



Visual Interactive Calling +

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1. GENERAL

- 1.1 **Service Definition.** Verizon's Visual Interactive Calling service uses a software based platform to provide Customer with a virtual and visual seamless interaction with Customer's end users. With Visual Interactive Calling, Customer's end users have real-time access to Customer's contact center agents right from Customer's mobile application. Visual Interactive Calling utilizes Verizon's patented mobile authentication methodology.
- 1.2 **Standard Service Features**
 - 1.2.1 **Software Development Kit.** With Visual Interactive Calling, Verizon provides a Software Development Kit (SDK) to allow the Customer to build Visual Interactive Calling functionality into Customer's mobile application.
 - 1.2.2 **Interaction with Customer's Contact Center.** Visual Interactive Calling provides in-app interaction with Customer's contact center, including the delivery of Customer's end-user caller and application context to the contact center using Verizon's VOIP Inbound Toll Free service (see Section 3.1), following the integration of the SDK with Customer's existing mobile application and call center platform.
 - 1.2.3 **Pre-Authentication of Callers.** Customer will authenticate callers using Customer's pre-existing mobile application; thereafter, upon prompting from the end user, the Visual Interactive Calling service delivers the call to Customer's contact center after receiving permission from Customer's authentication servers.
 - 1.2.4 **Call Sessions and Content Sharing.** Visual Interactive Calling creates a voice session between Customer and Customer's end users and facilitates the sharing of visual content.
 - 1.2.5 **Maintenance.** Verizon will provide standard maintenance for Visual Interactive Calling Monday thru Friday from midnight to 6 a.m. ET. Verizon's Visual Interactive Calling maintenance schedule is fixed and cannot be modified for individual customers.



- 1.2.5.1 **Scheduled Maintenance for New Releases.** Verizon will perform scheduled maintenance for new software releases upon 72 business hours' advance notice to Customer.
- 1.2.5.2 **Demand Maintenance.** Verizon will perform demand maintenance when Verizon identifies an issue with the service that needs immediate attention. No advanced notice will be provided to Customer for demand maintenance situations.
- 1.2.6 **Implementation.** Verizon will assess the details of Customer's application program interface (API), share the details of the Visual Interactive Calling APIs to design, build and deploy Visual Interactive Calling into the user acceptance testing (UAT) environment to facilitate Customer testing of the integration of Visual Interactive Calling with the Customer's call center. Upon successful completion of UAT, Verizon will move the Customer's Visual Interactive Calling service into production.
- 1.2.6.1 **Implementation Categories.** Verizon will determine the level of effort required to implement Visual Interactive Calling with Customer's authentication server(s) in accordance with the categories outlined in the table below. If Verizon determines that Customer's implementation falls into the custom implementation category, Customer will be required to enter into a Professional Services (PS) Statement of Work (SOW) for such custom implementation.

| Implementation Category | Implementation Sizing/Scope Details |
|-------------------------|--|
| Simple | <ul style="list-style-type: none"> • Customer provides a Java script object notation (JSON) or extensible markup language (XML) -based web service application program interface (API) to their authentication server, and no modification of existing Visual Interactive Calling APIs is required to integrate. • PS can provide the definition of a JSON web service API and PS will already have a working template class that works with the API to encourage rapid repeatability. |
| Moderate | <ul style="list-style-type: none"> • Customer provides a well-defined and established authentication API and no modifications to the existing Visual Interactive Calling APIs are required to integrate. |
| Complex | <ul style="list-style-type: none"> • Customer provides a proprietary or non-web based authentication API, or modification of the existing Visual Interactive Calling authentication API is required to integrate. |
| Custom | <ul style="list-style-type: none"> • Customer provides a proprietary or non-web based authentication API, or modification of the existing Visual Interactive Calling authentication API is required to integrate, and • Customer requires load-balancing or failover across their authentication servers to be implemented in the Visual Interactive Calling adapter, or requires modifications of Visual Interactive Calling Session Initiated Protocol messaging or call flows, or other unforeseen modifications outside of the Visual Interactive Calling authentication API. • Any implementation sizing scenario that does not fit into the Simple, Moderate or Complex categories, as determined by Verizon. |

1.3 **Optional Service Features**

- 1.3.1 **Change Requests.** Customer may request changes to the service by submitting a change order to Verizon detailing the change to the service and the reason for the change. The change order will be used by Verizon to determine which implementation category best defines the change and the associated costs of performing the change.

2. **CUSTOMER RESPONSIBILITIES**



- 2.1 **Single Point of Contact.** Customer will designate a single point of contact who will be responsible and authorized to (i) make decisions and give approvals which Verizon may need from Customer, and (ii) provide Verizon's personnel on a timely basis with all information, data, access and support reasonably required for its performance under this Agreement, including but not limited to making available appropriate personnel to work with Verizon, as Verizon may reasonably request.
- 2.2 **Customer Resources.** Customer will dedicate resources to ensure that Verizon has access to the appropriate level of technical expertise to complete service implementation in a timely and efficient manner.
- 2.3 **Call Handling.** Customer will have the work necessary to pass the data attached to incoming or outgoing calls through to Customer's call center infrastructure and the call center agent's desktop.
- 2.4 **Customer Location.** Customer will provide sufficient working space, internet access, and resources necessary for Verizon to complete work at Customer's Location, if required.
- 2.5 **Mobile Application and Call Center Deployment.** Customer will provide all hardware, software, media, and licenses as needed for the mobile application and call center deployment.
- 2.6 **End User Notice.** Customer will notify Customer's end users that with use of Visual Interactive Calling end users will be sharing their location. Furthermore, Customer will notify its end users that if the end user connects to an agent, the agent will have access to end user's recent activities in Customer's mobile application.
- 2.7 **Dropped-Calls.** Verizon will not be responsible for any dropped-calls that occur using the Visual Interactive Calling service.
- 2.8 **Customer Information.** Customer will provide Verizon with the following information in a timely manner based on Verizon's determination of Customer's Implementation Category in Section 1.2.6.1.

