon Customer Service Center is printed on Customer's invoice. Access to the Verizon Enterprise Center can be requested by registering at the Verizon</p>	<p>Customer must complete and submit the online Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form</p> <p>Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form</p> <p>Verizon Enterprise Solutions VoIP Network Availability Credit Request Form</p> <p>Verizon Business VoIP TTR Credit Request Form, as applicable.</p> <p>Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form</p>
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	Enterprise Center portal: enterprisecenter.verizon.com .	
MRC Service Credit Calculation	<p>The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.</p> <p>The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable.</p> <p>The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.</p>	<p>The Credit will be based upon the MRC equivalent to the customer's monthly VoIP concurrent call fee.</p> <p>The Credit may also be based on the applicable MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable.</p> <p>For Business Connection, the MRC used to calculate the Credit is the customer's bundled MRC.</p> <p>The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.</p> <p>For Business Connection, the maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the bundled MRC.</p>
Jitter Credit Calculation	If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
MOS Credit Calculation	If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.	
Network Availability Credit Calculation	<p>If Verizon does not meet the VoIP Network Availability SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below).</p> <p>If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.</p> <p>The credit will be applied to each Verizon site affected and is based on the total downtime the customer experienced during the relevant month.</p>	
TTR Credit Calculation	<p>If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below).</p> <p>If the customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.</p>	



	The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.
Provisioning Interval Credit Calculation	If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the customer's monthly VoIP concurrent call fee.
Basis for SLA claim for Jitter and MOS	Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.
Basis for SLA claim for Network Availability and TTR	<p>Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times.</p> <p>The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer.</p> <p>If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.</p>
Basis for SLA claim for Provisioning Interval	The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.

- 1.3 **Jitter SLA.** Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon's monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.
- 1.4 **Mean Opinion Score (MOS) SLA.** MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at www.verizon.com/business/terms/voipsla/voicequality/.
- 1.5 **VoIP Network Availability SLA.** The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.
- 1.6 **Time to Repair SLA.** The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European and Asia Pacific countries listed above and within 4 hours or less within the United States, Canada and Mexico. PTY 1 Tickets are categorized as a "hard outage" where there is complete loss of VoIP Service or severe service degradation that results in Customer's inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. "Time to Repair" is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.



1.7 Provisioning Interval SLA

Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 calendar days of the date of the submission of the order to Verizon's provisioning group except for South Korea and Mexico.

Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer
- Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

2. Exclusions and Limitations to SLA Applicability

2.1 General Exclusions. The following exclusions apply to all VoIP Service SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

2.2 VoIP Network Availability and TTR SLA Exclusions. In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:

- Customer-ordered third-party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.

Verizon reserves the right to amend any applicable SLA from time to time effective upon posting of the revised SLA where the SLA is set out or other notice to Customer of the change, provided that in the event of any amendment resulting in a material reduction of the SLA's service levels or credits, Customer may terminate



Services without early termination liability (except for payment of all charges up to the effective date of the termination of any such Services) by providing Verizon at least 30 days written notice of termination during the 30 days following posting of such amendment.

WEBEX CALLING

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6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Webex Calling is a multi-featured system that delivers advanced communications services offered in the following versions: (1) Webex Calling (Flex), (2) Webex Calling (Standard/Premier), and (3) Webex Calling (Verizon). Not all versions are available in all regions and geographic use limitations apply.
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a +) and non-Optimized Service.
- 1.2 **Requirements.** Customer must purchase internet connectivity or Private IP access separately in order to access all versions of Webex Calling. Customer may be required to separately order trunk capacity and equipment.
 - 1.2.1 **Trunk Capacity.** For Webex Calling (Verizon) and Webex Calling (Flex), Customer is required to separately purchase a sufficient amount of PSTN trunk capacity from Verizon. Without sufficient trunk capacity provisioned, off-net and emergency calling will not be supported. With sufficient trunk capacity, Customer can place a call to a terminating user via internet protocol (IP) or public switched telephone

network (PSTN). PSTN trunk capacity includes unlimited or metered intra-enterprise voice over IP (VoIP) calling (VoIP origination and termination within Customer's enterprise), unlimited local calling and unlimited domestic long distance. Calls to international locations can also be made but are billed at metered rates. If Customer requires PSTN trunk capacity where Verizon does not make such PSTN trunk capacity available, then Customer must separately purchase such capacity from a third party provider (TPP).

- 1.2.2 **Equipment.** A subscription to Webex Calling does not include or require any equipment. If Customer desires equipment for use with Webex Calling, Customer must purchase such equipment separately (from Verizon or a third party). Customer is solely responsible for replacing equipment and Verizon is not responsible for any loss in functionality that is attributable to any device or its manufacturer.

2. AVAILABLE VERSIONS

2.1 **Webex Calling (Flex).** Webex Calling (Flex) is a multi-featured hosted, managed-platform service that delivers advanced communications services from the cloud. Customer must separately purchase a sufficient amount of trunk capacity from Verizon. Webex Calling (Flex) leverages a flexible licensing structure which has a different pricing model and feature set than the other Webex Calling versions. Each Webex Calling (Flex) license includes a free call recording feature with a limited 30 day storage period (and Customer may opt to extend the retention period by purchasing an add-on call recording package).

2.1.1 **Features.** Customer must choose one or more of the following licenses (not all licenses are available for purchase with each other):

- **Enterprise Agreement Professional Calling License.** The Enterprise Agreement Professional Calling License provides Customer with a subscription license for the Customer's Employee Count allowing Customer to add up to 20% above the total purchased licenses at no added cost (however, that increase percentage will be no more than 15% when the license is purchased as part of a Webex Suite Calling and Meetings bundle). This license includes voicemail, call forwarding, three-way calling, and caller ID, plus access to the Calling User Portal. In addition, this license includes access to mobile, desktop and tablet clients and approved end devices. The initial Customer Order must include a purchase of at least 250 Enterprise Agreement Professional Calling Licenses.
- **Enterprise Common Area/Workspace License (Add-On Only).** The Enterprise Common Area/Workspace License is a subscription license for shared use and common area locations, phones and ATA's. This license includes features such as inbound and outbound calling, and caller ID, and is sold only with Enterprise Agreement Professional Calling Licenses.
- **Named Professional License.** The Named Professional License provides Customers with a subscription license for the users to access voicemail, call forwarding, three-way calling, and caller ID. In addition, this license includes access to mobile, desktop and tablet clients and approved end devices plus access to the Calling User Portal.
- **Named Enhanced Workspace License.** The Named Enhanced Workspace License is a subscription license for shared use and common area locations, phones and ATA's which includes features such as inbound and outbound calling. This license can be purchased separately or alongside Named Professional licenses without any minimum purchase requirements.

2.1.2 **Options.** With Webex Calling (Flex), Customer may add the following options:

- **Webex Calling (Flex) Call Recording.** Different call recording packages are available which allow an end user to record, store, organize, and access recordings of incoming calls. Customer may choose to retain these call recordings for an unlimited time during the Service Commitment.
- **Webex Calling (Flex) Call Recording with Artificial Intelligence.** Different call packages with AI are available which allow an end user to record, store, organize and access recordings of incoming calls, with the addition of AI to analyze the recorded call through a series of modules that allow insight into the content of the recorded call. These call recordings are retained for an unlimited time during

the Service Commitment.

- **Training.** Customer will receive one free webinar-based training per every 200 employees based on the applicable license value, with a 200 participant maximum per training session. If Customer desires additional training sessions, then additional fees apply. Customer may select the training the session (free or chargeable) from a menu or may customize the desired session.

2.1.3 Third Party PSTN Access. For Webex Calling (Flex) in approved locations where Verizon does not offer IP Trunking, Customer may choose to use a third party provider for PSTN, that can include access to PSTN through: (i) Customer's existing local gateway device, (ii) a local gateway device obtained from another provider, or (iii) a local gateway device obtained from Verizon (subject to a separate CPE and Managed Services agreement). Geographic limitations apply.

2.2 Webex Calling (Standard/Premier) (No New Customer Availability). Webex Calling (Standard/Premier) is a multi-featured advanced communications system with several private branch exchange (PBX) in-the-cloud features. Verizon has ceased offering both Webex Calling (Standard) and Webex Calling (Premier) to new Webex Calling customers. Existing customers may still move, add, change or delete users and locations with the understanding that renewals of Webex Calling (Standard/Premier) may be limited. For Webex Calling (Standard), Customer must separately purchase a sufficient amount of trunk capacity to support the expected simultaneous call volume for its users. For Webex Calling (Premier), the trunk capacity is included. The quantity of concurrent calls is limited by the trunk capacity purchased.

2.2.1 Features for Webex Calling (Standard). Webex Calling (Standard) provides basic features such as voicemail, call forwarding, three-way calling, caller ID, simultaneous ring, and access to the MyPhone Portal. Each site with Webex Calling (Standard) will receive one auto-attendant and one call queue. With Webex Calling (Standard), Customer must maintain its initial trunk capacity for at least 30 days before requesting any decrease.

2.2.2 Features for Webex Calling (Premier). With Webex Calling (Premier), Verizon provides all the features included in Webex Calling (Standard) in addition to a Mobile Client, a Soft-Phone Client, a tablet client, instant messaging capabilities, and the MyRoom functionality that enables screen sharing and a multi-party audio conferencing capability. With Webex Calling (Premier), Customer may add the following options:

- **Fax Station.** This feature enables end users to send and receive faxes when combined with a fax machine connected to a Verizon-supported analog telephone adapter.
- **Key System.** This feature enables configurable device sharing to emulate a key system by leveraging multiple premier licenses.

