

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

This Modification No. 005F, 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 3.1 Service Level Matrix,
- Exhibit 4.0 Pricing and Financial Provisions
- Exhibit 4.1 Pricing and Volumes Matrix,
- Exhibit 4.2 Resource Unit Definitions
- Exhibit 5.1 Key Personnel

WHEREAS, the parties desire to amend the Agreement by adding and amending services/offerings to relevant portions of Attachment 1, Exhibits 2.3.1, 3.1, 4.0, 4.1, 4.2 and 5.1;

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 (the "Attachment 1") as follows:

1. Exhibit 2.3.1 – Solution-Managed Network Services. Exhibit 2.3.1 is deleted in its entirety and replaced with the attached Revised Exhibit 2.3.1 (Solution-Managed Network Services). The only changes in Revised Exhibit 2.3.1 are the following:
  - Section 5.0 Voice Services
    - Added IP IVR to Section 5.5 (IP Contact Center Services)
  - Section 7.0 Contact Center Services / Virtual Contact Center Services (VCC)
    - Added IP Interactive Voice Response to Section 7.3 (Interactive Voice Response (IVR))
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
    - Remove Column L (WITO Services SLA Superseded)
    - Remove Column M (Minimum Volume for MTO Metric Initiation)
3. Exhibit 4.0 - Pricing and Financial Provisions. Exhibit 4.0 is deleted in its entirety and replaced with the attached Revised Exhibit 4.0 (Pricing and Financial Provisions). The only changes in Revised Exhibit 4.0 are the following:

- Section 13 (Customer Data Center Space and Customer Remote Facilities)
    - Delete the last sentence in the section that states “Supplier requires work space for up to ten (10) members of Supplier's team at no charge to Supplier.”
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 Router – Branch Office line under CPE Use in Section 2.2.1
    - Added Router – Premium Core Data Center line under CPE Use in Section 2.2.1
    - Added Phone-VCE 4 line under VCE CPE in Section 2.2.1
    - Added Type 2 Ethernet GigE-150Mbps under Access-Ethernet Option in Section 2.3.8
    - Added Toll Free Service Feature Alternate Routing under IP Contact Center in Section 2.5.15
    - Added IP Interactive Voice Response (IP IVR) under IP Contact Center in Section 2.5.15
  - Exhibit 4.1, Tab 3 – Monthly Unit Rates
    - Added Router – Branch Office line under CPE Use in Section 2.2.1
    - Added Router – Premium Core Data Center line under CPE Use in Section 2.2.1
    - Corrected typo under CPE Use-Managed Wireless LAN CPE- BAP – Bridging Access Point LAN Bridge Omni Directional-from \$75.55 to \$74.74 in Section 2.2.1
    - Added Phone-VCE 4 line under VCE CPE in Section 2.2.1
    - Added Type 2 Ethernet GigE-150Mbps under Access-Ethernet Option in Section 2.3.8
    - Added Toll Free Service Feature Alternate Routing under IP Contact Center in Section 2.5.15
    - Removed IP Contact Center (IPCC) Per Minute Usage Rates in Section 2.5.15
    - Added IP Interactive Voice Response (IP IVR) under IP Contact Center in Section 2.5.15
  - Exhibit 4.1, Tab 3a – Non-Recurring Unit Rates
    - Added Router – Branch Office line under CPE Use in Section 2.2.1
    - Added Router – Premium Core Data Center line under CPE Use in Section 2.2.1
    - Added Phone-VCE 4 line under VCE CPE in Section 2.2.1
    - Added Type 2 Ethernet GigE-150Mbps under Access-Ethernet Option in Section 2.3.8
    - Added Toll Free Service Feature Alternate Routing under IP Contact Center in Section 2.5.15
    - Removed IP Contact Center (IPCC) Per Minute Usage Rates in Section 2.5.15
    - Added IP Interactive Voice Response (IP IVR) under IP Contact Center in Section 2.5.15
  - Exhibit 4.1, Tab 4 – Estimated Volumes
    - Added Router – Branch Office line under CPE Use in Section 2.2.1
    - Added Router – Premium Core Data Center line under CPE Use in Section 2.2.1
    - Added Phone-VCE 4 line under VCE CPE in Section 2.2.1
    - Added Type 2 Ethernet GigE-150Mbps under Access-Ethernet Option in Section 2.3.8
    - Added Toll Free Service Feature Alternate Routing under IP Contact Center in Section 2.5.15
    - Removed IP Contact Center (IPCC) Per Minute Usage Rates in Section 2.5.15

- Added IP Interactive Voice Response (IP IVR) under IP Contact Center in Section 2.5.15
- Exhibit 4.1, Tab 13 – Usage Rates
  - Corrected typo in Audio Conferencing Options Usage-Audio Web Streaming & Replay-Stream 251-500 from \$100 to \$1000 in Section 2.8.4
  - Added IP Interactive Voice Response (IP IVR) under IP Contact Center Usage in Section 2.8.9
- 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 Revised Exhibit 4.2 are the following:
  - Added Router-Branch Office Resource Unit Description in Section 2.2.1
  - Added Router-Premium Core Data Center Resource Unit Description in Section 2.2.1
  - Added Phone-VCE 4 Line Resource Unit Description in Section 2.2.1
  - Added IP Interactive Voice Response (IP IVR) Resource Unit Descriptions in Section 2.5.15
  - Added Toll Free Service Feature Alternate Routing under IP Contact Center in Section 2.5.15
  - Added IP Interactive Voice Response (IP IVR) Resource Unit Descriptions in Section 2.8.9
- 6. Exhibit 5.1 – Key Personnel. Exhibit 5.1 is deleted in its entirety and replaced with the attached Revised Exhibit 5.1 (Key Personnel). The only changes in the Revised Exhibit 5.1 are the following:
  - Change Column titled “On-Site/Off-Site” to Location and removed “On-Site/Off-Site”
  - Add Teresa Williams-Dillard as Implementation Project Manager

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: 03/31/2022

VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY

By: 

Name: Maureen Daniels

Title: Senior Commercial Contract Manager

Date: 04/13/2022