| Implementation Category | Customer Provided Information |
|-------------------------|---|
| Simple | <ul style="list-style-type: none"> • Full documentation of the JSON or XML web-based authentication API • Server names or IP addresses • SSL certificates/public/private keys, types and formats • IP ports used • Proof of basic network connectivity from the Visual Interactive Calling servers to the enterprise authentication server |
| Moderate | <ul style="list-style-type: none"> • Full documentation of the established authentication API • Full documentation of the authentication scheme (e.g., OAuth, HTTP Basic over SSL, digest/Amazon S3, Form, LDAP, WNA, DAP, X509/certificate, or other) • Server names or IP addresses • SSL certificates/public/private keys, types and formats • IP ports used • Proof of basic network connectivity from the Visual Interactive Calling servers to the enterprise authentication server |
| Complex | <ul style="list-style-type: none"> • Proprietary authentication API <ul style="list-style-type: none"> • Full documentation of the proprietary authentication API • Full documentation of the authentication scheme and sample client code • Server names or IP addresses • SSL certificates/public/private keys, types and formats • IP ports used |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Proof of basic network connectivity from the Visual Interactive Calling servers to the enterprise authentication server • Modification of the Visual Interactive Calling API • Full requirements of the Visual Interactive Calling methods that need to be modified or added |
| <p style="text-align: center;">Custom</p> | <ul style="list-style-type: none"> • Proprietary authentication API <ul style="list-style-type: none"> • Full documentation of the proprietary authentication API • Full documentation of the authentication scheme and sample client code • Server names or IP addresses • SSL certificates/public/private keys, types and formats • IP ports used • Proof of basic network connectivity from the Visual Interactive Calling servers to the enterprise authentication server • Modification of the Visual Interactive Calling API <ul style="list-style-type: none"> • Full requirements of the Visual Interactive Calling methods that need to be modified or added • Load balancing or fail-over <ul style="list-style-type: none"> • Full requirements of the load-balancing or fail-over methods to be implemented on the Visual Interactive Calling server • SIP messaging or call flows <ul style="list-style-type: none"> • Full requirements of the Visual Interactive Calling SIP configuration, messaging, headers, and sequencing that must be modified |

3. SUPPLEMENTAL TERMS

3.1 **VoIP and VoIP Inbound Toll Free Service Requirement.** To use the capabilities of Visual Interactive Calling, Customer must have new or existing Verizon VoIP service, including VoIP Inbound Toll Free offered via Verizon’s IP Contact Center Service.

3.2 **Professional Services Terms and Conditions**

3.2.1 **Assumptions.** Verizon’s provision of Visual Interactive Calling is based on the following assumptions. Should any of these assumptions prove to be incorrect or incomplete, Verizon reserves the right to modify the price, scope of work, or milestones of the implementation of Visual Interactive Calling. Any such modifications shall be managed by the change request process described in Section 1.3.1.

3.2.1.1 The category selected by Verizon is based upon the information provided by Customer to Verizon. Additional requirements not yet articulated by Customer could impact the proposed implementation of Visual Interactive Calling and additional charges may apply for any changes to the implementation due to such additional requirements.

3.2.1.2 Any product or service delivery dates communicated to Customer outside of a signed Statement of Work or the Project Plan, are not to be considered valid or binding.

3.2.1.3 Verizon’s provision of Visual Interactive Calling will be dependent on the timely performance by Customer and its third party contractors (if any) of their responsibilities. Delays or non-performance by Customer or its third party contractors may cause a reasonable extension to the related timelines of Verizon commensurate with such delay and Verizon will from time to time advise Customer of any adjustments which Verizon has been required to make during the course of performance as a result of such delays or non-performance. In the event that delays or non-performance by Customer or its third party contractors results in additional consulting and professional services being required



beyond the initial target dates, Customer will pay Verizon for such additional services at Verizon's then current time and expense charges.

3.3 **Service Location Restrictions.** Visual Interactive Calling is not available in countries that are sanctioned and/or embargoed.

4. FINANCIAL TERMS

4.1 **General.** Customer will pay the charges for Visual Interactive Calling specified in the Agreement and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Monthly recurring charges (MRCs) are fixed for the Service Commitment. MRCs for Visual Interactive Calling will be charged upon implementation of the service to production, except where Customer has directed Verizon to implement the service by the third month of the Service Commitment period.

4.2 **Implementation Service.** Customer will pay a one-time charge for the Visual Interactive Calling implementation activities performed by Verizon, as determined by the applicable implementation category in Section 1.2.6.1.

4.3 **Assisted Service Transaction Charge.** Customer will pay an assisted service transaction charge for establishing a session from the mobile application to the contact center, which will be charged even if the call itself was dropped.

4.4 **Change Request Charges.** Customer will pay for Customer requested changes in accordance with the fee structure for implementation service charges, as specified in the Agreement.

5. **DEFINITIONS.** In addition to the definitions identified in the Master Terms, the following administrative charge definitions apply to Visual Interactive Calling: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm