



Verizon Digital CX – Emplifi Service Level Agreement

1. **Overview.** This Service Level Agreement (SLA) provides performance metrics and provisions for Digital CX – Emplifi. Digital CX – Emplifi is a cloud-based solution that provides virtual agent, social engagement, knowledge management, and social engagement functionality, including management tools and reporting dashboards. Capitalized terms that are not defined in Section 4 (Terms and Definitions) are defined in the Customer’s Digital CX – Emplifi Service Attachment.
2. **Verizon Digital CX – Emplifi SLAs.** Verizon will use commercially reasonable efforts to meet or exceed the relevant SLAs described below. Verizon will provide access to a reporting tool that details performance against the SLAs for each month.
 - 2.1. **Digital CX – Emplifi Availability.** Digital CX – Emplifi Availability is defined as the availability of each feature of Digital CX – Emplifi (i.e. Virtual Agent, Live Agent, Knowledge Assist, Social Intelligence, Social Command Center, and Social Outbound Campaign) to receive and process Digital CX – Emplifi transactions from a Customer, its customers or direct end users and to send responses back to a Customer, its customers or direct end users. Digital CX – Emplifi Availability is measured for each calendar month for each feature, calculated as set forth below. Customer networks, connectivity to Verizon, or Customer software availability is not covered by this SLA.

Customer completes two steps in order to have an outage qualify for an SLA credit. First, Customer must open a trouble ticket in the Digital CX – Emplifi Portal. Second, Customer must make a written request for credit to the Verizon account team.

2.1.1. Availability Calculation

Metric	Calculation
Planned Digital CX – Emplifi Availability	Available Time in Month – Scheduled Outages
Actual Digital CX – Emplifi Availability	Planned Digital CX – Emplifi Availability – Unavailability
Digital CX – Emplifi Availability Level (%)	$(\text{Actual Digital CX – Emplifi Availability} / \text{Planned Digital CX – Emplifi Availability}) \times 100$

- 2.1.2. **Availability Performance Credits.** If the Digital CX – Emplifi Availability Level percentage for a Digital CX – Emplifi feature in any calendar month falls within one of the ranges set forth in the Table 1 that is eligible for a credit, then Customer may request a monthly recurring charge (MRC) credit of the corresponding percentage for such month for such feature.

Table 1. Availability Performance Credits

Digital CX – Emplifi Availability Level:	MRC Credit:
≥ 99.97%	0%
> 99% but < 99.97%	2%
> 98% but ≤ 99%	4%
> 97% but ≤ 98%	6%
> 96% but ≤ 97%	9%
> 95% but ≤ 96%	15%



≤ 95%	20%
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2.1.3. **Support Resolution Targets.** Verizon will resolve issues and trouble tickets according to severity levels and related times set forth in the table below (the Support Table). Verizon will assign severity levels based on the definitions provided below. Verizon provides maintenance service for issues and trouble tickets for Digital CX – Emplifi service. API support to Customer networks or software is not in scope.

SUPPORT TABLE			
SEVERITY LEVEL	RESPONSE TIME	STATUS UPDATE FREQUENCY	RESOLUTION TIME
Severity 1: Critical Situation	15 minutes	Hourly	4 hours
Severity 2: Serious Situation	1 hour	4 hours	8 hours
Severity 3: Minor Situation	4 hours	Daily	24 hours
Severity 4: Other/Informational Situation	48 hours	48 hours	N/A

2.1.3.1. **Critical Situation.** Critical Situation (Severity 1) means that Digital CX – Emplifi is unavailable to all users, inaccessible, unusable, returning corrupted data or results, or that the service has degraded to the point that, reasonably, it is functionally unavailable. Verizon will provide a patch, workaround, or resolution that substantially restores operation within four hours.

2.1.3.2. **Serious Situation.** Serious Situation (Severity 2) means that Digital CX – Emplifi is unavailable for a portion of users or that a fundamental function of the system is unavailable to all users. Verizon will provide a patch, workaround, or resolution that substantially restores operation within eight hours.

2.1.3.3. **Minor Situation.** Minor Situation (Severity 3) means any other situation in which Digital CX – Emplifi is not in full compliance with all functional specifications and/or exhibits substandard or erratic performance. Verizon will provide a patch, workaround, or resolution that substantially restores operation within 24 hours.

2.1.3.4. **Other/Informational Situation.** Other/Informational Situation (Severity 4) is a request for information pertaining to Digital CX – Emplifi that has no service-affecting impact such as general information requests, new feature requests, or other product roadmap requests. Verizon shall respond to Customer within 48 hours with the requested information or a timeframe for response.

3. **SLA Exclusions.** Verizon is not responsible to pay a credit for failure to meet any SLA to the extent that such failure is due to or arising in connection with any of the following:

- Any act or omission of Customer or Customer’s third party vendors including (i) delays by Customer’s third party vendors to respond or provide the necessary fix or resolution to a problem, or (ii) inaccurate or incomplete instructions or information provided by Customer’s third party vendors to Verizon;
- Any failure by Customer’s third party vendors to comply with its respective responsibilities under this Agreement;
- A Force Majeure Event; or
- Outages caused by customizations to the Digital CX – Emplifi platform configuration written or modified by the Customer or the Customer’s third party vendors (other than third party vendors acting as Verizon’s subcontractor).



4. Terms and Definitions

Term	Definition
Scheduled Outages	The amount of time Verizon temporarily suspends operation of a Digital CX – Emplifi feature to perform scheduled or emergency maintenance.
Unavailability	The total time that a Digital CX – Emplifi feature is not available in a calendar month minus Scheduled Outages.