



## **Exhibit 4.2**

### **Resource Unit Definitions**

VA-151028-MCI: Modification 5

**COMMONWEALTH OF VIRGINIA**  
**VIRGINIA IT AGENCY (VITA)**  
**SUPPLIER STRATEGY AND PERFORMANCE DIVISION**

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## **1.0 Introduction**

This **Exhibit 4.2 (Resource Unit Definitions)**, part of **Exhibit 4 (Pricing and Financial Provisions)**, sets forth the definitions for the Resource Units identified throughout **Exhibit 4 (Pricing and Financial Provisions)**. VITA and the Customers acknowledge some Services require the purchase of multiple RUs.

## **2.0 Voice & Data Network Resource Unit Definitions**

### **2.1 Cross Functional Services**

**2.1.1 Program Management Office**

- **“Program Management Office”** will be a Resource Unit.
- **Unit of measurement:** Monthly fixed charge for Supplier’s Program Management Office function.
- **Resource Unit Definition:** Function performed by the Supplier team that is ultimately accountable to VITA and the Customers for Supplier’s delivery of the Services under this Agreement, including for performing the Program Management and Service Strategy functions set forth in Exhibit 2.3.2.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes. Also includes project management of in-flight projects or successor projects.

### 2.1.2 Cross Functional Integration

- **“Cross Functional Integration”** will be a Resource Unit.
- **Unit of measurement:** Monthly fixed charge for Supplier’s Cross Functional Integration Services
- **Resource Unit Definition:** Service Design and Service Operations functions including delivery and support of systems and process integration with the MSI as such functions are incremental to Supplier’s standard MWAN, MLAN, and MWLAN Resource Units.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: No. Excludes any licensing costs for Supplier’s use of systems mandated by VITA, Customer or MSI, for example, Supplier’s use of the MSI-provided ITSM Environment.
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.1.3 Engineering Services

- **“Engineering Services”** will be a Resource Unit.
- **Unit of measurement:** Monthly fixed charge for Supplier’s Engineering Services
- **Resource Unit Definition:** The Engineering Services under this Agreement, including Service Transition and Continual Service Improvement functions set forth in Exhibit 2.3.2, the project engineering requirements of the in-flight projects and accountability for the end-to-end architecture and engineering of the VDN Services.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

## 2.2 CPE Charges

### 2.2.1 Customer Premises Equipment (CPE) Use

- **“CPE Use”** will be a Resource Unit.
- **Unit of measurement:** Monthly charge per Device, with its associated Hardware and Software bill of materials.
- **Resource Unit Definition:** Use of Equipment asset, comprising Hardware and/or Software, provided for Customer use at a Customer Site, charged as an operational expense, including asset service charge, Supplier Maintenance, and periodic refresh of the asset in accordance with the Refresh plan. This resource unit definition includes the line items in the table below:

Resource Unit	Description	Related Line Items
<b>Managed WAN CPE</b>		
Router – 1 WAN, Ethernet	Router equipped with 1x10/100Mb WAN ports. Single Power Supply. Secure Gateway Compatible. Analog OOB.	Managed WAN: X-Small Router
Router - 2 WAN, 1xT1	Router equipped with 2x1Gb and 1xT1 WAN ports. Single Power Supply. Secure Gateway Compatible. Analog OOB.	Managed WAN: Small Router
Router - 2 WAN, 2xT1	Router equipped with 2x1Gb and 2xT1 WAN ports. Single Power Supply. Secure Gateway Compatible. Analog OOB.	Managed WAN: Small Router
Router - 2 WAN, 4xT1	Router equipped with 2x1Gb and 4xT1 WAN ports. Single Power Supply. Secure Gateway Compatible. Analog OOB.	Managed WAN: Small Router
Router - 3 WAN, 1xDS3	Router equipped with 3x1Gb Ethernet and 1xDS3 WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible.	Managed WAN: Small Router
Router - 2 WAN, 1xT1, IPSEC, LTE	Router equipped with 2x1Gb and 1xT1 WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible.	Managed WAN: Small Router
Router - 2 WAN, 2xT1, IPSEC, LTE	Router equipped with 2x1Gb and 2xT1 WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible.	Managed WAN: Small Router

