

MODIFICATION NO. 005E TO
CONTRACT NO. VA-151028-MCI
VIRGINIA IT AGENCY
AND
VERIZON BUSINESS NETWORK SERVICES LLC

This Modification No. 005E, effective as of the date of execution by VITA ("Modification Effective Date"), is between VIRGINIA IT 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 3.1 Service Level Matrix,
- Exhibit 3.2 Service Level Definitions and Measurement,
- Exhibit 4.1 Pricing and Volumes Matrix, and
- Exhibit 4.2 Resource Unit Definitions

WHEREAS, the parties desire to amend the Agreement by adding an additional service to relevant portions of Attachment 1, Exhibits 2.3.1, 3.1, 3.2, 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 Digital CX as an additional service under Section 9.0 (Digital CX) to Exhibit 2.3.1.
2. Exhibit 3.1 – Service Level Matrix. Exhibit 3.1 is deleted in its entirety and replaced with the attached Revised Exhibit 3.1 (Service Level Matrix). The only changes in Revised Exhibit 3.1 are the following:
 - Exhibit 3.1, Tab 2 – Critical Service Levels
 - Added Digital CX as Section 1.1.13
 - Corrected erroneous Expected Aggregate Service Levels and Minimum Aggregate Service Levels for Critical Service Level 1.3.2 – Service Request Fulfillment – Expedited and Critical Service Level 1.3.3 – Service Request Fulfillment Time – Standard. The parties agree that no service level credits were applied under the erroneous service levels.
3. Exhibit 3.2 – Service Level Definitions and Measurement. Exhibit 3.2 is deleted in its entirety and replaced with the attached Revised Exhibit 3.2 (Service Level Definitions and Measurement). The only changes in Revised Exhibit 3.2 are the following:
 - Exhibit 3.2
 - Added Digital CX as Section 1.1.13

4. 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 2 – Estimated Annual Charges
 - Added Digital CX as Section 2.5.16
 - Added Analog Terminal Adapter (ATA) under section 2.2.1 CPE Use
- Exhibit 4.1, Tab 3 – Monthly Unit Rates
 - Added Digital CX as Section 2.5.16
 - Added Analog Terminal Adapter (ATA) under section 2.2.1 CPE Use
- Exhibit 4.1, Tab 3a – Non-Recurring Unit Rates
 - Added Digital CX as Section 2.5.16
 - Added Analog Terminal Adapter (ATA) under section 2.2.1 CPE Use
- Exhibit 4.1, Tab 4 – Estimated Volumes
 - Added Digital CX as Section 2.5.16
 - Added Analog Terminal Adapter (ATA) under section 2.2.1 CPE Use
- Exhibit 4.1, Tab 13 – Usage Rates
 - Added Digital CX as Section 2.8.10
 - Added Analog Terminal Adapter (ATA) under section 2.2.1 CPE Use

5. 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 2.5.16 – Digital CX
- Exhibit 4.2, Section 2.8.10 – Digital CX
- Exhibit 4.2, Section 2.2.1 – CPE Use

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

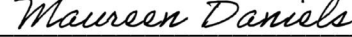
By: 

Name: ANTHONY RECINE

Title: SENIOR VICE PRESIDENT

Date: 04/13/2021

VIRGINIA IT AGENCY

By: 

Name: Maureen Daniels

Title: Sr. Commercial Contract Manager

Date: 04/13/2021