verizon✓

VIRTUAL COMMUNICATIONS EXPRESS PLUS DATA ACCESS +

1. GENERAL

1.1 **Service Definition.** Virtual Communications Express Plus Data Access (Virtual Comm plus Data Access) is a hosted voice over IP (VoIP) advanced communications system that includes Verizon Internet Dedicated Service. Virtual Comm plus Data Access also includes a Customer-administrators' portal for configuring system features and end user capabilities (the MySite portal), and an end users' portal for managing feature settings (the MyPhone portal). Virtual Comm plus Data Access is offered with two plans, the Standard Plan or Premier Plan as further defined below. Virtual Comm plus Data Access is available in the U.S. at all locations where Verizon VoIP Service (including long distance and local service) is available.

1.1.1 **Platforms.** These terms apply to Optimized Service only.

1.1.2 **Trunk Capacity.** A "trunk" is a communications link that provides capacity to enable a Virtual Comm plus Data Access user to place a call to a terminating user (either IP or Public Switched Telephone Network). For the Standard Plan options, Customer will purchase a sufficient amount of trunk capacity separately to support the expected simultaneous call volume for its end users. Trunks are included with the purchase of the Premier Plan. Trunk capacity includes unlimited intra-enterprise VoIP calling (VoIP origination and termination within Customer's enterprise), unlimited local calling, and unlimited long distance (LD). Calls to international locations can also be made but are billed at metered rates. For the Standard Plan options, Customer will maintain its initial trunk capacity for at least a thirty days before requesting any decrease. At any given time, Customer may only place as many concurrent calls as the number of Premier Plan users or standard trunks it has purchased.

1.2 **Standard Service Elements**.   Virtual Comm plus Data Access includes local loop access (Local Access), Internet Dedicated Service, Virtual Communications Express (VCE), and 24 hours a day, 7 days a week technical support via the local Verizon Customer Service Centers.   Associated CPE and maintenance can be obtained under a separate service attachment.   CPE installation and maintenance is included for the Internet Dedicated Service router (Data Access CPE) but optional for any VoIP probe required for VCE (the VoIP Probe).

1.2.1   **Virtual Comm plus Data Access Standard Implementation.**

1.2.1.1   **Dashboard Orientation / Call.** Verizon will spend up to an hour with Customer's administrator reviewing the new administrative dashboard and providing necessary configuration support in preparation for activation.

1.2.1.2   **Remote VoIP Probe Setup Assistance.**   Verizon will provide remote support and testing assistance as needed to set up the VoIP Probe in preparation for activation.

1.2.1.3   **Remote Porting Coordination and Testing.** Verizon will schedule the porting date and time with Customer and perform testing for system configuration and porting on the day of activation.

1.2.2   **Local Access.** Local Access provides a point-to-point circuit and connects the Customer Site to the edge of the Verizon network from which Customer can connect to Internet Dedicated Service.

1.2.3   **Internet Dedicated Service.** Internet Dedicated Service (Internet Dedicated) provides access to the Internet via the Verizon Network. The following dedicated Internet access tiers (in Mbps) are available: 5, 10, 20, 30, 50, 100, 1000. Time Division Multiplex (TDM) and Ethernet are used to provide Internet Dedicated. At any time after the Service Activation Date and during the Service Commitment, Customer may upgrade or downgrade to another tier within the range of tiers available with respect to the circuit(s) selected by Customer.

1.2.3.1   **Internet Dedicated Network.** With Internet Dedicated, Verizon will also provide Customers with access to Verizon's network infrastructure (the points of presence or PoPs), network hubs, and host computers utilized to provide an Internet service (for the purposes of this Service Attachment, hereinafter collectively referred to as the Network). Internet Dedicated includes the following:
- Provision of 7x24 hour monitoring and notification.
- Provision of 7x24 hour Customer support enabled via Customer contacting the VoIP Repair Center at the phone number provided upon implementation of Virtual Comm plus Data Access.
- Provision of static or dynamic IP routing.
- Assignment of IP addresses. Verizon can provide IPv4 and/or IPv6 protocol upon Customer's request where such protocol is available.
- Traffic statistics.

1.2.3.2   **IP Addresses.** Verizon will assign one public IP address, which will be configured on Customer's WAN. Verizon may provide up to 64 additional public IP addresses at Customer's request to their account manager. Public IP addresses will be assigned based on Customer's requirements for WAN, LAN, and firewall outside interfaces.