Resource Unit	Description	Related Line Items
Router - 2 WAN, 4xT1, IPSEC, LTE	Router equipped with 2x1Gb and 4xT1 WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible.	Managed WAN: Small Router
Router - 3 WAN, 1xDS3, IPSEC, LTE	Router equipped with 3x1Gb Ethernet and 1xDS3 WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible.	Managed WAN: Small Router
Router - 2 WAN, Ethernet Only	Router equipped with 2x1Gb WAN ports. Single Power Supply. Secure Gateway Compatible. Analog OOB.	Managed WAN: Small Router
Router - 2 WAN, Ethernet Only, IPSEC, LTE	Router equipped with 2x1Gb WAN ports. Single Power Supply. IPSEC/Secure Gateway compatible. Single Power Supply.	Managed WAN: Small Router
Router - Small High Performance	A router equivalent to the Router - 3 WAN with specialized licensing.	Managed WAN: Small Router
Router - Medium High Performance	A router equivalent to the Router - 3 WAN with enhanced specialized licensing.	Managed WAN: Small Router
Router - Large High Performance	A router equivalent to the Router - Core Data Center with specialized licensing.	Managed WAN: Large Router
Router - XL High Performance	A router equivalent to the Router - Core Data Center with enhanced specialized licensing.	Managed WAN: Large Router
Cellular Wireless Router - Point of Use	A small LTE router with a single Ethernet port meant for point of use applications.	Managed WAN: Extra Small Router
Cellular Wireless Router - Small Office	A small office/remote office LTE router with 1 Ethernet WAN port and built in 4 port switch.	Managed WAN: Extra Small Router
Cellular Wireless Router - Branch Office	A branch office LTE router with 1 Ethernet WAN port and built in 8 port switch.	Managed WAN: Small Router
Router – Branch Office	High performance router capable of supporting 4x1G and 2x10G, 10 GE SFP+, GE/SFP integrated WAN ports	Managed WAN: Medium Router



Resource Unit	Description	Related Line Items
Router - Core Data Center	Router equipped with 1-Port Channelized OC-3/STM-1 network interface and 6x10 Gigabit lineside ports. Dual Power Supply.	Managed WAN: Large Router
Router – Premium Core Data Center	High Capacity Router equipped with 16x1G GE/SFP, 16x10G GE/SFP WAN Ports	Managed WAN: Large Router
<b>Managed LAN CPE</b>		
Switch - 8 Port (PoE+)	Switch equipped with 8x10/100Mb PoE ports and dual uplinks. Single Power supply rated at 124W for PoE.	Managed LAN: X-Small Switch
Switch - 24 Port (PoE+)	Switch equipped with 24x1Gb PoE ports and dual uplinks. Single Power supply rated at 370W for PoE.	Managed LAN: Small Switch
Switch - 48 Port (PoE+)	Switch equipped with 48x1Gb PoE ports and dual uplinks. Single Power supply rated at 740W for PoE.	Managed LAN: Medium Switch
Switch - 24 Port (PoE+)	Switch equipped with 24x1Gb PoE ports and dual uplinks. Single Power Supply rated at 445W for PoE.	Managed LAN: Small Switch
Switch - 48 Port (PoE+)	Switch equipped with 48x1Gb PoE ports and dual uplinks. Single Power Supply rated at 437W for PoE.	Managed LAN: Medium Switch
Switch Aggregation - 48 Port	Switch equipped with 48x10Gb ports and dual uplinks. Single Power Supply.	Managed LAN: Large Switch
Switch Core - 192 Port	Switch equipped with 192x10Gb ports and dual uplinks. Single Power Supply	Managed LAN: Large Switch
Enterprise Data Center Load Balancer - Medium	Throughput: Supports up to 125,000 connections (layer 4) per second, 3 Gbps Hardware compression, 10 Gbps Layer 4 throughput and 350,000 Layer 7 requests per second.	Managed LAN: Large Switch

