



CONTACT CENTER HUB +

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1. GENERAL

- 1.1 **Service Definition.** Contact Center Hub is a cloud-based contact center system that includes one free toll-free or 10-digit local phone number, inbound (except toll-free) and internal calling capabilities, unlimited outbound calling (domestic only) capabilities, and a growing list of features included in Contact Center Hub's two seat license types – Essential and Professional, along with the option to integrate with numerous third-party applications. Customer must purchase a minimum of three (3) seat licenses in order to receive the free toll-free or 10-digit local phone number. Additional toll-free or 10-digit local phone numbers may be purchased for a monthly recurring fee. In addition, short message service (SMS) messaging between agents and Customer's End Users is also available for an additional monthly recurring fee. Contact Center Hub may be used with multiple devices such as a desktop phone application, a web phone application, Google Chrome extension, iOS and Google mobile applications.
- 1.2 **Standard Service Features.** The following table lists a subset of the standard service features for the Essential and Professional seat licenses. A current full list of standard service features, with a description of each, can be found on the My Business support page at: <https://www.verizon.com/business/resources/features-and-benefits/2020/deliver-better-service-with-a-simple-contact-center-solution.pdf>.

Standard Service Features	
<u>Essential</u>	<u>Professional</u>
	All features listed in Essential, plus:
Voice Calling	Power Dialer
Interactive Voice Response (IVR)	Unlimited Simultaneous Calls
Call Recording (1 Yr. Retention)	Unlimited Call Recording (Unlimited Retention)
Call Queues	Call Queues plus Callback
Warm / Cold Transfers	Advanced Analytics & Reporting with Unlimited Retention
Call History / Notes / Tags	Mandatory Call Tagging & Disposition Option



WebRTC Calling via Browser	Voice enabled Salesforce.com
Softphone for desktop, Android, iOS	Live Call Monitoring
Voicemail - Custom music and messages	Call Monitoring
85+ business tool apps and integrations	Call Whispering

1.3 **Optional Service Features**

1.3.1 **Phone Number Porting.** In using the Services, Customer may port existing numbers into Customer's Account. Customer must provide accurate and detailed information to Verizon, any other relevant service provider and/or third party in order to port a number into an Account and Customer represents and warrants that such information is and will be at all times accurate, true and up-to-date.

1.4 **Customer Responsibilities**

1.4.1 **Equipment Requirements.** Customer acknowledges and agrees that the standard functioning of the Services is dependent on Customer maintaining adequate access to the Internet, the availability of an adequate power supply and the use of correct equipment configuration. Customer also acknowledges and agrees that a number of factors outside of Verizon's control may impact the quality of Customer's communications and the access and/use of the Services including but not limited to: Customer's local network, public Internet lines, the public switched telephone network, Customer's Internet service provider and/or local network hardware. Verizon takes no responsibility and shall not be liable for any disruption, interruption or delay caused by any failure in any of these items or any other item over which Verizon has no control.

1.4.2 **Access.** Customer acknowledges and agrees that the standard functioning of the Services is dependent on Customer maintaining adequate access to the Internet, the availability of an adequate power supply and the use of correct equipment configuration. Customer also acknowledges and agrees that a number of factors outside of Verizon's control may impact the quality of Customer's communications and the access and use of the Services including but not limited to: Customer's local network, public Internet lines, the public switched telephone network, Customer's Internet service provider and/or local network hardware. Verizon takes no responsibility and shall not be liable for any disruption, interruption or delay caused by any failure in any of these items or any other item over which Verizon has no control.

2. **SUPPLEMENTAL TERMS**

2.1 **Fair Usage.** Fair usage rules apply to all minutes of usage and SMS messaging. In order to provide the best pricing, support and Services, Verizon reserves the right to: (i) impose limits on Customer's usage of the Services; (ii) charge Customer the applicable per minute rate; (iii) or to terminate the Services, in each case (i) through (iii) notwithstanding Customer's purchase of an unlimited minute plan, if Verizon believes, in its sole reasonable discretion, that Customer's usage, including, but not limited to, the total number of calls made and/or minutes used by Customer is not consistent with normal, fair, and reasonable use of such Services. Wherever reasonably possible, Verizon will provide Customer with a written notice before taking any such action, and may allow a reasonable period to allow Customer to modify such use.

2.2 **Protected Health Information (U.S. Only).** 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). To the extent this prohibition is violated, Customer is fully responsible for any consequences.

2.3 **Emergency Calling (U.S. and Canada Only).** End Users may use Contact Center Hub for emergency calling to dial 911 only in the U.S. and Canada. A desktop solution allows 911 calling from the Service which is routed either to (i) a local public safety answering point (PSAP) based on the location manually set by the caller in their user profile of (ii) a third party national emergency call center that will request the address of the caller



and then route the call to a local PSAP. A mobile solution allows 911 calling from the Service which is routed via the caller's wireless provider to a local PSAP at an additional charge to Customer.