1.2.3.3   **Primary/Secondary Domain Name Service.** Verizon offers primary and secondary domain name hosting services with Internet Dedicated, plus domain name registration. If Customer orders domain name registration, Verizon will apply for and enter into a registry agreement to register domain names on Customer's behalf.

1.2.3.4   **Internet Dedicated Quality of Service.** Based on the traffic priorities set by Customer, Internet Dedicated Quality of Service (QoS), Customer's CPE or Customer's applications mark traffic for

assignment to one of five QoS traffic priority classes for Internet Dedicated Ethernet and up to four QoS for T1 connections, based on the IP precedence settings that Customer applies to the Type of Service (ToS) byte in the IP header. QoS traffic priority classes are described below.

Name of Priority Class	Characteristics Priority Class
Expedited Forwarding (EF)	• Highest forwarding priority • Low latency, low jitter • Strict forwarding priority • Can access 100% of port bandwidth
Assured Forwarding (AF4, AF3, and AF2)	• Next highest forwarding priority • Class-based weighted fair queuing • AF4, AF3, and AF2 distinguished under congestive egress state • Can access unused bandwidth from other classes
Best Effort (BE)	• Lowest priority • Class-based weighted fair queuing • Can access unused bandwidth from other classes.

1.2.4 **Codecs Support.** Verizon supports calls originating from Customer equipment on any of the following Codecs (compression standards): G.711, G.729. Virtual Comm plus Data Access transmits faxes sent using the G.711. codec.

1.3 **Virtual Comm plus Data Access Service Feature Options.** Customer chooses between the Standard and Premier Plans as described below.

1.3.1 **Standard Plan Feature Sets**. Under the Standard Plan, Customer selects a quantity of Standard Stations and Standard Trunks for their Standard Users. All other features are optional.

1.3.1.1 **Standard Station**. The Standard Station feature-set provides basic features such as voicemail, call forwarding, 3-way calling, caller ID, scheduled call forwarding, and simultaneous ring, plus access to the MyPhone portal.

1.3.1.2 **Standard Trunk.** The Standard Trunk feature identifies how many concurrent call paths Customer requests at the given service location.

1.3.1.3 **Voicemail Only.** A Voicemail Only station allows users to record messages for incoming calls that are not answered, or incoming calls transferred directly to voicemail. The Voicemail Only station can be i) stand alone and used as a general voicemail box, ii) assigned as a caller selection 'to leave a voicemail' under an auto attendant, or iii) used to receive voicemails for calls not answered by a hunt group. The Voicemail Only station utilizes one inbound direct inward dial (DID) number.

1.3.2 **Premier Plan Feature Sets.** Under the Premier Plan, Customer selects one or more of the three feature-set options below:

1.3.2.1 **Premier User.** With the Premier Plan feature set, Verizon provides all the features included in the Standard Plan option plus a Mobile Client, a Soft-phone Client, Tablet Client, instant messaging capabilities, and the MyRoom functionality that enables screen sharing and a multi-party audio conferencing capability.

1.3.2.2 **Fax Station User.** With this option Verizon provides basic telephony capability which, when combined with a fax machine connected to a Verizon-supported analog telephone adapter, enables end users to send and receive faxes.

1.3.2.3 **Key System Packages.** With this option, Verizon provides the Key System Package selected by the Customer.

1.3.2.4 **Voicemail Only.** A Voicemail Only station allows users to record messages for incoming calls that are not answered or incoming calls transferred directly to voice mail. The Voicemail Only station can be i) stand alone and used as a general voicemail box, ii) assigned as a caller selection 'to leave a voicemail' under an auto attendant, or iii) used to receive voicemails for calls not answered by a hunt group. The Voicemail Only station utilizes one inbound direct inward dial (DID) number.

1.4 **Data Access CPE Maintenance.** Verizon will provide the following maintenance services with respect to the Data Access CPE (Maintenance Services):

1.4.1 Use commercially reasonable efforts to isolate any problems with the Data Access CPE that resides on Customer's Site and send a technician to Customer's Site if necessary.

1.4.2 Make necessary repairs and replace affected components if Verizon, in its sole discretion, determines that any Data Access CPE residing on Customer's premises needs to be replaced; such component to be replaced with a component in good working order and of like kind and functionality from a manufacturer of Verizon's choice at the time of replacement.