Resource Unit	Description	Related Line Items
	Capacity: Supports up to 14M Concurrent Layer 4 connections and up to 600,000 HTTP (Layer 4) requests per second.  Interfaces include 4x SFP (mini-GBIC), 4xSFP+, 2x Type A, 1xUSB	
<b>Managed Wireless LAN CPE</b>		
Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	802.11n/ac Dual 2x2:2 Radio Integrated Antenna AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5-GHz 802.11ac and 2.4-GHz 802.11n 2x2:2; PoE compatible (802.3af 12.w max)	Managed WLAN: Managed WAP
Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor	802.11n/ac Dual 3x3:3 Radio Integrated Omni Antenna Outdoor AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Outdoor, dual radio, 5-GHz 802.11ac and 2.4-GHz 802.11n; PoE compatible (802.3af)	Managed WLAN: Managed WAP
BAP- Bridging Access Point LAN Bridge Omni Directional	802.11n/ac Dual 2x2:2/4x4:4 Radio 6xNf Connectors Outdoor AP	Managed WLAN: Managed WAP
BAP- Bridging Access Point LAN Bridge Omni Directional	802.11n/ac Dual 2x2:2/4x4:4 Radio Integrated Directional Antenna Outdoor AP	Managed WLAN: Managed WAP
Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna	802.11n/ac Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5 GHz 802.11ac 4x4 MIMO and 2.4 GHz 802.11n 2x2 MIMO; PoE compatible (802.3af 13.6w max)	Managed WLAN: Managed WAP
Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE	802.11n/ac Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5GHz 802.11ac 4x4 MIMO and 2.4 GHz	Managed WLAN: Managed WAP

Resource Unit	Description	Related Line Items
	802.11n 4x4 MIMO; PoE compatible (802.3af 13.2w max)	
Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna	802.11n/ac Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5GHz 802.11ac 3x3 MIMO and 2.4GHz 802.11n 2x2 MIMO; PoE compatible (802.3af 13w max)	Managed WLAN: Managed WAP
Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor	802.11n/ac Dual 2x2:2 Radio Integrated Omni Antenna Outdoor AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: outdoor, dual radio, 5 GHz 802.11ac and 2.4 GHz 802.11n; PoE compatible (802.3af)"	Managed WLAN: Managed WAP
Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna	802.11n/ac Dual 4x4:4 MU-MIMO Radio Integrated Antenna AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5 GHz 802.11ac and 2.4 GHz 802.11n 4x4 MIMO.; PoE compatible (802.3af 13.5w max)	Managed WLAN: Managed WAP
Wifi Access Point Dual 2x2:2 Radio Integrated Antenna	802.11n/ac 2x2:2 Dual Radio Integrated Antenna AP; Support for up to 256 associated client devices per radio, and up to 16 BSSIDs per radio; AP type: Indoor, dual radio, 5GHz 802.11ac 2x2 MIMO and 2.4GHz 802.11n 2x2 MIMO; PoE compatible (802.3af 12.3w max)	Managed WLAN: Managed WAP
Wifi Controller 16	4-port 10/100/1000BASE-T 16 AP and 1K Client Controller; Power Consumption - 16w; No PoE; Max AP Licenses = 16; Max Devices - 1,024; Active Firewall Sessions - 16,384; Encrypted Throughput=1.2Gb	Managed WLAN: Small Wireless LAN Controllers
Wifi Controller 64	8port Dual Pers 10/100/1000BASE-T/1GBASE-X SFP 64 AP and 4K Clients Controller; Power Consumption - 55w; No PoE; Max AP Licenses = 64; Max Devices - 4,096; Active Firewall Sessions - 65,536; Encrypted Throughput=2.4Gb	Managed WLAN: Medium Wireless LAN Controllers
Wifi Controller 256	2-port 10GBASE-X (SFP+) Controller; Power Consumption - 75.2w; ; Max AP Licenses = 256;	Managed WLAN:

