

**PROFESSIONAL SERVICES
REMOTE UC IMPLEMENTATION
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 the required Remote UC Add-on Services and/or Add-on Features/Functionality in support of their UC Implementation as selected from the list below.

Add-on Services, charged in per-hour increments:

- UC consulting services
- Moves, Adds, Changes, Deletions (MACD) Support
- User / System Data Extraction from supported Legacy Systems
- User / System Analysis and formatting - Data Collection Workbook (DCW) Creation

Add-on Services, charged based on service type(s) and number of each selected:

- Configuration of additional unique call flows
- Configuration of additional call queues and ring/hunt groups
- Configuration of custom roles (license type must be Premium to support custom roles)
- Configuration of additional templates

2. **SCOPE OF WORK.** Verizon's Remote UC Add-on Services delivery will provide the following as applicable to the service(s) selected. All services will be delivered remotely.

2.1 **UC Add-on Services, charged in per-hour increments**

Verizon will provide the Customer with a Consultant to perform the services applicable to the Add-on Services charged in hourly increments item(s) selected. Services will be provided Monday through Friday during business-hours only, excluding Verizon holidays.

2.1.1 **UC Add-on Services Detail**

- a. UC Consulting Services – Right-skilled Consultant(s) will be assigned to Customer to deliver Customer identified and Customer managed services.
- b. UC User / System Data Extraction from Legacy UC Systems – Consultant(s) will perform extract of required UC data from Customer's UC legacy system according to the delivery schedule. This is typically performed by site just prior to site migration to new UC solution. This activity required Customer to provide Verizon with direct access to their legacy UC system.
- c. UC User / System Analysis and Formatting - Data Collection Workbook (DCW) Creation – Consultant(s) will take Verizon or Customer extracted data and input it into Verizon DCW template for import into new UC solution according to the delivery schedule. This activity is typically performed by site after the site data is extracted from the UC legacy system.
- d. MACD Support – Consultant(s) will perform user and system MACDs associated with the UC solution during Day-1 support of newly activated/migrated sites or Day-2 after the sites are moved to steady-state support.

2.2 **UC Add-on Services, charged based on service type(s) and number of each selected**

2.2.1 **Planning Phase**

Verizon will perform the following Planning Tasks for the service type(s) selected:

- Hold a Project Kick-off / Planning Meeting with Customer.
- Develop a Project Plan and Delivery Schedule
- Solution Requirements Validation with Customer

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2.2.2 Design Phase

Verizon will perform the following Design Tasks for the feature/functionality options selected:

- Complete feature/functionality Low Level Design
 - Requirements Gathering Workshop(s) to define requirements of service type(s) selected.
 - Low Level Design Creation, Customer Review and sign-off.
 - System and User Level Features/Functionality – Verizon will document the requirements of the service type(s) selected in an LLD.
 - Verizon will schedule a call to review the LLD.
 - Customer will sign-off on LLD so that Verizon can progress with configuration activities as identified in the project schedule.
 - Test Plan Development – Verizon will complete and provide to the customer a test plan to validate the functionality as applicable service type(s) selected by the customer to ensure the results match what is expected and to confirm readiness for migration into the production environment.

2.2.3 Implementation Phase

- Verizon will implement the configurations identified in the Customer approved Low Level Design.

2.2.4 System Testing

- Not applicable

2.2.5 User Acceptance Testing and Backups

- Site Acceptance Terms and Conditions will be provided at project kickoff.
- Customer is responsible for all Configuration Back-ups (as necessary).

2.2.6 As-built Documentation

- The customer will be provided with a documentation package to include:
 - Customer specific application and user configurations implemented as a part of this SOW and associated SOF.

2.2.7 Project Closure

- Project will be deemed accepted and closed upon Verizon completion of the services identified in this SOW.

2.3 Assumptions

- 2.3.1 A back-up designation shall be made when the Verizon or Customer Project Lead or Verizon Delivery Coordinator is not available.
- 2.3.2 If Add-on Services covered by this SOW and associated SOF are being delivered concurrently with the Verizon Remote UC Implementation SOW, then the Planning, Design, Implementation, Testing, As-built Documentation, Implementation and Project Completion activities will all occur one time as a part of solution delivery.
- 2.3.3 Customer is responsible for providing Verizon-supported secure remote access to all premise components that Verizon will have to access remotely to complete delivery of the features/functionality and/or services covered by this SOW and associated SOF, unless the premise component is already a Verizon managed component.

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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 UC Design Low Level Design Document(s) covering the service type(s) the Customer has requested (requires Customer sign-off).
 - 3.1.2 Implementation / Migration Project Plan (on-going throughout project).
 - 3.1.3 As-built / Configured Customer documentation.

4. SUPPLEMENTAL TERMS

- 4.1 **Project Management.** Verizon will designate a project manager to manage the Project activities included in this SOW and the change control process (Project Manager). Customer will designate a single point of contact (SPOC) to coordinate the Project activities with the Project Manager.
- 4.2 **Project Initiation.** Verizon will schedule and conduct a kick-off meeting to initiate the Project, to review services and/or features/functionality included in this SOW and associated SOF. Verizon and Customer will identify documentation requirements and responsible individuals with knowledge of Customer's UC architecture, environment, and user community. Verizon will review Customer documentation, work with Customer to evaluate and prepare a Project Plan and ensure timely flow and exchange of information required for execution and completion of the Project within the agreed Project timelines.
- 5. **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.