1.4.3 **Normal Use Limitation.** Maintenance Services only apply to problems arising out of the normal use of the Data Access CPE and do not apply if the Data Access CPE is damaged as a result of the negligence or willful misconduct of Customer. If repair and/or replacement is required because of damage caused by Customer's negligence or willful misconduct, Customer will be charged Verizon's prevailing hourly labor rate (or the equivalent in local currency) during Normal Working Hours to repair the Data Access CPE, and Customer will be charged the replacement cost of Data Access CPE requiring replacement.

1.5 **Optional Services**

1.5.1 **Field Services.** Verizon offers a site survey and different levels of project management and implementation field services pursuant to a separate Verizon Professional Services statement of work.

1.5.2 **Migration Services.** If applicable, Customers implementing Virtual Comm plus Data Access may choose to have Verizon: 1) assist with the extraction of user data from Customer's current Hosted IP Centrex (HIPC), Centrex, or PBX systems; and 2) use that information to configure new Virtual Comm plus Data Access users. Customer understands that data extracted from their current HIPC, Centrex or PBX systems may not match the requirements of the Virtual Comm plus Data Access user and that adjustments to Virtual Comm plus Data Access user configurations may be required. As part of Migration Services, Customer will allow Verizon to retrieve telephone number, CPE, and feature configuration data from the applicable legacy platform and to import that data into like Virtual Comm plus Data Access services and supported CPE.
- Migration Supplemental Services. Verizon will provide a quote for Migration Supplemental Services that are outside of the scope of Migration Services if requested.

1.5.3 **VCE Dialer for Google Chrome**. Customer's end users who install the Google Chrome Web browser on a PC or Mac can also download the VCE Dialer from the Google Chrome App Store.

1.5.4 **VCE Instant Meeting Conferencing.** With the Instant Meeting Conferencing feature, Verizon provides 24x7 conference calling capability. 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 Service includes the following capabilities:

- **Dial-Out Initiation.** Allows the Moderator to dial out to conference participants one at a time.
- **Conference Recording.** Allows the Moderator to initiate a digital recording of a conference call by dialing the required star code while a conference is in progress. These recordings are stored by Verizon for 30 days and are available for download by the Moderator or Customer Administrator through the MySite web portal**.**

1.5.5 **VCE Call Center.** With the Call Center feature, 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 capabilities include:

- **Routing Definition.** 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 MySite 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, and 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 identify 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:
  - o Automatic call distribution with multiple distribution policies
  - o Scheduling and alternate routing policies
  - o Queuing policies by call and agent status
  - o Scheduled reporting
  - o Customizable announcements

1.5.6 **VCE Call Recording.** With this feature, Verizon enables users to record, store, organize, and access recordings of incoming calls. Call recordings are retained for 30 days.

1.5.7 **VCE Unified Communications Applications.** Unified Communications Applications enable an end user with the Standard User feature set to exercise the capabilities of the Premier User feature set listed below, during interactions with Premier Users or Standard Users equipped with the Unified Communications Applications.

- Instant messaging and presence (IM&P) to chat and to see their status (i.e., busy, available, on a call, in a meeting);
- Share what is displayed on the desktop through a web browser;
- Receive a Mobile Client and Soft-phone client; and
- Initiate calls and use IM&P through MS Outlook and Lync.

1.6 **Customer Responsibilities**

1.6.1 **Facilities.** Customer is responsible to obtain all equipment and software related to Virtual Comm plus Data Access as well as the installation, configuration and maintenance of such equipment (Customer Facilities). Customer is responsible to ensure Customer Facilities are compatible with Verizon's requirements (including being certified by Verizon for use with Virtual Comm plus Data Access) and is responsible for any result of connecting or using incompatible Customer Facilities. Certain Verizon-supplied equipment to enable Virtual Comm plus Data Access will reside on Customer's premises.

Customer must identify a suitable location for CPE and maintain that location and power requirements in a manner consistent with the requirements of the CPE manufacturer.

1.6.2 **Ready Site.** If Verizon is unable to install CPE due to a Customer cause, (for example insufficiently-prepared Customer Facilities such as additional cabling needing to be pulled), Customer may request Verizon to perform the Customer Facilities-related task, at Customer's cost and expense. Customer is responsible for any rescheduling fees and service activation delays related to such installation delays.

1.6.3 **Firewall.** If Customer is responsible to remediate any a firewall configuration that impedes the use of Virtual Comm plus Data Access applications.

1.6.4 **Virtual Comm plus Data Access Implementation.** Customer is responsible to configure their dashboard and for completing the pre-port checklist to confirm readiness.

2. **SUPPLEMENTAL TERMS**

2.1 <u>**Limited to Commercial Customers**</u>. Virtual Comm plus Data Access is offered only to commercial business Customers.