2.2.3 Bundled Phone Option (Non-Optimized Service Only). For non-Optimized Service, a Customer may select Webex Calling (Standard) or Webex Calling (Premier) with Bundled Phone. When adding the Bundled Phone option, a minimum Service Commitment of three years will apply.

2.2.4 Design and Configuration. During the design and provisioning process, Customer is responsible for ensuring that (a) Customer's design is not configured with more than 8:1 oversubscription, i.e., no more than eight DIDs (direct inward dialing) per simultaneous call and (b) single sites are not represented to Verizon as multiple remote locations (i.e., locations remote to or residing behind Customer's hub location). Customer will obtain Verizon's written consent before modifying the Verizon-approved configuration.

2.3 Webex Calling (Verizon) (No New Customer Availability). Webex Calling (Verizon) is a multi-featured hosted, managed-platform service that delivers advanced communications services from the cloud. Verizon has ceased offering Webex Calling (Verizon) to new Webex Calling customers. Existing customers may still move, add, change or delete users and locations with the understanding that renewals of Webex



Calling (Verizon) may be limited. With Webex Calling (Verizon), Customer must separately purchase a sufficient amount of trunk capacity from Verizon.

2.3.1 **Features.** Customer must choose one of the following per user:

- **Basic User** includes features such as voicemail, call forwarding, three-way calling, caller ID, and access to the MyPhone Portal.
- **Standard User** includes all of the features included in the Basic User option, along with mobile, desktop and tablet clients.
- **Premier User** includes all the features included in the Standard User option, plus the Unified Communications Applications bundle.
- **Dialtone User** includes features such as inbound and outbound calling and caller ID.
- **Messaging User** includes inbound calling and voicemail.

2.3.2 **Options.** Customer may add the following options:

- **Custom Training.** Customer can purchase webinar-based training in increments of 90 minutes, serving up to 200 participants.
- **Webex Calling (Verizon) Call Recording.** Customer can record, store, organize, and access recordings of incoming calls. These call recordings can be retained for either (a) 90 days or (b) unlimited days during the Service Commitment, both with unlimited call recording capability.
- **Webex Calling (Verizon) Call Recording with Artificial Intelligence.** Customer can record, store, organize and access recordings of incoming calls, with the addition of artificial intelligence (AI) to analyze the recorded call through a series of modules that allow insight into the content of the recorded call. Customer may choose to retain these call recordings for any period of time during the Service Commitment.

2.4 **Optional Features.** These features are only available for the versions of Webex Calling set forth below.

2.4.1 **Set Up Assist Services (With Flex Only).** Customer may choose to have Verizon: (1) assist with the extraction of user data from Customer's Legacy Platforms, and (2) use that information to configure new users for any version of Webex Calling. Customer understands that data extracted from their Legacy Platforms may not match the requirements of the user and that adjustments to user configurations may be required. Customer will allow Verizon to retrieve telephone number, CPE, and feature configuration data from the applicable Legacy Platform and to import that data into Webex Calling (Flex) and supported CPE. For any Customer requests that are outside of the scope of agreed upon Set Up Assist Services, additional Charges may apply.

2.4.2 **Instant Meeting Conferencing (With Verizon Standard/Premier Only).** With Instant Meeting Conferencing, Verizon provides 24x7 conference calling capability for all versions except Webex Calling (Flex). Customer purchases one or more Instant Meeting Conferencing bridges which includes 140 ports of bridge capacity, and the desired quantity of meeting hosts (Moderators). Instant Meeting Conferencing allows the Moderator to (a) dial out to conference participants one at a time, (b) initiate a digital recording of a conference call by dialing the required star code while a conference is in progress and (c) access and download such recordings for up to 30 days through the MyPhone Portal.

2.4.3 **Call Center (With Verizon Standard/Premier Only).** With Call Center, Verizon provides a fully integrated communications management capability, enabling automatic call distribution, customizable automated answer, and network queue hold music for Customer's supervisors and agents handling calls in a call center environment. Call Center is not available for Webex Calling (Verizon or Flex). Call Center capabilities include:

- **Routing Definitions.** Routing definitions are provided for overflow, stranded, and after-hours calls.
- **Supervisor Role.** The call center supervisor can monitor the status of call center agents, provide an emergency and escalation path for agents, participate as an agent to receive calls, move the position

of callers waiting in queue, view the current activity in the calling administrative portal, and view reports.

- **Software Clients.** Using web-based clients, agents and supervisors can log into the call center, change status, click to dial, click to answer, hold or transfer calls, initiate a conference call, and access company and personal phone directories.
- **Dialed Number Information Service (DNIS) Support.** Supports multiple inbound phone numbers using the same routing logic and identifies dialed numbers, so a call center can provide customized greetings to callers.
- **Enhanced Reports.** Provides detailed reporting on agent and supervisor activity and DNIS levels, in addition to call statistics.
- **Administrator-defined Preferences.** Inbound calls are processed and distributed based on the following Customer administrator defined preferences: (i) automatic call distribution with multiple distribution policies, (ii) scheduling and alternate routing policies, (iii) queuing policies by call and agent status, (iv) scheduled reporting and (v) customizable announcements.

2.4.4 Unified Communications Applications (With Verizon Standard/Premier Only). Unified Communications Applications is not available with Webex Calling (Flex). Unified Communications Applications enables a user with Webex Calling (Standard) to exercise the following capabilities of Webex Calling (Premier) during interactions between users of each version: (i) instant messaging and presence (IM&P); (ii) share what is displayed on the desktop through a web browser; (iii) receive a Mobile Client and Soft-Phone Client; and, (iv) initiate calls and use IM&P through MS Outlook and Lync.

2.4.5 RedSky Options (U.S. and Canada Only). In the U.S. and Canada, Customer may direct Verizon to provision the RedSky licenses below.

- **RedSky 911 General Licenses.** Enables location tracking of all phones inside and outside the Customer's enterprise using multiple discovery methods. A Redsky General License is included with Webex Calling (Flex) and must be purchased separately with all other versions of Webex Calling.
- **RedSky 911 Enhanced Notification Subscription.** Enables value added services for Customers who order at least one RedSky 911 General License and provides enhanced support options which include (a) silent monitoring, the ability to "bridge-in" in mute mode on any 10 digit phone number(s) when a 911 call is dialed, (b) bridge-in, the ability to "bridge-in" in mute mode on any 10 digit phone number(s) when a 911 call is dialed where the bridged participant will need to enter a code to intervene the call and (c) recording, the ability to record calls to 911 in the cloud and to store for up to 30 days.

2.4.6 Webex Dedicated Instance (With Flex Only). Webex Calling Dedicated Instance from Verizon + (Dedicated Instance) provides Customer with the ability to access and utilize a hosted, self-managed, cloud-based PBX unified communications service offered by Cisco Systems, Inc. (Cisco) that consists of business communication features. If Customer requires off-net calling capabilities, then Customer must also have VoIP/SIP Trunking services provided by Verizon or a third party (contracted separately from Dedicated Instance). Without properly configuring Dedicated Instance to support off-net calling (where permitted), emergency calling will not function. Dedicated Instance includes periodic software upgrades that are made generally available by Cisco. With Dedicated Instance, Customer will be required to purchase a cluster instance per enterprise customer in the Cisco cloud (with each cluster capable of supporting up to 50k users). A new cluster instance will be required for each region where Customer uses Dedicated Instance. Dedicated Instance includes the components below with standard features such as call control, dial plan, instant message and presence, global and remote access and voicemail. Dedicated Instance comes with the following standard features included:

- **Cisco Unified Communications Manager.** Cisco Unified Communications Manager (CUCM) is an enterprise class IP communications system, including integration of unified mobility capabilities, allowing single number reach to a desk phone, mobile phone, and other client devices specific to identified end-users.
- **Cisco Unity® Connection.** Cisco Unity Connection offers voicemail.

- **Cisco Emergency Responder (U.S. and Canada Only).** Cisco Emergency Responder (CER) enhances the existing emergency 9-1-1 functionality offered by CUCM. CER provides administrators with the ability to map users to emergency locations so that user location information can be automatically updated as end users move and relocate geographically. CER is capable of integrating with RedSky functionality.
- **Expressway.** Expressway provides secure access to enterprise mobility for users without VPN access and mobile remote access when off-net. Customer will (i) arrange and maintain any security-related certificates and domain name management, and (ii) purchase sufficient Internet bandwidth to support remote voice or video.
- **Monitoring and Support.** Dedicated Instance includes 24x7 proactive monitoring and managing of Dedicated Instance applications. Customer will receive Tier-1 support from Verizon and Tier-2 support from Cisco. Verizon will notify Customer of a critical application fault or a critical service-affecting hardware failure that has a Priority 1 impact on the Dedicated Instance platform.
- **Configuration Back-Up.** Dedicated Instance includes a backup of user configurations to be used in the event of a failure.
- **Speech View (Optional).** Dedicated Instance includes this service that converts voicemail messages to text, and delivers messages to Customer's email inbox.

2.5 **Customer Responsibilities.** Any failure of Customer to perform the responsibilities set forth below will constitute Cause and may result in the immediate suspension or termination of Webex Calling.

2.5.1 **Compatibility.** Customer is responsible for ensuring that all equipment, software, wiring, power sources, telephone connections and/or communications services necessary for use with any Webex Calling version remain compatible with all system and device requirements as communicated by Verizon. All necessary site preparation will be completed by Customer, unless otherwise mutually agreed, prior to Verizon's performance of the required activities.

2.5.2 **Prohibited Activity.** Customer will not use Webex Calling for telemarketing, fax broadcasting, fax blasting, continuous or extensive call forwarding and will not utilize auto-dialers or any similar type of device in connection with any version of Webex Calling.

2.5.3 **Call Recording.** Customer will (i) obtain the consent of call participants prior to recording a call, (ii) refrain from conditioning call continuation upon consent, (iii) provide the opportunity for call participants to not be recorded, (iv) allow for revocation of consent, (v) disclose the lawful purposes for the recording and only use the recording for such purposes, and (vi) ensure each call recording is deleted within appropriate timeframes, in each case, unless specifically exempted or having no obligation under applicable law or regulation. Verizon is not responsible for managing or deleting Customer's call recordings. Customer will ensure that recordings do not include any Personal Data (such as personal health information, credit card number, or social security number) except as allowed or required by applicable law.

2.5.4 **Implementation.** Customer is responsible for the implementation and onboarding of Dedicated Instance. Customer must adhere to the requirements outlined in the Cisco Dedicated Instance Service Deployment Guide. Customer must supply Verizon and Cisco with all reasonably requested information (accurate, complete, and up to date), including any requested end user questionnaire and information about Customer's network, hardware and software. Customer is responsible for ensuring that it establishes and configures network connections (including, if applicable, PSTN) from their premises to the Dedicated Instance data centers in the applicable geographic regions. Customer is also responsible for ensuring sufficient network capacity and capacity planning with respect to their redundant data links connecting to the Dedicated Instance peering locations. If the link capacity needs to be increased, Customer is responsible for all costs of increasing the capacity of its connections to the Dedicated Instance platform.

It is the Customer's responsibility to ensure that Customer-maintained applications, devices, hardware and CPE are compatible with the most current version supported by Cisco's data center. Customer is responsible for handling day-to-day change management activities. These activities include MACDs, system administration, minor modifications, ad hoc data backup requests, application patches, media resource changes, and advanced feature and device changes. Customer will schedule and inform Verizon of maintenance on or changes to Customer network elements associated with Dedicated Instance.

3. SUPPLEMENTAL TERMS

3.1 **Disclaimer.** Certain service disruptions may occur with Webex Calling. Verizon will not be responsible for any service disruptions to servers or networks that are not managed by Verizon. Communications with analog modems are only permitted with Codec G.711 without silence suppression. Alarm lines of any kind (whether or not they use modems) are unsupported on Webex Calling. Verizon is not liable for unapproved changes to the Verizon-installed design and/or configuration, as such changes may interfere with Verizon's ability to provide Webex Calling in whole or in part. Verizon is not responsible for any data backup or retrieval within Webex Calling. Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call. Verizon is not responsible for any components provided by a third party provider (TPP). Customer will ensure that users are properly notified (when PSTN is provided by a TPP or otherwise), access to emergency call services will be interrupted if there is a loss of power, broadband connection or functionality within the Webex Calling platform. Whenever Customer uses a TPP, support and troubleshooting capabilities may be significantly limited from Verizon. Customer is responsible for compliance with any laws that are applicable in any region or country where a TPP is provisioned by Customer. Verizon shall not be liable for any choice by Customer relating to retention periods, access rights or use of any call recordings. Verizon is not responsible for any Customer activity within the CUCM console or for any adverse impact that is caused by such activity.

3.2 **Emergency Calling**

3.2.1 **Access Limitations.** Customer is solely responsible for any third-party claims and liability arising from Customer's failure to notify its end users of emergency calling limitations. Customer must notify its end users of the following common events that can limit access to emergency calling via VoIP service:

- **Loss of Power.** VoIP service will be interrupted if there is a loss of electricity/power supply.
- **Loss of Broadband Service.** VoIP service will be interrupted if the attendant broadband connection is not available.
- **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways) can limit access to emergency services.
- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).

3.2.2 **Location Identification Limitations.** Webex Calling has limited ability to identify an end user's location which can prevent or delay access to emergency services. Customer is solely responsible for ensuring that devices can be located in case of emergency.

- **In the U.S. and Canada.** Emergency services may be misrouted or delayed if the end user has not properly registered their location. Within the U.S., E-911 provided via Webex Calling will pass ANI and the registered primary service address of that ANI as ALI. If Webex Calling is provided to a

campus environment where all buildings have the same service address and rate center, then Customer agrees that when 911 is dialed, the call will be routed to the appropriate public safety answering point (PSAP) based on the primary service address of the calling ANI.

- **Outside the U.S. and Canada.** Outside the U.S. and Canada, calls to local emergency numbers are supported as part of the IP Trunking service that is purchased separately. While emergency calling may be supported, location identifiers will not be passed on as part of Webex Calling.

3.2.3 Dynamic Routing Solutions (U.S. and Canada Only). Emergency calling via Webex Calling may be made on any device but may require an enhanced 911 dynamic routing solution from RedSky (whether purchased from Verizon or otherwise). Customer may request that Verizon provide RedSky along with professional installation services (which may require a separate Order). Without the provisioning and installation of RedSky as an enhanced 911 solution, 911 calls on devices may be delivered to the wrong location or PSAP, which could result in injury or death.

3.2.4 Change in Registered Location (U.S. and Canada Only). Devices that are not compatible with RedSky Dynamic Address Capability will not be able to use RedSky as an enhanced 911 routing solution. For all versions except Webex Calling (Flex), Customer's end users who want to use a device that is not compatible with RedSky Dynamic Address Capability (such as a non-fixed device that does not support HTTP Enabled Location Delivery) can register the phone's temporary location by utilizing the MyPhone application available on their Windows-based or Mac-based device. Without updating the correct user location with the MyPhone application, 911 calls on devices may be delivered to the wrong location or PSAP, which could result in injury or death.

3.3 Third Party Terms. Certain Webex Calling features may be enabled by accessing third party online portals. The use of these portals will be subject to their terms and conditions including any privacy policies. Verizon is not the data controller (as such term is defined by Regulation (EU) 2016/679 (GDPR) or applicable data protection laws) for any data collected at such portals. Customer will promptly complete any end user information form required by any third party providing features, components or add-ons to Webex Calling. Customer is solely responsible for complying with any TPP terms and for any actions taken by a TPP.

3.4 Protected Health Information (U.S. Only). Without a Business Associate Agreement in place with Verizon, Customer will not use Webex Calling in a way that causes Verizon to create, receive, maintain, or transmit "protected health information" (PHI) or that would make Verizon a "business associate" to Customer (as both terms are defined at 45 C.F.R. § 160.103). To the extent this prohibition is violated, Customer is fully responsible for the consequences. If Customer uses the call recording feature, then Customer will prohibit the discussion of PHI and delete any PHI references captured in a recording, to the extent required by applicable law.

3.5 Geographic Limitations

3.5.1 Generally. Customer agrees not to use any Webex Calling licenses obtained from Verizon in any country that is not on Verizon's approved country list at: www.verizon.com/business/service_guide/reg/webex-calling-approved-country.pdf. Any use of Webex Calling by Customer outside of the approved countries may be deemed a breach of the Agreement. If Verizon provides PSTN services in an approved country, then Customer agrees to use such PSTN service in connection with Webex Calling. If Customer uses a TPP to support Webex Calling in an approved country, including without limitation through Cloud Connected PSTN (CCP) or Local Gateway (LGW), then Customer shall enter into a separate agreement with such TPP and Customer shall be responsible for all TPP service terms and conditions (including privacy policies). When ordering CCP, LGW or a similar feature, Customer acknowledges that Verizon is (i) not a party to any TPP terms, (ii) not liable for any acts or omissions of the TPP and (iii) not



responsible for any regulatory compliance of the TPP services.

3.5.2 **India.** This clause applies if Webex Calling will be accessed from India.

- **Additional Documentation.** Prior to the Activation Date, Customer will complete and sign, or will cause its Indian Affiliate (or other end user) receiving Service in India to complete and sign, the Inspection Pro Forma (Pro Forma) in the form found at the following URL: https://www.verizon.com/business/service_guide/reg/pro-formas.htm.
- **Usage.** To extent usage of the Webex Calling requires it, Customer warrants that it and/or its Indian Affiliate (or other end user) is an OSP as described in the “Revised Guidelines for Other Service Providers (OSPs)” released by the Indian Department of Telecommunications on 23 June 2021 as amended from time to time.

4. **SERVICE LEVEL AGREEMENT.** The Webex Calling SLA is listed in **Exhibit 1 Webex Calling and Voice over IP.**

5. **FINANCIAL TERMS.** Except where explicitly stated otherwise, these financial terms apply to all versions of Webex Calling. Even if Customer underutilizes the quantity of licenses available, Customer will still be billed for the quantity of licenses subscribed for in the Order. If Customer terminates the subscription for any license, then Customer shall pay 100% of the Charges that would have been payable for such license in the remaining part of the Service Commitment.

5.1 **Optimized Service.** Customer will pay the Charges for Webex Calling + specified in the Agreement, including those below and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.

5.2 **Charges for Webex Calling (Standard/Premier)**

5.2.1 **Payment Differences.** With Webex Calling (Standard), Customer pays for each end user and then pays for trunk capacity separately to support the expected call volume for end users at a site. With Webex Calling (Premier), Customer pays a single charge that covers both the end users at a site and trunk capacity to support the expected call volume for those end users.

5.2.2 **International Calling.** International locations have been divided into four tiers, each of which is associated with a per-minute rate. Webex Calling (Standard/Premier) may be used by Customer to complete international calls to the locations set forth at the following URL: www.verizon.com/business/service_guide/reg/webex-calling-international-tiers.pdf.

5.2.3 **Local Number Portability.** Verizon may charge Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time that Webex Calling is made available for use, or delay LNP for up to 10 days afterwards.

5.2.4 **Optional Feature Charges.** For Webex Calling (Standard/Premier), Customer will pay for the optional features as calculated on the basis listed.

Optional Feature (Standard/ Premier)	Basis for MRC
Auto Attendant	Per instance ¹
Hunt Group	Per instance
Enhanced Call Queue	Per instance
Stand-alone Voice Mail	Per instance
Unified Communications Applications	Per instance
Receptionist ²	Per configured user ⁵

Mobile Client User ³ for Standard users	Per configured user ⁵
Soft-phone Client User ⁴ for Standard users	Per configured user ⁵
Tablet Client for Standard Users	Per configured user ⁵
Instant Meeting Bridge	Per bridge (120-port capacity)
Call Recording	Per instance
Instant Meeting Moderator	Per configured user ⁵
Call Center Agent	Per configured user ⁵
Call Center Supervisor	Per configured user ⁵
CRM Client ⁶	Per configured user ⁵

1. With respect to the Auto Attendant feature, "instance" means each menu of options that a user may choose to access. Each separate listing of touch tone options presented to a user is considered a separate menu.
2. Receptionist enables a configured user (e.g., an office receptionist) to monitor any or all of the end users who are provisioned with Webex Calling accounts. Receptionist screens graphically display the monitored end users' status (i.e., busy, idle, do not disturb), as well as certain call information (e.g., name, number, session duration), and allows a receptionist configured user to more efficiently process inbound calls to a Webex Calling number.
3. Mobile Client configured users can configure their Webex Calling services to receive inbound calls to their Webex Calling number on their smartphone, or place outbound calls from their smartphone that present the caller ID of their Webex Calling number to the called party. These calls may incur charges for use of cellular minutes or data services from the user's wireless provider. Such charges are the responsibility of Customer or the user, as applicable.
4. Soft-phone Client configured users can configure their Webex Calling services to receive inbound-only calls, place outbound-only calls, or to enable both inbound and outbound calling.
5. For billing purposes, a "configured user" exists when Verizon provisions the network feature and makes it available for assignment by Customer.
6. CRM Client enables a configured user to install an application on his/her Windows®-based computer. This application enables multiple functions, including click-to-call integration and information display based on caller ID, using information stored in other Customer Relationship Management applications Customer may already be using.

5.3 **Charges for Webex Calling (Verizon and Flex)**

5.3.1 **Monthly Charges.** Customer will pay a monthly recurring charge (MRC) for Webex Calling (Verizon) and for Webex Calling (Flex) as set forth in the Agreement.

5.3.2 **Flexibility and Minimum.** With Webex Calling (Flex), Customer is able to exceed the quantity of provisioned Enterprise Agreement Calling Licenses by up to 20% without incurring additional fees (however, that increase percentage will be no more than 15% when the license is purchased as part of a Webex Suite Calling and Meetings bundle). However, when Customer exceeds the Customer's 20% growth allowance applicable to Webex Calling (Flex), Customer shall notify Verizon and execute an Order reflecting such higher quantity of usage. Customer may not decrease the quantity of licenses or terminate the subscription for any Webex Calling (Flex) licenses during the Service Commitment. If the Customer requests an increase in the number of licenses, then subsequent billing periods will bill at such higher number, regardless of usage.

5.3.3 **Enterprise Level Billing.** For Webex Calling (Flex), Customer must designate one location as the enterprise level account. The following will be billed at the enterprise level: (i) Webex Calling (Flex) Call Recording (the ability to order packages of 100 licenses to be spread across Customer sites), (ii) RedSky Enhanced Notification, and (ii) training. Once provisioned, any optional fees related to RedSky may be billed at the site level. User licenses that bill to the enterprise level will continue to do so until those



licenses are allocated by Verizon to a specific location or site. Licenses allocated by Verizon to the site level from point of Order will only bill at the site level.

- 5.3.4 **International Calling.** The international call rates are priced and billed as part of the IP Trunking that is purchased separately.
- 5.3.5 **Local Number Portability.** Local number portability is supported as part of the IP Trunking that is purchased separately.
- 5.3.6 **PNC Charges.** For Webex Calling (Flex), if Customer has any locations connected using private networks (such as Verizon Private IP), then Customer will be billed a Charge for a Private Network Connect (PNC). PNC is a dedicated, managed, Quality-of-Service (QoS) supported IP link from the customer's network to the Webex Calling service via a private link (such as Verizon Private IP).
- 5.3.7 **Optional Feature Charges.** For Webex Calling (Verizon), Customer will pay for the selected optional features based on the cost basis described below during the Service Commitment.

Optional Feature (Verizon and Flex)	Basis for MRC
Auto Attendant	Per instance ¹
Enhanced Call Queue	Per instance
Call Queue Agent	Per instance
Stand-alone Voice Mail	Per instance
Unified Communications Applications	Per instance
Receptionist ²	Per configured user ³
Instant Meeting Bridge	Per bridge (120-port capacity)
Call Recording	Per configured user ³
Instant Meeting Moderator	Per configured user ³
Call Center Agent	Per configured user ³
Call Center Supervisor	Per configured user ³
CRM Client ⁴	Per configured user ³

1. With respect to the Auto Attendant feature, "instance" means each menu of options that a user may choose to access. Each separate listing of touch tone options presented to a user is considered a separate menu.
2. Receptionist enables a configured user (e.g., an office receptionist) to monitor any or all of the end users who are provisioned with Webex Calling accounts. Receptionist screens graphically display the monitored end users' status (i.e., busy, idle, do not disturb), as well as certain call information (e.g., name, number, session duration), and allows a receptionist configured user to more efficiently process inbound calls to a Webex Calling number.
3. For billing purposes, a "configured user" exists when Verizon provisions the network feature and makes it available for assignment by Customer.
4. CRM Client enables a configured user to install an application on his/her Windows®-based computer. This application enables multiple functions, including click-to-call integration and information display based on caller ID, using information stored in other Customer Relationship Management applications Customer may already be using.

- 5.4 **Charges for Dedicated Instance.** With Dedicated Instance, Customer will be required to purchase cluster instances based on the regions in which Customer anticipates deploying licenses. With Designated Instance, Customer may also be required to purchase additional connectivity to peer with Webex to extend their organization to Dedicated Instance. Customer has the flexibility to distribute users across both Dedicated Instance and Webex Calling, and adjust users over time as needed to address business



requirements. Customer must select one of the following connectivity options per cluster:

- 5.4.1 **Partner Connect.** Where available, the Partner Connect model lets Customer leverage Verizon's connectivity with Webex to extend their Webex Calling Dedicated Instance traffic from their premises to the cloud.
 - 5.4.2 **Webex Edge Connect.** Where Partner Connect is not available, Customer will use Webex Edge as a dedicated, managed, Quality-of-Service (QoS) supported IP link from customer's premises to the Webex cloud via the Equinix Cloud Exchange Fabric. This dedicated connection allows Customer to register endpoints and integrate on-premises applications with Dedicated Instance.
 - 5.5 **Activation Charges.** For Webex Calling (Standard/Premier) and Webex Calling (Verizon), Customer pays a non-recurring (NRC) activation charge for each site it establishes. This NRC covers Verizon's provisioning of the network-based features and includes one auto attendant, one enhanced call queue, and access to the web-based MyPhone Portal.
 - 5.6 **Migration Charges.** When ordering Migration Services, Customer will be billed an NRC as set forth in the Agreement for each Webex Calling user that is established using extracted and configured data from the applicable Legacy Platform.
 - 5.7 **Applicable Minimums.** If Customer does not wish to renew any of its licenses, then Customer must notify Verizon 45 days prior to the end of Service Commitment by using the Verizon Enterprise Center (VEC) portal. Without such timely notice, Verizon may automatically Webex Calling (unless otherwise agreed in writing), and Customer shall pay the applicable charges for the subscriptions at the then current price for another 12 month period. Notwithstanding anything to the contrary, the Service Commitment shall not be less than 12 months and shall continually renew until Customer provides the required timely notice.
 - 5.8 **Non-Optimized Service.** Customer will pay the Charges for Webex Calling specified in the hyperlink below and in the Agreement. In addition, online pricing for Webex Calling provided by a U.S. Verizon entity is at: www.verizon.com/business/service_guide/req/cp_virtual_communications_express.pdf.
6. **DEFINITIONS.** The following definitions apply to Webex Calling, in addition to those identified in the Master Terms and the administrative charge definitions below:

Term	Definition
Calling User Portal	A website designated by Verizon to be used with services on Customer's Order.
Employee Count	The number of employees as of the date of Customer's Order.
IP Trunking	A trunking service that can be provided by Verizon.
Legacy Platform	Any Customer platform hosting data such as Hosted IP Centrex (HIPC), Centrex, or PBX systems.
Migration Service	Activities involved to set-up, assist or otherwise facilitate a migration.
Mobile Client	Software that enables a configured user to install an application on his/her Android® or iOS®-based smartphone to utilize it as a Webex Calling telephonic endpoint.
MyPhone Portal	A website designated by Verizon to be used with services on Customer's Order.
Soft-phone Client	Soft-phone Client is software that enables a configured user to use a Windows®-based or Mac®-based computer as a Webex Calling telephonic endpoint.
TPP	A third party provider selected by Customer to deliver a component used in connection with Webex Calling, such as providing PSTN connectivity.



Administrative Charges Definitions – Optimized and non-Optimized Services

Administrative Change: An Administrative Change charge applies when Customer requests the modification of an existing circuit or Service that involves changes to Customer entity name, Customer contact name or Customer phone number, verification of testing performed by third parties, and Service rearrangements not involving a physical change or a change in Customer billing address.

After Hours: An After Hours charge applies when Customer requests Service installation outside of Normal Working Hours.

Cancellation of Order: A Cancellation of Order charge applies when Verizon discontinues processing a Service Order prior to its completion (in whole or in part) due to Customer's request to cancel or defer installation for more than 30 days.

Expedite: An Expedite charge applies per Service when Customer requests that a Service Order (including a change order) be processed in a time period shorter than the Verizon standard installation interval, whether or not the installation or change is completed in the requested timeframe.

Pending Order Change: A Pending Order Change charge applies when Customer requests the modification of a Service Order prior to its completion.

Physical Change: A Physical Change charge applies when Customer requests a Service modification that requires some physical change of Service.

Service Date Change: A Service Date Change Charge applies each time Customer requests a new order due date that is within 30 days of the original due date.

The following definition applies only to non-Optimized Services:

Accelerated Expedite: An Accelerated Expedite Charge will apply to an Expedite which is requested by Customer within five (5) or fewer business days.

Exhibit 1

WEBEX CALLING AND VOICE OVER IP SERVICE SERVICE LEVEL AGREEMENT

1. Service Level Agreement

1.1 **Verizon offers the following performance Service Level Agreements (SLAs), for Webex Calling:** Platform Availability; and for Voice Over IP (VoIP) Service: Jitter, Mean Opinion Score (MOS), Network Availability, Provisioning Interval and Time To Repair (TTR). These SLAs are available in the United States and other countries where Webex Calling and VoIP Service are sold, except that for the VoIP Service, these SLAs are not available in Australia, Hong Kong, Singapore and South Korea. These SLAs shall supersede the VoIP Service SLAs referenced in the applicable VoIP agreement.

1.2 **Service Level Agreement Credit Process - General.** To receive a credit, Customer must submit its written request as set out in the tables below within 30 Business Days after the month in which the SLA was not met. If Verizon confirms Customer's request (i.e., that the particular SLA was not met), then Customer shall receive a credit calculated as shown in the tables below. No credits will be given with respect to the Services not affected by the unmet SLA.

Webex Calling SLA	
Applicable Hosted Platform	Webex Calling application
Webex Calling Platform Availability Credit Calculation	<p>Availability is the percentage of time that Webex Calling is available per user (i.e. not experiencing an outage) within a given billing month, as based upon recorded outage time in associated trouble ticket(s).</p> <p>Application Availability (%) = (available minutes per billing month in a particular region (U.S., EMEA, or Asia-Pacific) x 100 / number of days in billing month x 24 hrs. x 60 min</p> <p><u>Credit Structure and Amounts</u></p> <p>For each month that the Application Availability percentage for Webex Calling falls within a tier associated with a credit amount in the table shown in Section 1.3, Customer will be eligible for the related credit percentage of the aggregate MRC for all the Webex Calling packages to which Customer has subscribed for the affected user.</p>

VoIP SLA	For Applicable Locations in Europe	For Locations within the U.S. and Canada
Applicable Network	Verizon's VoIP Network	Verizon's VoIP Network
SLA eligible VoIP related access method	<p>Verizon Private IP</p> <p>Verizon Internet Dedicated</p> <p>3rd party access (unless excluded otherwise)</p>	<p>US and Canada applicable:</p> <ul style="list-style-type: none"> - Verizon Private IP - Verizon Internet Dedicated <p>Verizon SCI</p> <p>US only applicable:</p> <ul style="list-style-type: none"> - Verizon Wireless LTE (unless excluded otherwise) - Verizon FiOS (unless excluded otherwise) - 3rd party access (unless excluded otherwise)

<p>Available Methods for Requesting Credit</p>	<p>Customer must submit its written request (email or FAX is acceptable) to its Verizon Account Team within the timescale defined in section 1.2 above. If a trouble ticket is required to document an outage or service event for credit compliance, a trouble ticket can be generated either through the Verizon Customer Service Center or through the web-based Verizon Enterprise Center.</p> <p>The number for the assigned Verizon Customer Service Center is printed on Customer's invoice.</p> <p>Access to the Verizon Enterprise Center can be requested by registering at the Verizon Enterprise Center portal: enterprisecenter.verizon.com.</p>	<p>otherwise)</p> <p>Customer must complete and submit the online</p> <p>Verizon Enterprise Solutions Verizon Business VoIP Jitter Credit Request Form</p> <p>Verizon Enterprise Solutions Verizon Business VoIP MOS Credit Request Form</p> <p>Verizon Enterprise Solutions VoIP Network Availability Credit Request Form</p> <p>Verizon Business VoIP TTR Credit Request Form, as applicable.</p> <p>Verizon Enterprise Solutions VoIP Provisioning Interval Credit Request Form</p>
<p>MRC Service Credit Calculation</p>	<p>The Verizon VoIP SLA credit (the "Credit") will be based upon the monthly recurring charge (MRC) equivalent to the Customer's monthly VoIP concurrent call fee.</p> <p>The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable.</p> <p>The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.</p>	<p>The Credit will be based upon the MRC equivalent to the Customer's monthly VoIP concurrent call fee.</p> <p>The Credit may also be based on the MRC for the related Verizon Internet Dedicated Service or Private IP Service, as applicable.</p> <p>For Business Connection, the MRC used to calculate the Credit is the Customer's bundled MRC.</p> <p>The maximum amount of the Credit available to Customer for any calendar month shall not exceed the total of the simultaneous calling capacity MRC plus the applicable MRC for the related Internet Dedicated service under the Agreement.</p>
<p>Jitter Credit Calculation</p>	<p>If Verizon does not meet the Jitter SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.</p>	
<p>MOS Credit Calculation</p>	<p>If Verizon does not meet the MOS SLA, the Customer will receive one day's share of their Verizon VoIP Service MRC Credit on all their provisioned concurrent calls across their enterprise.</p>	
<p>Network</p>	<p>If Verizon does not meet the VoIP Network Availability SLA due to an issue</p>	

Availability Credit Calculation	<p>with the Verizon VoIP network and it is confirmed by Verizon as an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service at the impacted site(s), multiplied by each hour Verizon fails to meet its VoIP Network Availability SLA commitment (as defined below):</p> <p>If the Customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.</p> <p>The credit will be applied to each Verizon site affected and is based on the total downtime the Customer experienced during the relevant month.</p>
TTR Credit Calculation	<p>If Verizon does not meet the TTR SLA due to an issue with the Verizon VoIP network and it is confirmed by Verizon as being an issue solely related to VoIP and not Verizon Private IP or Verizon Internet Dedicated, then the Customer will receive (i) one day's share of their applicable Verizon VoIP Service MRC Credit on all their provisioned concurrent calls at the impacted site(s); and (ii) one day's MRC for their Verizon Private IP or Verizon Internet Dedicated service, multiplied by each hour Verizon fails to meet its VoIP TTR SLA commitment (as defined below).</p> <p>If the Customer is using Enterprise Concurrent calls, the Verizon VoIP Service MRC Credit SLA credit will be calculated as a percentage (%) of their total Enterprise Concurrent calls based on telephone numbers provisioned at the site.</p> <p>The credit will be applied to each affected Verizon VoIP site. The Customer may receive multiple TTR SLA credits in a given month.</p>
Provisioning Interval Credit Calculation	<p>If Verizon fails to meet the Provisioning Interval SLA, and Verizon confirms such failure, Verizon will provide to Customer a Service Credit equivalent to the monthly recurring charge (MRC) equivalent to the Customer's monthly VoIP concurrent call fee.</p>
Basis for SLA claim for Jitter and MOS	<p>Verizon will use Verizon's public backbone statistics Web site to verify that the MOS SLA and the Jitter SLA standard was not met. If Verizon confirms Customer's request, then Customer may submit a claim for credit. A trouble ticket may be required.</p>
Basis for SLA claim for Network Availability and TTR	<p>Customer must open a trouble ticket with Verizon while it is experiencing a VoIP Service problem. The calculation of unavailable time is based on trouble ticket times.</p> <p>The unavailable time starts when Customer opens a trouble ticket with Verizon and releases the VoIP Service for immediate testing. The unavailable time stops when the Applicable Network or access circuit trouble has been resolved and the VoIP Service is again available to Customer.</p> <p>If the Customer has multiple locations affected by an outage, the Customer may submit one ticket to address the multiple locations; however, the affected individual locations must be identified on the ticket.</p>
Basis for SLA claim for Provisioning Interval	<p>The Provisioning Interval is calculated by computing the period of time beginning on the date Verizon submits the Customer's VoIP order to Verizon's provisioning group and ends on the date that Verizon determines the VoIP service is ready for activation.</p>



- 1.3 **Webex Calling Platform Availability SLA.** The “Application Availability” is the amount of time the platform is operating properly per affected user within a given month. A Webex Calling application is deemed “available” if i) no outage has occurred in the network operating center (NOC) affecting the user which resulted in a trouble ticket being opened, or ii) no trouble tickets related to outages have been opened by Customer or by Verizon on behalf of Customer.

