

Digital Advisory Services Professional Service Description

VoIP Transformation Workshop Model

1. Description of Services.

1.1 VoIP Transformation Workshop.

Verizon will conduct a Voice over Internet Protocol (VoIP) Transformation Workshop for the purpose of assisting with preparation for Customer's transition from traditional (legacy) Time Division Multiplexed (TDM) voice and legacy Long Distance (LD) services to an Internet Protocol (IP) based voice services environment.

2. Scope of Work.

2.1 Professional Services Overview. This workshop is intended to be a high level, short duration, and relatively low cost engagement designed to educate Customer and begin the initial planning required for a successful transition to end-to-end IP based voice services.

As part of the Project, Verizon will provide Customer with insight and practical knowledge regarding planning for and making the transition to VoIP services so that Customer is properly prepared to make the transition as smoothly and with as little business disruption as possible.

The VoIP Transformation Workshop is based on analysis of Customer's current legacy voice services environment which provides the baseline or foundational technical requirements data upon which to design an appropriate VoIP services architecture and implementation plan. In addition to collection and review of technical documentation provided by Customer, Verizon will also conduct collaborative discussion sessions and interviews to gain insight into Customer's current business needs and challenges relative to voice services.

Based on information collected and analyzed, Verizon will provide prioritized high level next steps recommendations to get Customer started on planning and preparation for the transition to VoIP based services.

2.2 Project Timeline. Verizon will deliver the VoIP Transformation Workshop in two (2) sessions over a two (2) to four (4) calendar week timeframe. The Project timeline is subject to availability of required Customer and Verizon personnel and timely delivery of requested Customer documentation.

Session 1 will be delivered remotely and will consist of the Project kick-off and Customer data collection; Session 1 does not need to be conducted over consecutive Business Days.

Session 2 will be delivered onsite at Customer Site and it is mandatory that Session 2 be performed in five (5) consecutive Business Days during one (1) calendar week.

2.2.1 Session 1 – Project kick-off and documentation collection

2.2.1.1 Day 1 (Remote) - Project kickoff conference call (not to exceed 2 hours):

2.2.1.1.1 Introduction of Project team members.

2.2.1.1.2 Definition of team member roles and responsibilities.

2.2.1.1.3 Delivery and discussion of Customer Request for Information (RFI) questionnaire.

2.2.1.1.4 Discussion of project timeline and schedule.

2.2.1.1.5 Review and discussion of Customer participation requirements.

- 2.2.1.2 Days 2-5 (Remote) – Documentation gathering and delivery:
 - 2.2.1.2.1 Customer completes Verizon provided questionnaire and assembles requested documentation.
 - 2.2.1.2.2 Customer forwards completed questionnaire and all collected documentation to Verizon's Engagement Project Manager by the end of the business week.
 - 2.2.1.2.3 Verizon will review Customer documentation and if necessary schedule a follow-up meeting to discuss any gaps or questions.

2.2.2 Session 2 – Discussions, interviews and presentation of findings and recommendations

- 2.2.2.1 Day 1 (Remote ½ day, in transit ½ day) Documentation review and travel to Customer Site
 - 2.2.2.1.1 Review of all documentation provided by Customer to identify:
 - 2.2.2.1.1.1 Gaps in documentation that need to be addressed while onsite.
 - 2.2.2.1.1.2 Areas where further exploration is needed for clearer understanding of requirements, objectives, or issues.
 - 2.2.2.1.2 Verizon travels to Customer location.
- 2.2.2.2 Day 2 (Onsite) - Presentation and review meeting and start of interviews / round table discussions:
 - 2.2.2.2.1 LD to VoIP migration requirements and issues educational presentation and discussion (approximately 2 hours).
 - 2.2.2.2.2 Review and validation of responses and documentation provided by Customer (approximately 4 hours).
 - 2.2.2.2.3 Interview / round table discussion - current voice services environment (approximately 2 hours).
- 2.2.2.3 Day 3 (Onsite) - Interviews / round table discussions with key stakeholders:
 - 2.2.2.3.1 Interview / round table discussion - current voice services environment cont'd (approximately 1 hour).
 - 2.2.2.3.2 Interview / round table discussion - needs and requirements for future VoIP based voice services environment (approximately 4 hours).
 - 2.2.2.3.3 Interview / round table discussion - current migration posture (approximately 3 hours).
- 2.2.2.4 Day 4 (Remote) – Review and analysis of all collected data and formulation of deliverable findings and recommendations.
- 2.2.2.5 Day 5 (Onsite ½ day, in transit ½ day) – Deliver findings and recommendations:
 - 2.2.2.5.1 Present findings and recommendations and discuss actionable next steps (not to exceed 4 hours).
 - 2.2.2.5.2 Verizon travels back to home location.