2.2 <u>**No Resale.**</u> Resale of Virtual Comm plus Data Access as a stand-alone service is prohibited. Customer cannot resell Internet Dedicated Service to another person or entity without the express prior written consent of Verizon.

2.3 <u>**Site Preparation.**</u> All necessary site preparation will be completed by Customer, unless otherwise mutually and expressly agreed, prior to Verizon's performance of the required activities.

2.4 <u>**Protected Health Information (PHI).**</u> Customer will not use the service in a way that causes Verizon to create, receive, maintain, or transmit "protected health information" (PHI) that would make Verizon a "business associate" to Customer (as both terms are defined at 45 C.F.R. § 160.103). If Customer uses Conference Recording, Customer will prohibit the discussion of PHI. If PHI is discussed and recorded, Customer's Moderator will delete all such references from the recording.

2.4.1 **No PHI.** If Customer acts or uses Virtual Comm plus Data Access in a manner not permitted under this section, Customer will (i) be in material breach of this Agreement; (ii) indemnify, defend and hold Verizon harmless against any losses, expenses, costs, liabilities, damages, penalties, investigations, or enforcement proceedings (including attorneys' fees) arising from or relating to Customer's breach of this section; (iii) take prompt action, at Customer's expense, to correct and/or mitigate the effects of Customer's breach of this section; and (iv) provide Verizon with reasonable cooperation and support in connection with Verizon's response to Customer's breach of this section. Customer will assume and be solely responsible for any reporting requirements under law or contract arising from Customer's breach of this section.

2.5 <u>**Unsupported Use.**</u> Certain service disruptions may occur with Virtual Comm plus Data Access and 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 Virtual Comm plus Data Access. Customer will not change the Verizon-installed design and/or configuration without Verizon's agreement, as such changes may interfere with Verizon's ability to provide Virtual Comm plus Data Access in whole or in part.

2.6 **Service Restrictions.** Customer expressly acknowledges that any violation of the following restrictions on its use of Virtual Comm plus Data Access may result in the immediate suspension or termination of Virtual Comm plus Data Access.

- Customer will not use Virtual Comm plus Data Access for telemarketing, fax broadcasting, fax blasting, continuous or extensive call forwarding, in any outbound call center environment or in connection with any similar application, or utilize auto-dialers or any similar type of device in connection with Virtual Comm plus Data Access.
- Customer will not represent to Verizon multiple remote locations (i.e., locations remote to or residing behind Customer's hub location) as a single site during the design and provisioning process.
- Customer's design will not be configured with more than 8:1 oversubscription, i.e., no more than eight DIDs per simultaneous call.
- Failure or poor performance of Customer's LAN upon which VCE relies.
- 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.
- Fax transmission is highly dependent on Customer's facsimile device, its ability to disable error correction, and other factors. Therefore, Virtual Comm plus Data Access is provided without any warranty whatsoever with respect to fax transmission success.

2.7 **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.

2.8 **Data**. Verizon is not responsible for data backup, loss, or retrieval.

2.9 **Call Recording**. The call recording feature includes an announcement to a caller that the call may be recorded, and Customer will not remove that notification. Customer agrees to obtain the consent of call participants as required by applicable law, including any laws that prohibit the conditioning of consent upon participation on the call. **If required by law, Customer must afford callers the capability to call Customer without being recorded.** Further, the recording of any personal health information (PHI) is prohibited (see section 2.3, above). If Customer uses Call Recording, it will supplement the notification of Call Recording with a warning against the provision of PHI by the caller.

2.10 **911 – Emergency Calling**

2.10.1 **E-911 Regulatory Requirements.** 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.

2.10.2 **Emergency Calling Access Limitations.** 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.
- **Failure to Register New Location of Equipment.** Verizon is not able to provide emergency services to an end user unless the end user has properly registered his or her service location.
- **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).

2.10.3 **End User Notice Requirements.** Customer will notify all of its end users of the interaction and/or limitations of E-911 with Virtual Comm plus Data Access as set forth in this section. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end users.

2.10.4 **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 Virtual Comm plus Data Access, Verizon is an IP-enabled voice service provider.

2.10.5 **ANI/ALI.** E-911 provided via Virtual Comm plus Data Access will pass automated number information (ANI) and the registered primary service address of that ANI as automated location information (ALI). If Virtual Comm plus Data Access is provided to a campus environment where all buildings have the same service address and rate center, then Customer acknowledges and agrees that when 911 is dialed, the call will be routed to the appropriate PSAP based on the primary service address of the calling ANI.