Application Availability %		Credit (% of MRC) for Webex Calling User MRCs
From	To	
99.99%	99.95%	10%
99.949%	99.00%	15%
98.99%	98.00%	20%
97.99%	97.00%	30%
96.99%	95.00%	50%
Less than 95.00%		100%

- 1.4 **Jitter SLA.** Also known as delay variation, jitter is defined as the variation or difference in the end-to-end delay between received packets of an IP or packet stream. The VoIP Jitter SLA provides that Verizon’s monthly jitter performance within the Applicable Network will not exceed 1.0 millisecond. Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. Jitter performance statistics are available for review at <http://www.verizonenterprise.com/terms/us/products/advantage/voicequality/> for the United States and Canada and <http://www.verizonenterprise.com/terms/emea/fr/voipsla/voicequality.xml> for Europe.
- 1.5 **Mean Opinion Score (MOS) SLA.** MOS is a measure (score) of the audio fidelity, or clarity, of a voice call. It is a statistical measurement that predicts how the average user would perceive the clarity of each call. The VoIP MOS SLA provides that the Applicable Network performance will not drop below 4.0 where MOS is calculated using the standards-based E-model (ITU-T G.107). Performance is measured by periodically collecting data across the Applicable Network, from which a monthly average is derived. MOS performance statistics are available for review at <http://www.verizonenterprise.com/terms/us/products/advantage/voicequality/> for the United States and Canada and <http://www.verizonenterprise.com/terms/emea/fr/voipsla/voicequality.xml> for Europe.
- 1.6 **VoIP Network Availability SLA.** The VoIP Network Availability SLA provides that Applicable Network will be available at least 99.99 percent of the time as measured on a monthly basis by trouble ticket time. The Applicable Network is considered not available for the number of minutes that a trouble ticket shows the Applicable Network was not available to Customer. The network availability SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service. Customer is responsible for tracking the time via trouble tickets that any portion of the VoIP Service is unavailable due to Applicable Network unavailability.
- 1.7 **Time to Repair SLA.** The VoIP Time to Repair (TTR) SLA provides that priority one (PTY 1) tickets will be resolved within 5 hours or less in the European countries listed above and within 4 hours or less within the United States. PTY 1 Tickets are categorized as a “hard outage” where there is complete loss of VoIP Service or severe service degradation that results in Customer’s inability to receive any inbound calls and/or complete any outbound calls from a given location using Verizon VoIP. “Time to Repair” is defined as time taken to restore VoIP Service during a Hard Outage based on trouble ticket time. The TTR SLA is not applicable to sites that do not use Verizon Internet Dedicated or Verizon Private IP service.
- 1.8 **Provisioning Interval SLA**

Provisioning Interval Scope. The Provisioning Interval SLA requires that the ordered VoIP services are ready for use within 20 days of the date of the submission of the order to Verizon’s provisioning group.



Provisioning Interval SLA Exclusions. In addition to the General Exclusions, the Provisioning Interval SLA does not include any period of time arising out of or associated with the following:

- Delays in provisioning related to Customer actions, moves or scheduling difficulties
- Delays attributed to the provisioning of other services when ordered together with VoIP
- Delays resulting from changes to a previously accepted order for Service from Customer, its agents or vendors
- Any delays resulting from unavailability of Customer's premises, equipment, or facilities required to provision the Service
- Delays attributed to extending the Local Access demarcation point
- Delays resulting from inaccurate or incorrect order information
- Delays resulting from an order suspension due to credit issues involving Customer
- Service changes (Move, add, change activity)
- Porting of telephone numbers to Verizon

Any periods of delay attributable to the reasons above will be deducted from the provisioning interval time period.

2. Exclusions and Limitations to SLA Applicability

2.1 **General Exclusions.** The following exclusions apply to all SLAs:

- Force Majeure Events; and
- Verizon network maintenance.

2.2 **Webex Calling SLA Exclusions.** In addition to the General Exclusions, the Webex Calling SLAs do not include time related to unavailability or outages resulting from:

- Interruptions or outages not reported by Customer, or for which no trouble ticket was opened;
- Services installed for less than one full calendar month;
- Scheduled maintenance by Customer or entities under Customer's direction or control;
- Trouble tickets associated with any act or omission of any third party;
- Changes to the recommended network or server configuration, trunking or dial plans without Verizon's prior agreement;
- Any act or omission on the part of the Customer, its contractors or vendors, or any other entity over which the Customer exercises control or has the right to exercise control, including without limitation, disconnection of power to the CPE;
- Webex Calling designs not approved by Verizon;
- Lapses of Webex Calling service before the Webex Calling is up and billable;
- Applications which are greater than two versions older than the current installed standard version (N-2);
- Customer-ordered third-party circuits;
- Performance impacting issues related to or resulting from (but not limited to) rogue network devices, viruses, worms, misconfigured unmanaged network devices attached to the LAN being managed or other impacting events/devices beyond the scope and control of Verizon.

2.3 **VoIP Network Availability and TTR SLA Exclusions.** In addition to the General Exclusions, the VoIP Network Availability SLA and Time to Repair SLAs do not include time related to unavailability or outages resulting from:



- Customer-ordered Third Party circuits;
- Inappropriate VoIP Service configuration change(s) made by or through Customer at the Verizon Enterprise Center web-site;
- Customer premise equipment including, but not limited to, Customer-provided PBX, black phones, SIP phones, firewalls, router/modem and/or analog/ethernet adapter;
- Acts or omissions of Customer or its users, or any use or user of the VoIP Service that is authorized by or enabled through Customer but outside the scope of Customer's VoIP Service; and
- "Customer Time," which is the time identified on the trouble ticket (if any) attributable to, or caused by, through no fault of Verizon, the following: (a) incorrect or incomplete contact information provided by Customer which prevents Verizon from completing the trouble diagnosis and VoIP Service restoration; (b) Verizon being denied access to network components at the Customer location when access is required to complete trouble shooting, repair, diagnosis, or acceptance testing; (c) Customer's failure or refusal to release the circuit for testing; (d) Customer being unavailable when Verizon calls to close a trouble ticket or verify VoIP Service restoration, (e) any other act or omission on the part of Customer; or (f) down-time caused by the PTT or Local Exchange Carrier (LEC) for periods where the PTT's or LEC's maintenance support is not available.



PROFESSIONAL SERVICES

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1. GENERAL

- 1.1 **Service Definition.** Verizon Professional Services provide technical and consultative services plus reports or other Deliverables specified in the applicable Order. The applicable statement of work (SOW) is made part of the Order and references to Order in this Service Attachment include the SOW.
 - 1.1.1 **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.
- 1.2 **Customer Responsibilities**
 - 1.2.1 **Assistance.** In addition to the Master Terms' assistance provisions, Customer will make available to Verizon: (a) any systems to be tested (both physically and remotely), with normal operating throughput; (b) all system, policy, process or other documentation reasonably requested; (c) all necessary personnel (including Customer customers, business partners, and vendors, as appropriate) for meetings or interviews; and (d) emergency contact numbers, if requested, for emergencies occurring outside of Business Hours.
 - 1.2.2 **Interconnection.** Customer will permit Verizon to connect diagnostic software and equipment (Diagnostic Facilities) to Customer Equipment for the purposes of performing the Professional Services. The Diagnostic Facilities are Service Equipment for the purposes of the Contract.



SUPPLEMENTAL TERMS

- 2.1 **Providing Entity.** Professional Services are provided by the Verizon entity indicated in the applicable Order. Verizon controls the means, methods, places and time of its performance of the Professional Services (including the use of subcontractors and consultants). Nothing in the Order creates an employer- employee relationship between Customer and either Verizon or any employee or agent of Verizon.
- 2.2 **Service Commitment.** Unless otherwise agreed in an Order, the Activation Date is the date that Verizon commences work on a Project. A Service Commitment will end upon expiration thereof or upon completion of the Project, whichever comes first. If an Order is terminated, each Party will promptly return to the other all copies of any data, records, or materials owned by the other Party (or its vendors). Verizon also will give Customer any paid-for Customer-owned work in progress.
- 2.3 **Order Terms and Conditions.** Each Project is governed by an Order, this Service Attachment, and the Master Terms. Within an Order, the order of precedence (in descending priority) is: (a) the service order form document and (b) the SOW. Verizon will document any request to change a SOW in a proposed Change Order to be executed by both Parties.
- 2.4 **Conditions.** A SOW may identify Conditions on which the SOW is based. Each Party will notify the other promptly if it determines that a Condition has not been met or is unlikely to be met. If Verizon reasonably determines that an unmet Condition will adversely impact Verizon's performance or delivery of the Project (such as its likely costs, required effort, timelines, etc.), the Parties will work diligently to reach agreement on a Change Order to cure it, and Verizon may suspend work on the Project in the meantime (without limiting any other remedy it may have). The preceding sentence does not apply if Verizon reasonably could have caused the Condition to be met but did not. Otherwise, if a Condition is not met, and within 45 days the Parties have not agreed on a Change Order to cure it (starting from the date Verizon provides Customer a proposed Change Order), then Verizon may terminate the Order.
- 2.5 **Performance and Acceptance.** Notwithstanding any acceptance language in the Master Terms, unless otherwise agreed in a SOW, each Deliverable and the Project altogether are deemed accepted and complete upon the earlier of: (a) use by Customer, or (b) five days after delivery/performance, unless Customer promptly demonstrates to the reasonable satisfaction of Verizon that it fails to meet the Order requirements.
- 2.6 **Hours of Performance.** Unless otherwise agreed in a SOW, Professional Services will be performed during Business Hours. If Customer requests that Professional Services be performed during After Hours, Weekend Hours, or Holiday Hours, Customer will pay Verizon its applicable labor rate, as shown in the Order or as otherwise advised to Customer.
- 2.7 **Geographic Limitations.** Verizon reserves the right to decline a Customer request to provide Professional Services at any Customer Site if, in Verizon's sole discretion: 1) the Customer Site or country is unsafe for Verizon personnel; 2) applicable tax, regulatory laws, rules, or regulations render performance of Professional Services in a location unreasonable, impracticable, or impossible; or 3) Verizon is unable to obtain a necessary visa, entry permit, or similar authorization.
- 2.8 **Non-Solicitation of Employees.** The Parties will not directly solicit or recruit any employee involved in the performance of the Project to leave that employment, for at least twelve months after the Project ends, except with the prior written consent of the other Party. This restriction does not prevent a Party from employing any individual, whether or not an employee of the other Party, who has responded to a general public solicitation.
- 2.9 **Copyright and License**