2.3 Topics and Issues Covered. Verizon will, at a minimum, address the following topics with Customer during the course of the Project:

2.3.1 Preparing for an enterprise-wide voice services migration project:

2.3.1.1 Product and technology essentials.

2.3.1.2 Operational support requirements and issues.

2.3.1.3 Common challenges and pitfalls to be prepared for and how to avoid them or minimize their impact.

2.3.2 High level discovery of Customer's current voice services environment:

2.3.2.1 What is currently in place:

2.3.2.1.1 Systems.

2.3.2.1.2 Processes.

2.3.2.1.3 Support organization.

2.3.2.2 Issues and challenges with current environment:

2.3.2.2.1 Hardware and technical functionality issues.

2.3.2.2.2 Operational issues.

2.3.2.2.3 User perception and usability issues.

2.3.3 High level discovery of Customer's current voice services migration posture:

2.3.3.1 Pending or already made technology decisions.

2.3.3.2 Business case and funding approvals.

2.3.3.3 Planned organizational and/or operational changes.

2.3.4 High level definition of Customer's desired VoIP services future state:

2.3.4.1 Technology requirements, objectives and success metrics criteria.

2.3.4.2 Business requirements, objectives and success metrics criteria.

2.3.4.3 Financial requirements, objectives and success metrics criteria.

2.4 Engagement Management. Verizon will designate an "Engagement Project Manager" who will act as the single point of contact throughout the Engagement. The Engagement Project Manager is also responsible for managing the change control process. Should the Engagement's requirements change during the course of the Engagement, the Engagement Project Manager will ensure that any modifications to the VoIP Transformation Workshop are agreed to and documented in writing.

Customer will appoint a single point of contact that is responsible to: coordinate the Engagement activities, interact with Verizon, and ensure timely data flow and exchange of information required for execution of the Engagement within the agreed time frame.

Verizon will work with Customer to schedule a kick-off discussion to initiate the Engagement. Verizon and Customer will collaborate to determine required stakeholders and other attendees, agenda, and meeting location (i.e. on site or remote). At or before the kick-off discussion, Customer shall provide a list of appropriate contact personnel with contact numbers, and appropriate on-site authorization documentation (where applicable). As an output of the discussion, Verizon will confirm the resources, date, time, and location for the VoIP Transformation Workshop with the Customer.

All Engagement Management activities and duties will be delivered remotely.

3. Deliverables and Documentation to be produced by Verizon (if any). 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. Verizon will provide:

3.1 Presentation. The final Project deliverable will consist of a Microsoft PowerPoint presentation delivered by Verizon on the last day of the Project. The slide presentation will cover the following:

3.1.1 High level summary documentation of the current voice services environment.

3.1.2 High level summary statement of the desired voice services future state.

3.1.3 A brief analysis of the Strengths, Weaknesses, Opportunities, and Threats (SWOT) to the business relative to voice services posture, strategy, and industry recognized best practices.

3.1.4 High level gap analysis to highlight the specific areas or issues that will require attention in preparation for or in conjunction with the voice services transformation initiative.

3.1.5 The top three (3) actionable recommendations for next steps.

4. Documentation to be produced by Customer and Customer Obligations (if any). Delivery of the VoIP Transformation Workshop Professional Services by Verizon is dependent on Customer's performance of the following:

4.1 Provide the necessary commitment of resources and timely response to requests for information to achieve the delivery of the VoIP Transformation Workshop within the mutually agreed timeframes.

4.2 Designate, prior to start of the Engagement, a project manager who will function as the single point of contact ("SPOC") to Verizon and must be involved throughout the duration of the Engagement.

4.3 Actively participate in all Engagement related meetings and discussions and mutually collaborate with the SPOC designated by Verizon to resolve issues and changes to plan.

4.4 Make available, as required, all necessary contacts and stakeholders for input and participation in this Engagement.

4.5 Provide the assistance as defined under Customer Obligations section of the SOW.

4.6 Provide internet access that will enable Verizon to access external systems using virtual private network ("VPN") capability, if necessary.

4.7 Provide relevant supporting documentation, as requested by Verizon, including without limitation, system management and administrative documents.

5. Assumptions (if any). In addition to the (i) above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the SOW, the following assumptions and considerations shall apply. Verizon's provision of the VoIP Transformation Workshop is based on the following assumptions. Should any of these assumptions prove to be incorrect or incomplete then Verizon may modify the price, scope of work, or milestones:

5.1 VoIP Transformation Workshop will be performed during the hours defined in the Engagement Letter.

5.2 Any Assumptions under the applicable Engagement Letter will also apply to the VoIP Transformation Workshop.