2.10.6 **PSAP Routing.** If an IP phone or softphone used with Virtual Comm plus Data Access is moved to a new location, Customer or its end user must change the registered location of the IP phone or softphone prior to using it at the new location (using the MyPhone application on their device). If Customer or its end user fails to update the registered location information, Verizon may suspend Virtual Comm plus Data Access until such information is provided.

2.10.7 **Change in Registered Location.** Customer's end users who want to use a Virtual Comm plus Data Access-enabled IP phone or soft-phone other than at its current registered location can register the phone's temporary location by utilizing the MyPhone application available on their Windows-based or Mac-based device.

2.10.8 **Effect of Change in Registered Location.** Customer's end users who use a phone at a Customer facility for which Virtual Comm plus Data Access has been enabled, but where the ANI has been registered at another location (e.g., via the MyPhone application described above), will still be able to place outbound 911 calls; **however, such calls will be directed to the correct PSAP for the ANI, not necessarily for the PSAP serving the Customer facility at which the phone is located.**

2.11 **Access to CPNI.** Customer's use of Virtual Comm plus Data Access Service may enable Customer administrators to obtain access to Customer Proprietary Network Information (CPNI) in the U.S. If Customer desires to designate an authorizer strictly for Virtual Comm plus Data Access CPNI, Customer will execute a form provided by Verizon upon request.

2.12 **Use of Third Party Portals.** Certain Virtual Comm plus Data Access 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.

3. **FINANCIAL TERMS**

3.1 **Virtual Comm plus Data Access – Pricing Elements.** Customer will pay a monthly recurring charge (MRC), which is fixed for the Service Commitment, for the elements of Virtual Comm plus Data Access tier that Customer selects. The pricing line item elements are based on Customer's tier selection and Verizon's Internet Dedicated Service as transport. Virtual Comm plus Data Access requires certain standard CPE, namely the Data Access CPE and a VoIP probe. The Data Access CPE includes associated maintenance and implementation labor. Verizon will also order Local Access that will be

shown as a separate line item.

3.2   **Virtual Comm plus Data Access Financial Terms.**

3.2.1   **Optimized Service.** Customer will pay the charges for Virtual Comm plus Data Access + specified in the Agreement, including those below and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

3.2.2   **Virtual Comm plus Data Access Pricing Options.** Customer must select a pricing option for each Virtual Comm plus Data Access site location:

3.2.3   **Standard Plan Charges**. At Standard Plan locations, Customer pays for each end user and then pays for trunk capacity separately to support the expected call volume for end users at that location.

3.2.4   **Premier Plan Charges.** At Premier Plan locations, Customer pays a single charge that covers both the end users at that location and trunk capacity to support the expected call volume for those end users.

3.2.5   **Site Package Activation Charge.** Customer pays a Site Package Activation non-recurring charge (NRC) 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 MySite administrator portal.

3.2.6   **Shipping Charges.** Customer will pay equipment shipping charges. This charge will vary based on the quantity of the equipment ordered and destination. Verizon will provide a good faith estimate of the shipping charge at the time of Customer's order.

3.2.7   **Schedule Change Charges.** In addition to the applicable rates and charges for Field Services, Verizon may charge one standard hour to change a prescheduled arrival window for a field service technician (FST) if Customer or its end user provides less than 48 hours' notice (until the prescheduled arrival time on-site) for such a change.

3.2.8   **International Calling.** Virtual Comm with Data Access may be used by Customer to complete international calls to the locations set forth in Appendix I. These locations have been divided into four tiers, each of which is associated with a per-minute rate.

3.2.9   **Local Number Portability.** Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time Virtual Comm plus Data Access is made available for use, or delay LNP for up to ten days afterwards.

3.3   **Data Access (Internet Dedicated Service)** Charges applicable to administrative and supplemental services for all Internet Dedicated Services are set forth in the tables immediately below, and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

Administrative and Supplemental Services	NRC	
	Internet Dedicated Service	**Local Access in the U.S.**
Expedite Fee During Normal Working Hours Outside Normal Working Hours	 $1,000 $1,000	 $1,400 $1,400
Cancellation Cancellation of Virtual Comm plus Data Access plus Data post-Order, prior to completion of Installation	$800	$800
Administrative Change	$60	$60
After Hours Installation	$1,000	$600
Pending Order Change	$60	$200
Physical Change	$60	$200
Service Date Change	$60	$100
Bandwidth Reconfiguration	$300	$200

Administrative and Supplemental Services	NRC
Dispatch Charge For dispatch of Verizon technician to make Customer-requested changes – charged per occasion: During Normal Working Hours Outside Normal Working Hours	 $500.00 per event $750.00 per event
Internet Dedicated Port Reconfiguration	$300 per port

3.3.1 **Optional Network Features.** Customer will pay for the selected additional optional network features at rates fixed for the Service Commitment.