- 2.9.1 **Customer Copyright.** As between Verizon (excluding its suppliers and contractors) and Customer, Customer owns the copyright in the part of the Deliverable that is Original Customer-Unique Content. All other intellectual property rights in the Deliverables, or based on them, are the sole and exclusive property of Verizon or its vendors.
- 2.9.2 **Verizon IP.** Verizon retains ownership, including worldwide intellectual property rights, in any and all: (a) Deliverables, other than the copyright to the Original Customer-Unique Content; and (b) Verizon Underlying Materials that are incorporated into any Deliverable, such as templates, forms, and underlying methodologies.
- 2.9.3 **License.** For any Deliverables owned by Verizon and Verizon Underlying Materials incorporated into any Deliverable, Verizon grants to Customer a non-exclusive, worldwide, royalty-free license to use them for either: (i) the Service Commitment if such Deliverable is provided solely for use with or as part of the Professional Services; or (ii) perpetually, if such Deliverable is, by its nature and content, intended to be used after the provision of Professional Services, provided that Verizon may terminate that license if Customer is in breach of the Agreement, and Customer may use the Verizon Underlying Materials only as part of the Deliverable and not on a standalone basis. The Deliverables and Verizon Underlying Materials are Verizon Confidential Information and Customer agrees not to sublicense, distribute, sell, assign, decompile, reverse engineer, or otherwise attempt to access the source code of, modify, alter, or make derivative works of them. Customer grants Verizon, its Affiliates and their contractors a worldwide, non-exclusive, royalty free, non-transferable license to use, disclose, copy, display, and create derivative works of the Original Customer-Unique Content in performing a Project.

2.10 **Warranties and Disclaimers**

- 2.10.1 **Verizon Warranty.** Verizon warrants that it will perform each Project in a good and workmanlike manner substantially in accordance with accepted industry standards, and that any Deliverables will comply with the specifications agreed to by the Parties in a SOW.
- 2.10.2 **Customer Warranty.** Customer warrants that it owns all right, title, and interest in and to, or has the license for and the right to grant Verizon access to, any programs, systems, data, materials, IP addresses, domains or other information furnished by Customer to Verizon for the purpose of enabling Verizon to perform the Professional Services. Customer will ensure the accuracy of the IP addresses, domains, programs, systems, data, materials or other information furnished by Customer to Verizon. Customer represents and warrants that: (a) it has and will continue to have full authority to consent to having the Professional Services provided; and (b) it has obtained in writing all authorizations necessary from any third party for Verizon to provide the Professional Services. Customer will indemnify, defend and hold harmless Verizon from any loss, damages, liabilities, costs and expenses (including reasonable legal fees and expenses and those of other professionals) incurred by Verizon as a direct or indirect result of Customer's breach of these representations and warranties and any representation and warranty clearly stated as such in a SOW.
- 2.10.3 **Security Risk Mitigation.** The Parties acknowledge that Professional Services related to security are only one component of Customer's overall security program that it is impossible to detect, disclose and/or resolve every vulnerability or security hazard, and that Customer is always responsible for monitoring and managing its security environment and mitigating the risks associated with any potential or actual security hazard.
- 2.11 **Third Party Products and Services.** Customer is solely responsible for determining the suitability of third party products and services, and Verizon has no liability therefor.
- 2.12 **Assessment Service Risks.** Professional Services may include one or more of the following activities:



(a) testing the effectiveness of the business and security policies, training, procedures and controls of Customer's organization or the organization of a Customer's outside service provider or business partner, and of their respective personnel's security awareness, (b) penetration testing, ethical hacking, scanning, vulnerability assessment, war dialing, social engineering or similar activities, and (c) testing that is not authorized by Customer's network security policies so as to exploit security vulnerabilities to gain access to Customer's network and confidential security-related information (collectively Assessment Services) applied to IP addresses, network domains or segments, telecommunications, hardware, software or other utilities, applications, processes, data, groups or individuals targeted for Assessment Services (Service Target). These activities may test the effectiveness of the security policies, training, procedures and controls of Customer's organization or the organization of a Customer's outside service provider or business partner, and of their respective personnel's security awareness. They may also attempt to exploit security vulnerabilities to gain access to Customer's network and confidential security-related information. Customer acknowledges that in some circumstances, Assessment Services may result in adverse consequences and agrees to assume the risk of such consequences, including without limitation, performance degradation, unavailability of the Service Target, and loss of connection, data or utilities. Verizon will take reasonable steps to mitigate risks from Assessment Services. Customer agrees to indemnify, defend and hold harmless Verizon from any loss, damages, liabilities, costs and expenses (including reasonable legal fees and expenses and those of other professionals) incurred by Verizon as a direct or indirect result of Verizon's performance of the Assessment Services, including, without limitation, assessment of assets that are not controlled directly by Customer (e.g., servers hosted by third parties). This indemnity does not apply to the extent any such loss, damage, liability cost or expense arises from Verizon's actions or omissions that are: (i) knowingly outside the scope of the agreed-upon Assessment Services; or (ii) reckless, wanton, malicious, illegal or deliberately negligent.

2.13 **Collection of Netflow Data in Japan.** Due to local legal requirements, Customer must purchase Internet services from Verizon in order to receive services that rely upon Verizon directly collecting live netflow data (e.g., Rapid Response Retainer) from network equipment on Verizon's public backbone network in Japan. In addition to other remedies at law and equity, Verizon may at any time terminate the affected service in Japan if Verizon discovers that Customer has not purchased Internet services from Verizon or if Customer has terminated such Internet services.

3. FINANCIAL TERMS

3.1 **General.** Customer will pay the charges stated in the applicable Order, which may include recurring, nonrecurring, work time (per hour), materials, travel, lodging, shipping, handling, insurance, administrative, and other charges. Subject to compliance with Customer's reasonable policies regarding substantiation of business expenses, Verizon may incur reasonable travel, lodging and other associated expenses in connection with the performance of a Project. Verizon may invoice these expenses monthly in arrears. Expenses that are incurred or reimbursed in a currency other than the currency of Customer's invoice (e.g., travel related expenses) will be converted to the currency of Customer's invoice using the Bloomberg BFIX rate effective eight Business Days before month-end of the month before the expense was incurred.

3.2 **Termination Liability.** For the purpose of calculating Early Termination Charges pursuant to the Master Terms, termination of a Professional Services Order or a particular Project under a SOW is treated the same as termination of a Service. For the purpose of Professional Services, fixed, periodic, or milestone Charges that Customer had committed to pay are deemed recurring Charges.

3.3 **Project Activation Delay.** In addition to the Activation Delay terms of the USSA, if Customer delays a Project for a planned assessment (onsite or remote) with less than 7 Business Day notice, Verizon may charge Customer up to \$10,000, per occurrence and/or per assessment activity, for losses it incurs when personnel assigned to the Project are unable to be reassigned to other projects. Such losses will be



calculated by totaling the number of hours and the hourly rate for the impacted assigned personnel.

4. **DEFINITIONS.** The following definitions apply to Professional Services, in addition to those identified in the Master Terms.

Term	Definition
After Hours	Work hours extending beyond Business Hours on a Business Day.
Change Order	A formal Project change request that amends a SOW.
Conditions	Assumptions, expectations and dependencies identified in a SOW.
Deliverables	Reports or other deliverables specified in the applicable SOW and related Service Order.
Holiday Hours	Work hours occurring during national holiday(s) in the jurisdiction of the Customer Site.
Original Customer-Unique Content	The part of a Deliverable that is unique to Customer, first created by Verizon in the performance of a Project, and delivered to Customer under the Service Order.
Project	The Professional Services under a particular SOW.
Verizon Underlying Materials	Underlying materials owned by Verizon that are incorporated into any Deliverable, such as templates, forms, and methodologies, and that are not themselves specified as part of the Professional Services.
Weekend Hours	Work hours occurring outside of Business Hours, After Hours, and Holiday Hours.

The below "Exhibit 1 Professional Services FULL WebEx Calling Implementation Service" and "Exhibit 2 Professional Services ONSITE WebEx Calling Implementation Service" represent samples of the SOWs to be used for these services.

