

MODIFICATION NO. 005D TO  
CONTRACT NO. VA-151028-MCI  
VIRGINIA INFORMATION TECHNOLOGIES AGENCY  
AND  
VERIZON BUSINESS NETWORK SERVICES LLC

This Modification No. 005D, effective as of the date of execution by VITA ("Modification Effective Date"), is between VIRGINIA INFORMATION TECHNOLOGIES AGENCY ("VITA"), on behalf of the Commonwealth of Virginia, and VERIZON BUSINESS NETWORK SERVICES LLC, on behalf of MCI Communications Services, LLC (individually and collectively, "Verizon") (the "Supplier" or "Contractor") (the "*Supplier*").

WHEREAS, in Modification 5 of Contract Number VA-151028-MCI (**the "Agreement"**), Attachment 1, the parties incorporated the following Exhibits:

- Exhibit 2.3.1 Solution – Managed Network Services,
- Exhibit 4.1 Pricing and Volumes Matrix, and
- Exhibit 4.2 Resource Unit Definitions

WHEREAS, the parties desire to amend the Agreement by adding additional services/offerings to relevant portions of Attachment 1, Exhibits 2.3.1, 4.1 and 4.2;

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, and of other good and valid consideration, the receipt and sufficiency of which are hereby acknowledged, VITA and Supplier agree to modify Attachment 1 to Modification No. 5 to Contract Number VA-151028-MCI as follows:

1. Exhibit 2.3.1 – Managed Network Services. Exhibit 2.3.1 is deleted in its entirety and replaced with the attached Revised Exhibit 2.3.1 (Managed Network Services). The only change in Revised Exhibit 2.3.1 is the addition of Integrated Softphone-WebRTC as an additional feature under Section 7.1 (Call Routing Services) to Exhibit 2.3.1.
2. Exhibit 4.1 - Pricing and Volume Matrix. Exhibit 4.1 is deleted in its entirety and replaced with the attached Revised Exhibit 4.1 (Pricing and Volumes Matrix). The only changes in Revised Exhibit 4.1 are the following:
  - Exhibit 4.1, Tab 10 – Rate Card
    - Added Contact Center Labor Rates
    - Added Unified Collaboration Labor Rates
  - Exhibit 4.1, Tab 12 – Discretionary Charges
    - Removed NICE Quality Management Essentials Implementation from VCC Related Services under Section 2.6.7
    - Removed NICE Quality Optimization Advanced Implementation from VCC Related Services under Section 2.6.7
    - Add CXone Pro Quality Management with Voice Recording to VCC Related Services under Section 2.6.7
    - Add CXone Pro Quality Management Pro Training to VCC Related Services under Section 2.6.7
    - Removed NICE Screen Recording Implementation from VCC Related Services under Section 2.6.7

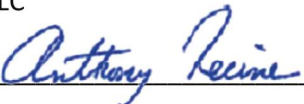
- Added CXone Pro Screen Recording Pro to VCC Related Services under Section 2.6.7
- Removed Quality Management Essentials from VCC Advanced Features under Section 2.6.8
- Removed Quality Management Optimization from VCC Advanced Features under Section 2.6.8
- Added CXone Pro Quality Management with Voice Recording to VCC Advanced Features under Section 2.6.8
- Removed Screen Recording from VCC Advanced Features under Section 2.6.8
- Added CXone Pro Screen Recording Pro to VCC Advanced Features under Section 2.6.8
- Added Integrated Softphone-WebRTC (Integrated Softphone User) to VCC Advanced Features under Section 2.6.8

3. Exhibit 4.2 - Resource Unit Definitions. Exhibit 4.2 is deleted in its entirety and replaced with the attached Revised Exhibit 4.2 (Resource Unit Definitions). The only changes in the Revised Exhibit 4.2 are the following:

- Exhibit 4.2, Section 2.6.7 – VCC Related Services
  - Removed the NICE Quality Management Essentials Implementation Resource Unit
  - Added the CXone Pro Quality Management with Voice Recording Resource Unit
  - Removed the NICE Quality Optimization Advanced Implementation Resource Unit
  - Added the CXone Pro Quality Management Pro Training Resource Unit
  - Remove the NICE Screen Recording Implementation Resource Unit
  - Added the CXone Pro Screen Recording Pro Resource Unit
- Exhibit 4.2, Section 2.6.8 – VCC Advanced Features
  - Added the CXone Pro Quality Management with Voice Recording Resource Unit
  - Added the CXone Pro Screen Recording Pro Resource Unit
  - Added the Integrated Softphone-WebRTC (Integrated Softphone User) Resource Unit

The foregoing is the complete and final expression of the agreement between Supplier and VITA to modify the Agreement and cannot be modified, except by a writing signed by a duly authorized representative of each of Supplier and VITA.

VERIZON BUSINESS NETWORK  
SERVICES LLC

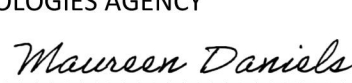
By: 

Name: Anthony Recine

Title: SVP

Date: 02/10/2021

VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY

By: 

Name: Maureen Daniels

Title: Senior Commercial Contract Manager

Date: 02/10/21