Optional Network Feature	MRC
Auto Attendant	Per instance[1]
Hunt Group	Per instance
Enhanced Call Queue	Per instance

Optional Network Feature	MRC
Stand-alone Voice Mail	Per instance
Unified Communications Applications for Standard Users	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 an end user may choose to access. Each separate listing of touch tone options presented to an end 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 Virtual Comm plus Data Access 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 Virtual Comm plus Data Access number.
3. Mobile Client configured users can configure their Virtual Comm plus Data Access services to receive inbound calls to their Virtual Comm plus Data Access number on their smartphone, or place outbound calls from their smartphone that present the caller ID of their Virtual Comm plus Data Access 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.
   Soft-phone Client configured users can configure their Virtual Comm plus Data Access services to receive inbound-only calls, place outbound-only calls, or to enable both inbound and outbound calling.
4. For billing purposes, a "configured user" exists when Verizon provisions the network feature and makes it available for assignment by Customer.
5. 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.

3.3.2 **Virtual Comm plus Data Access CPE.** If Customer chooses to purchase or rent CPE, including a VoIP Probe, Customer will separately enter into Verizon's CPE and Related Services Attachment in order to obtain the requisite CPE.

3.3.3 **Migration Services.** Customers ordering Migration services will be billed a non-recurring fee set forth in Customer's Agreement for each Virtual Comm plus Data Access user that is established using extracted and configured data.

4. **DEFINITIONS.** The following definitions apply to Virtual Comm plus Data Access, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Key System	A type of phone system that has telephones with multiple keys and lights that indicate which lines are in use. A key system has one unit that acts as controller for a specified number of lines.
Mobile Client	Mobile Client is software that enables a configured user to install an application on his/her Android or iOS-based smartphone to utilize it as a Virtual Comm plus Data Access telephonic endpoint.
Soft-phone Client	Soft-phone Client is software that enables a configured user to use a Windows-based or Mac-based computer as a Virtual Comm plus Data Access telephonic endpoint. The Soft-phone Client has 911 address change capability and uses Customer's registered location.
Tablet Client	The Tablet Client is software that acts as a hybrid of Mobile Client and Soft-phone Client. The configured user can use a tablet application to utilize the tablet as a Virtual Comm plus

| | Data Access telephonic endpoint. The Tablet Client has 911 address change capability and uses Customer's registered location. |

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Appendix I

International Calling Outbound Tiers

Location	Tier	Location	Tier	Location	Tier
Afghanistan	4	French Guiana Mobile Termination	3	Niue	4
Afghanistan Mobile Termination	4	French Polynesia	4	Norfolk Island	4
Albania	3	French Polynesia Mobile Termination	4	North Korea	4
Albania Mobile Termination	4	Gabon	4	Norway	2
Algeria	4	Gambia	4	Norway Mobile Termination	4
Algeria Mobile Termination	4	Georgia	3	Oman	4
Andorra	2	Georgia Mobile Termination	3	Oman Mobile Termination	4
Andorra Mobile Termination	4	Germany	2	Pakistan	3
Angola	3	Germany Mobile Termination	3	Palau	4
Angola Mobile Termination	4	Ghana	4	Palau Mobile Termination	4
Anguilla	3	Gibraltar	3	Palestine	3
Anguilla Mobile Termination	4	Gibraltar Mobile Termination	4	Palestine Mobile Termination	4
Antarctica (Casey, Davis, Macquarie and Mawson Island)	4	Greece	2	Panama	3
Antarctica (Scott Base)	3	Greece Mobile Termination	3	Panama Mobile Termination	3
Antigua & Barbuda	3	Greenland	4	Papua New Guinea	4
Argentina	2	Grenada	3	Papua New Guinea Mobile Termination	4
Argentina Mobile Termination	3	Grenada Mobile Termination	4	Paraguay	3
Armenia	3	Guadeloupe	3	Paraguay Mobile Termination	3
Armenia Mobile Termination	4	Guadeloupe Mobile Termination	4	Peru	2
Aruba	3	Guantanamo Bay	4	Peru Mobile Termination	3
Aruba Mobile Termination	4	Guatemala	3	Philippines	3
Ascension	4	Guatemala Mobile Termination	4	Philippines Mobile Termination	4
Australia	2	Guinea	4	Poland	2
Australia Mobile Termination	3	Guinea Mobile Termination	4	Poland Mobile Termination	4
Austria	2	Guinea-Bissau	4	Portugal	2
Austria Mobile Termination	4	Guyana	4	Portugal Mobile Termination	3
Azerbaijan	4	Haiti	4	Qatar	4
Azerbaijan Mobile Termination	4	Haiti Mobile Termination	4	Qatar Mobile Termination	4
Bahamas	3	Honduras	4	Reunion	3
Bahamas Mobile Termination	3	Honduras Mobile Termination	4	Romania	3
Bahrain	2	Hong Kong	2	Romania Mobile Termination	4
Bahrain Mobile Termination	3	Hungary	3	Russia	3
Bangladesh	3	Hungary Mobile Termination	3	Russia Mobile Termination	3
Bangladesh Mobile Termination	3	Iceland	3	Rwanda	3
Barbados	3	Iceland Mobile Termination	3	Rwanda Mobile Termination	4
Barbados Mobile Termination	4	India	2	San Marino	4
Belarus	4	Indonesia	3	San Marino Mobile Termination	4
Belarus Mobile Termination	4	Indonesia Mobile Termination	3	Sao Tome	4
Belgium	2	Iran	3	Saudi Arabia	3

