

**PROFESSIONAL SERVICES
REMOTE ENHANCED US TRAINING
STATEMENT OF WORK
TO VERIZON PROFESSIONAL SERVICES SERVICE ATTACHMENT**

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 will provide Customer with Professional Services to provide Remote Enhanced UC Training based on the selection of any combination of the training modules below and as identified on the SOF. The UC Enhanced Training modules and limitations for each are:
 - 1.1 UC Enhanced Training - **Bronze**
 - a. Up to two (2) hours of meetings with a Verizon Training Consultant to discuss training needs and objectives, make training selections, discuss training dependencies based on selections, schedule training and review training plan.
 - b. One (1) Training Plan.
 - c. Up to ten (10) hours of remote instructor-led training.
 - 1.2 UC Enhanced Training - **Silver**
 - a. Up to four (4) hours of meetings with a Verizon Training Consultant to discuss training needs and objectives, make training selections, discuss training dependencies based on selections, schedule training and review training plan.
 - b. One (1) Training Plan.
 - c. Up to fifteen (15) hours of remote instructor-led training.
 - 1.3 UC Enhanced Training - **Gold**
 - a. Up to six (6) hours of meetings with a Verizon Training Consultant to discuss training needs and objectives, make training selections, discuss training dependencies based on selections, schedule training and review training plan.
 - b. One (1) Training Plan.
 - c. Up to twenty (20) hours of remote instructor-led training.
 - 1.4 Additional Training Hours: Used to order additional remote instructor-led training modules as necessary.
2. **SCOPE OF WORK.** Verizon Professional Services will provide resources to provide the following:
 - 2.1 A Designated training consultant that will work with the Customer to identify what training modules are best suited for them.
 - 2.2 A training plan that will contain a combination of instructor-led training modules that each take a specified quantity of time. This custom training plan provides participants a series of courses selected by the Customer based on the Training Module(s) selected by the Customer as identified in the SOF.
 - 2.2.1 Training Selections
 - Admin Basics, duration 2 hours
 - Analytics Basics, duration 2 hours
 - Operator Console, duration 2 hours
 - Cloud PBX for MS Teams, duration 2 hours
 - End User Basics, duration 2 hours
 - End User Basics for Front Office Staff, duration 2 hours
 - End User Basics for Trainers, duration hourly
 - Hosting Video Meetings, duration hourly

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- Live Reports, duration hourly
- Quality of Service Reports, duration hourly
- Troubleshooting Basics, duration hourly
- Troubleshooting Video Meetings, duration hourly
- Webinar Basics, duration hourly

2.3 Assumptions

- 2.3.1 Customer owns the scheduling of resources and providing Verizon with attendee list for the selected training sessions.
- 2.3.2 In order for the training attendees to follow and participate in training, Customer owns making sure trainees have access to phone and/or softphone and the UC solution as identified by the training dependencies for selected training.
- 2.3.3 Verizon trainers will be provided with remote access to the UC solution to create test users, phones, etc. required for the selected training and demonstration purposes.
- 2.3.4 Training will be considered complete upon Verizon delivery of the services identified under the Training Module(s) selected by the Customer.

3. DELIVERABLES

- 3.1. 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. These deliverables include:
- 3.1.1 Training materials associated with training module(s) selected and as identified in the SOF.

4. **FINANCIAL TERMS.** Customer will pay the Charge as detailed in the SOF. Travel and expenses, if any, will be billed as provided in the PSSA, this SOW, and the SOF.