- 2.3.1 **Notice of Limitations.** Emergency calling through Contact Center Hub does not have the same functionality or availability as traditional wireline 911 services. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to notify End Users of emergency calling limitations. Customer must notify its End Users of common events that can limit access to emergency calling from Contact Center Hub including: loss of power, loss of broadband service and equipment failure. Customer will also notify its End Users that, given the limitations of using Contact Center Hub, their End Users should utilize wireline 911 services whenever possible.
- 2.4 **Telephone Consumer Protection Act (TCPA).** The Federal Communications Commission (FCC) requires that Verizon, as the software platform provider, not transmit calls which will violate the TCPA. Verizon does not have any knowledge or control over which callers will be contacted using Contact Center Hub. Customer therefore agrees to comply with all the requirements and regulations set forth in the TCPA or similar laws or regulations in the country where Contact Center Hub is provided by Verizon and used by Customer and shall ensure that callers have provided the requisite consent, as may be necessary under the TCPA or similar laws or regulations, in the country where Contact Center Hub is provided by Verizon and used by Customer.
- 2.5 **Porting.** Customer acknowledges and agrees that as part of the porting process, Verizon, any other relevant service provider and/or third party must, as part of its compliance with applicable Laws and industry standards, follow certain processes and that therefore the completion of any number porting request may be delayed for reasons outside of Verizon's control. Verizon must, by Law, comply with all valid porting requests. Phone numbers may be ported-out of an Account in connection with acts or omissions of third parties and Customer acknowledges that: (i) it may be impossible for Verizon to prevent such porting out of numbers from an Account; (ii) Verizon may not be able to retrieve a phone number ported out of an Account; and (iii) Verizon shall not be liable for any such porting out. Upon termination or cancelation of an Account, all telephone numbers associated with the Account may be released by Verizon if such numbers have not been ported to another provider prior to such cancelation or termination. Customer acknowledges and agrees that it is solely responsible for coordinating with its new third-party provider to port out any telephone numbers prior to termination or cancellation of Customer's Account and/or termination of this Agreement.
- 2.6 **Third Party Terms of Service.** In addition to the Agreement, Customer's use of the Service shall be governed by the third party terms of service, including all policies, found online at <https://aircall.io/terms-of-use/inc/>. Any conflict between this Service Attachment and the third party terms of service shall be governed by this Service Attachment.

3. SERVICE LEVEL OBJECTIVE

The service level objective for Contact Center Hub may be found at the following URL:
www.verizon.com/business/service_guide/reg/contact-center-hub-toc.htm.

4. FINANCIAL TERMS

- 4.1 **Optimized Services.** Customer will pay the charges specified in the Agreement and at the following URL, as applicable: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.
- 4.2 **Usage Fees.** Usage Fees are included in the flat-rate price plans for Contact Center Hub, except for toll-free inbound calling usage fees. Toll free inbound calling is included in the flat rate user license price at an allocation rate of 2,000 minutes per user per month. Monthly usage is decremented against this total allocation bucket at the account level. Inbound toll free calling overage is billed to the Customer Account, in increments of 2,000 minutes, at the current advertised price, for any month in which the total allocation of minutes on the Account is exceeded. Telephony usage and the duration of calls shall be calculated as follows: (i) in full-minute increments; (ii) calls shall be rounded up to the next full minute increment at the end of each call for invoicing purposes; (iii) calls will be deemed to begin when a connection to the number Customer is trying to reach is established and recorded in the system, and for incoming calls when a signal



connection from the caller is recorded in the system; (iv) calls will be deemed to end when Customer or Customer's correspondent have ended the call or where the call has ended due to a technical malfunction, but a call shall not be deemed ended until Customer's telephone signal of a call disconnect is recorded in the system. Verizon may change the per-minute rates at any time without notice.

- 4.3 **Early Termination.** Notwithstanding the Service Commitment period, Customer may terminate the Contact Center Hub service at any time but will receive no refund on the monthly or annual charges paid by Customer in advance. In addition, Customer will pay any outstanding usage overages upon termination.
5. **DEFINITIONS.** The following definitions apply to Contact Center Hub +, in addition to those identified in the Master Terms of the Agreement.

Term	Definition
Account	The numbered account established by Verizon and associated with Customer and the Services provided to Customer under this Agreement.
Administrator	The person(s) of Customer's organization recognized by Verizon's systems as being vested with specific rights regarding the Services, who is (are) responsible for the administration and management of Customer's Accounts and has (have) access to specific functionalities attached thereto.
Customer Data	Content of calls, facsimiles, messages, voicemails, voice recordings, shared files, conferences, call meta-data, configuration data, or other communications transmitted or stored through the Services.
Emergency Services	Hospitals, law enforcement agencies, medical care unit or any type of emergency service.
End User	Customer's direct users of the Services provided under this Service Attachment.
Usage Fees	Fees associated with outbound or inbound calls, where applicable.