Location	Tier	Location	Tier	Location	Tier
Belgium Mobile Termination	4	Iran Mobile Termination	3	Saudi Arabia Mobile Termination	3
Belize	4	Iraq	3	Senegal	4
Belize Mobile Termination	4	Iraq Mobile Termination	3	Senegal Mobile Termination	4
Benin	3	Ireland	2	Serbia	3
Benin Mobile Termination	4	Ireland Mobile Termination	4	Serbia Mobile Termination	4
Bermuda	2	Israel	2	Seychelles	4
Bhutan	4	Israel Mobile Termination	4	Sierra Leone	4
Bhutan Mobile Termination	4	Italy	2	Singapore	2
Bolivia	3	Italy Mobile Termination	4	Slovak Republic	3
Bolivia Mobile Termination	4	Ivory Coast	4	Slovak Republic Mobile Termination	3
Bosnia	3	Ivory Coast Mobile Termination	4	Slovenia	3
Bosnia & Herzegovina Mobile Termination	4	Jamaica	3	Slovenia Mobile Termination	4
Botswana	3	Jamaica Mobile Termination	4	Solomon Islands	4
Botswana Mobile Termination	4	Japan	2	Somalia	4
Brazil	2	Japan Mobile Termination	3	South Africa	3
Brazil Mobile Termination	4	Jordan	3	South Africa Mobile Termination	3
British Virgin Is	3	Jordan Mobile Termination	3	South Korea	2
British Virgin Is Mobile Termination	4	Kazakhstan	3	South Korea Mobile Termination	3
Brunei	3	Kazakhstan Mobile Termination	3	Spain	2
Bulgaria	2	Kenya	3	Spain Mobile Termination	3
Bulgaria Mobile Termination	4	Kenya Mobile Termination	4	Sri Lanka	3
Burkina Faso	3	Kiribati	4	Sri Lanka Mobile Termination	4
Burkina Faso Mobile Termination	4	Kuwait	3	St Helena	4
Burundi	3	Kyrgyzstan	3	St Kitts & Nevis	3
Burundi Mobile Termination	4	Laos	3	St Kitts & Nevis Mobile Termination	4
Cambodia	3	Latvia	3	St Lucia	3
Cameroon	3	Latvia Mobile Termination	4	St Lucia Mobile Termination	4
Cameroon Mobile Termination	4	Lebanon	3	St Pierre & Miquelon	4
Canada	1	Lebanon Mobile Termination	4	St Vincent	3
Cape Verde	3	Lesotho	4	St Vincent Mobile Termination	4
Cape Verde Mobile Termination	4	Lesotho Mobile Termination	4	Sudan	3
Cayman Islands	3	Liberia	4	Sudan Mobile Termination	4
Cayman Islands Mobile Termination	3	Libya	4	Suriname	4
Central African Rep	4	Libya Mobile Termination	4	Swaziland	3
Chad	4	Liechtenstein	3	Swaziland Mobile Termination	4
Chad Mobile Termination	4	Liechtenstein Mobile Termination	4	Sweden	2
Chile	3	Lithuania	3	Sweden Mobile Termination	3
Chile Mobile Termination	3	Lithuania Mobile Termination	3	Switzerland	2
China	2	Luxembourg	2	Switzerland Mobile Termination	4
Christmas Island	3	Luxembourg Mobile Termination	3	Syria	3