Exhibit 1

**PROFESSIONAL SERVICES
FULL WEBEX CALLING IMPLEMENTATION SERVICE
STATEMENT OF WORK ID O2-0782528
TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT (PSSA)**

Sample – Not for Signature

This Statement of Work (SOW) is entered into between the entities identified as, respectively, Verizon and Customer in the related Service Order Form (SOF).

1. **PROJECT DESCRIPTION.** Verizon’s WebEx Calling (WxC) Implementation service provides managed installation services to Customer to implement Verizon’s WxC service on the new Dynamic Host Configuration Protocol (DHCP) supported phones and Analog Telephone Adapters (ATAs) (WxC Devices) at the Customer Site(s) listed in Appendix A (WxC Site(s)) (Project). Verizon’s WxC service is purchased separately by Customer. Services under this SOW are performed remotely unless otherwise indicated.
2. **SCOPE OF WORK.** The Project consists of the following components:
 - 2.1 **Service Levels.** Verizon’s WxC Implementation service is available in three service levels – Basic, Plus and Premium – for each WxC Site (WxC Implementation Service Level). The WxC Implementation Service Level purchased for each WxC Site is listed in Appendix A. The number of site visits and the managed installation activities included in each service level are as follows:

WxC Implementation Service Levels	Site Visits (per WxC Site)	Managed Installation Activities
Basic	One	WxC Device Installation and Testing
Plus	Two	WxC Telephone Number Activation and Testing WxC Control Hub Configuration WxC Control Hub Training
Premium	Three	Basic and Plus Managed Installation Activities WxC Phone/Voice Mail Training WxC Site Readiness Survey

- 2.2 **Managed Installation Activities.** Verizon will perform the managed installation activities included in the WxC Implementation Service Level purchased by Customer for the WxC Site.
 - WxC Device Installation and Testing. Verizon will install and test onsite the WxC Devices for use with the WxC service. Verizon will provide onsite and remote technical support on the day of the cutover to WxC for each WxC Site. After cutover, Verizon will provide Customer with instructions on the steps to create technical support tickets for their WxC service.
 - WxC Telephone Number Activation and Testing. Verizon will activate in the Control Hub and test the Customer’s WxC telephone numbers (both new and ported).
 - WxC Control Hub Configuration. Verizon will configure Customer’s WxC users, Devices and site features in the WxC Control Hub.
 - WxC Control Hub Training. Verizon will provide one hour of training to Customer on the use of the WxC Control Hub by an administrator.
 - WxC Phone/Voice Mail Training. Verizon will provide one hour of remote train-the-trainer training to Customer on WxC user phone and voice mail features, including instructions for recording greetings. Customer will use this train-the-trainer training to train and instruct their WxC users on use of WxC phone and voice mail features, including recording greetings.

- WxC Site Readiness Survey. Prior to installation, Verizon will perform an onsite visual survey of each WxC Site to identify whether a network jack, as well as a power receptacle or Power over Ethernet (POE) switch, is readily available for each station where a WxC Device will be installed and that Cat 5/6 Ethernet cables are installed in the applicable network closets.

3. **DELIVERABLES**. Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement's confidentiality terms. Deliverables include a WxC Site Service Workbook, a WxC User Configure Workbook, and a WxC User Acceptance Test Plan for each WxC Site.

4. **SUPPLEMENTAL TERMS**

- 4.1 **Project Management**. Verizon will assign a project manager to manage the Project activities and the change control process (Project Manager). Customer will designate a single point of contact (SPOC) to coordinate the Project activities with the Project Manager.
- 4.2 **Project Initiation**. Verizon will initiate the Project with a kick-off meeting with the SPOC to discuss and review the Project scope, set Project timelines, identify the Customer materials necessary for Verizon to perform the Project. Verizon and the SPOC will ensure timely flow and exchange of information required for execution and completion of the Project within the agreed Project timelines.
- 4.3 **Change Management**. Any change in scope or any work that is not specifically set forth in this SOW will be subject to a Change Order and any applicable Charges.
- 4.4 **Customer Site Requirements**. As of the scheduled time for a Site Visit to perform Device Installation and Testing, Customer will confirm a network connection, power source and a Cat 5/6 Ethernet cable are in working order for use with each WxC Device. For Basic and Plus Service Levels, Customer also will confirm that a network jack, as well as a power receptacle or POE switch, is readily available for each station where a WxC Device will be installed and that Cat 5/6 Ethernet cables are installed in the applicable network closets.
- 4.5 **Performance and Acceptance**. Services performed under this SOW are deemed accepted and complete at each WxC Site upon written confirmation from Verizon to Customer that Verizon has completed a successful testing of the implementation of the WxC service at the WxC Site, unless Customer promptly demonstrates to the reasonable satisfaction of Verizon that the Services performed fail to meet the Order requirements.

5. **FINANCIAL TERMS**

- 5.1 **Rates and Charges**. Customer will pay the Professional Service WxC Implementation service Charges specified in the SOF.
- 5.2 **Project Charges**. If Verizon needs to revisit a Customer Site due to a Customer issue, or if Customer would like to purchase additional Projects or Services, Customer will pay for those additional Charges through a Change Order. Customer also will pay an Expedited Charge if Customer schedules a Customer Site visit less than two weeks out, and a Cancellation Charge if Customer cancels a Customer Site visit less than 48 hours prior to the scheduled start time.

APPENDIX A

**PROFESSIONAL SERVICES
WXC SITE AND DEVICE LIST**

WxC Site	Address	DHCP Supported Phones	ATAs	Service Level
1	TBD	40	0	Basic
2	TBD	40	0	Basic
3	TBD	40	0	Basic
4	TBD	40	0	Basic
5	TBD	40	0	Basic

SAMPLE

Exhibit 2

PROFESSIONAL SERVICES ONSITE WEBEX CALLING IMPLEMENTATION SERVICE STATEMENT OF WORK ID 02-0782528 TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT (PSSA)

Sample – Not for Signature

This Statement of Work (SOW) is entered into between the entities identified as, respectively, Verizon and Customer in the related Service Order Form (SOF).

1. **PROJECT DESCRIPTION.** Verizon's WebEx Calling (WxC) Implementation service provides managed installation services to Customer to implement Verizon's WxC service on the new Dynamic Host Configuration Protocol (DHCP) supported phones and Analog Telephone Adapters (ATAs) (WxC Devices) at the Customer Site(s) listed in Appendix A (WxC Site(s)) (Project). Verizon's WxC service is purchased separately by Customer. Services under this SOW are performed remotely unless otherwise indicated.
2. **SCOPE OF WORK.** The Project consists of the following components:
 - 2.1 **Managed Installation Activities.** Verizon will perform the managed installation activities included in the WxC Implementation Service Level purchased by Customer for the WxC Site.
 - WxC Device Installation and Testing. Verizon will install and test onsite the WxC Devices for use with the WxC service. Verizon will provide onsite and remote technical support on the day of the cutover to WxC for each WxC Site. After cutover, Verizon will provide Customer with instructions on the steps to create technical support tickets for their WxC service.
3. **DELIVERABLES.** Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement's confidentiality terms. Deliverables include a WxC Site Service Workbook, a WxC User Configure Workbook, and a WxC User Acceptance Test Plan for each WxC Site.
4. **SUPPLEMENTAL TERMS**
 - 4.1 **Project Management.** Verizon will assign a project manager to manage the Project activities and the change control process (Project Manager). Customer will designate a single point of contact (SPOC) to coordinate the Project activities with the Project Manager.
 - 4.2 **Project Initiation.** Verizon will initiate the Project with a kick-off meeting with the SPOC to discuss and review the Project scope, set Project timelines, identify the Customer materials necessary for Verizon to perform the Project. Verizon and the SPOC will ensure timely flow and exchange of information required for execution and completion of the Project within the agreed Project timelines.
 - 4.3 **Change Management.** Any change in scope or any work that is not specifically set forth in this SOW will be subject to a Change Order and any applicable Charges.
 - 4.4 **Customer Site Requirements.** As of the scheduled time for a Site Visit to perform Device Installation and Testing, Customer will confirm a network connection, power source and a Cat 5/6 Ethernet cable are in working order for use with each WxC Device. Customer also will confirm that a network jack, as well as a power receptacle or POE switch, is readily available for each station where a WxC Device will be installed and that Cat 5/6 Ethernet cables are installed in the applicable network closets.
 - 4.5 **Performance and Acceptance.** Services performed under this SOW are deemed accepted and complete

at each WxC Site upon written confirmation from Verizon to Customer that Verizon has completed a successful testing of the implementation of the WxC service at the WxC Site, unless Customer promptly demonstrates to the reasonable satisfaction of Verizon that the Services performed fail to meet the Order requirements.

5. FINANCIAL TERMS

- 5.1 **Rates and Charges.** Customer will pay the Professional Service WxC Implementation service Charges specified in the SOF.
- 5.2 **Project Charges.** If Verizon needs to revisit a Customer Site due to a Customer issue, or if Customer would like to purchase additional Projects or Services, Customer will pay for those additional Charges through a Change Order. Customer also will pay an Expedited Charge if Customer schedules a Customer Site visit less than two weeks out, and a Cancellation Charge if Customer cancels a Customer Site visit less than 48 hours prior to the scheduled start time.

APPENDIX A

**PROFESSIONAL SERVICES
WXC SITE AND DEVICE LIST**

WxC Site	Address	DHCP Supported Phones	ATAs
1	TBD	40	0
2	TBD	40	0
3	TBD	40	0
4	TBD	40	0
5	TBD	40	0