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Location	Tier	Location	Tier	Location	Tier
Cocos Island	3	Macau	3	Syria Mobile Termination	4
Colombia	2	Macedonia	3	Taiwan	2
Colombia Mobile Termination	3	Macedonia Mobile Termination	4	Taiwan Mobile Termination	4
Comorros	4	Madagascar	4	Tajikistan	3
Congo	4	Malawi	3	Tajikistan Mobile Termination	3
Cook Islands	4	Malawi Mobile Termination	3	Tanzania	4
Costa Rica	3	Malaysia	3	Tanzania Mobile Termination	4
Croatia	2	Malaysia Mobile Termination	3	Thailand	2
Croatia Mobile Termination	4	Maldives	4	Thailand Mobile Termination	3
Cuba	4	Mali	4	Togo	4
Cyprus	3	Mali Mobile Termination	4	Togo Mobile Termination	4
Cyprus Mobile Termination	3	Malta	3	Tonga	4
Czech Republic	3	Malta Mobile Termination	4	Trinidad & Tobago	3
Czech Republic Mobile Termination	3	Marshall Islands	4	Trinidad & Tobago Mobile Termination	3
Dem Rep Congo	4	Mauritania	4	Tunisia	4
Denmark	2	Mauritania Mobile Termination	4	Tunisia Mobile Termination	4
Denmark Mobile Termination	3	Mauritius	3	Turkey	3
Diego Garcia	4	Mayotte Island	4	Turkey Mobile Termination	4
Djibouti	4	Mexico	2	Turkmenistan	3
Dominica	3	Micronesia	4	Turkmenistan Mobile Termination	3
Dominica Mobile Termination	4	Moldova	3	Turks & Caicos	3
Dominican Republic	2	Moldova Mobile Termination	4	Tuvalu	4
Dominican Republic Mobile Termination	4	Monaco	2	Uganda	3
East Timor	4	Monaco Mobile Termination	4	Uganda Mobile Termination	3
East Timor Mobile Termination	4	Mongolia	4	Ukraine	3
Easter Island	4	Montenegro	3	Ukraine Mobile Termination	3
Ecuador	3	Montenegro Mobile Termination	4	United Arab Emirates	3
Ecuador Mobile Termination	4	Montserrat	3	United Arab Emirates Mobile Termination	3
Egypt	3	Morocco	4	United Kingdom	1
Egypt Mobile Termination	3	Morocco Mobile Termination	4	United Kingdom Mobile Termination	4
El Salvador	3	Mozambique	3	Uruguay	3
El Salvador Mobile Termination	4	Mozambique Mobile Termination	4	Uruguay Mobile Termination	4
Equatorial Guinea	4	Myanmar	4	Uzbekistan	3
Eritrea	4	Namibia	3	Uzbekistan Mobile Termination	3
Eritrea Mobile Termination	4	Namibia Mobile Termination	4	Vanuatu	4
Estonia	4	Nauru	4	Vatican City	2
Estonia Mobile Termination	4	Nepal	4	Venezuela	2
Ethiopia	4	Nepal Mobile Termination	4	Venezuela Mobile Termination	3
Ethiopia Mobile Termination	4	Netherland Antilles	3	Vietnam	4
Falkland Islands	4	Netherland Antilles Mobile Termination	3	Vietnam Mobile Termination	3
Faroe Islands	3	Netherlands	2	Wallis & Futuna	4
Faroe Islands Mobile Termination	4	Netherlands Mobile Termination	3	Western Samoa	4
Fiji	4	Nevis	3	Western Samoa Mobile Termination	4
Fiji Mobile Termination	4	New Caledonia	4	Yemen	3

Location	Tier	Location	Tier	Location	Tier
Finland	2	New Zealand	3	Yemen Mobile Termination	3
Finland Mobile Termination	3	New Zealand Mobile Termination	4	Zambia	3
France	2	Nicaragua	3	Zambia Mobile Termination	3
France Mobile Termination	3	Nicaragua Mobile Termination	4	Zimbabwe	3
French Antilles (Including Martinique, St. Barthelemy and St. Martin)	3	Niger	3	Zimbabwe Mobile Termination	4
French Guiana	2	Nigeria	3		

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