Resource Unit	Description	Related Line Items
	Max Devices - 8,193; Active Firewall Sessions - 1,000,000; Wired Throughput=12Gb	Large Wireless LAN Controllers
<b>UCCaaS CPE</b>		
Phone - UCCaaS single line	Single line IP phone for occasional-to-light communications needs, such as in lobbies, cafeterias, and conference centers. Integrated 10/100 switch, POE capable and speaker phone.	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 2 line	Two line IP phone for information workers and managers who have occasional-to-light voice communications requirements. Integrated 10/100 switch, POE capable and speaker phone	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 4 line	Four line IP phone for moderately active voice communications needs of workers, administrative staff, and managers. Integrated 10/100/1000 switch, POE capable and speaker phone	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 16 line	Sixteen line IP phone for moderately active voice communications needs of administrative assistants, and managers. Integrated 10/100 switch, POE capable and speaker phone	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 16 line (Accessibility Phone)	The handset is Hearing Aid-Compatible (HAC) and meets Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). You can achieve Section 508 loudness requirements by using industry-standard inline handset amplifiers such as Walker Equipment W-10 or CE-100 amplifiers. The dial pad is also ADA-compliant.	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS Conference Phone	Single line IP conference phone. POE capable	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 5 line, GigE	Five line IP phone with HD Video. Integrated 10/100/1000 switch, POE capable and speaker phone	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service
Phone - UCCaaS 5 line, GigE, Wifi	Five line IP phone with HD Video. Integrated 10/100/1000 switch, 802.11 Wi-Fi compatible, POE capable and speaker phone	UCC/HCS Package G0, G1, G2, G3 UCCaaS Service



Resource Unit	Description	Related Line Items
Phone- Accessory Key Expansion Module	Key expansion modules instantly determine the status of numerous lines beyond those of the Cisco IP Phone 8851, 8851NR, and 8861 models.	UCCaaS Service
Phone- Accessory Key Expansion Module Power cube	Power required for a 2nd KEM side-by- side	UCCaaS Service
Voice Gateway 2 Port	2 port analog station to IP telephony gateway. Allows for the use of analog stations, paging systems, alarms, etc. with an IP telephony phone system.	UCCaaS Service
Voice Gateway 4 Port	4 port analog station to IP telephony gateway. Allows for the use of analog stations, paging systems, alarms, etc. with an IP telephony phone system.	UCCaaS Service
Voice Gateway 24 Port	24 port analog station to IP telephony gateway. Allows for the use of analog stations, paging systems, alarms, etc. with an IP telephony phone system.	UCCaaS Service
Voice Gateway 48 Port	48 port analog station to IP telephony gateway. Allows for the use of analog stations, paging systems, alarms, etc. with an IP telephony phone system.	UCCaaS Service
Voice Gateway 160 Port	160 port analog station to IP telephony gateway. Allows for the use of analog stations, paging systems, alarms, etc. with an IP telephony phone system.	UCCaaS Service
8 port Analog Terminal Adapter (ATA)	For use with VCE; 8 port IP telephony Gateway. Connect up to 8 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service
2 port ATA	2 port IP telephony Gateway. Connect up to 2 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service
24 port ATA	24 port IP telephony Gateway. Connect up to 24 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service

Resource Unit	Description	Related Line Items
<b>VCE CPE</b>		
Conference Phone	VOIP conference phone; HD voice with 7 and 12 foot microphone range; 2 external Mic ports with optional AC Adapter	VCE Service
Conference Phone Mics	MICS to extend the IP6000 conference phone range up to 22 Ft.	VCE Service
Phone – VCE 2 line	Two-line IP phone with HD sound quality and 2 Ethernet ports; w or w/out POE	VCE Seats
Phone – VCE 4 line	Four-line IP phone with HD sound quality and 4 Ethernet ports; w or w/out POE	VCE Seats
Phone – VCE 6 line	6 line IP phone with dual port 10/100 Mbps Ethernet Switch; Includes AC adapter.	VCE Seats
Phone – VCE 6 line w/GigE Interface	6-line SIP business media phone with 2 Gigabit ports; 208 x 104 pixel backlit graphical LCD display - HD Voice up to 7 kHz on all audio paths (speaker, handset, headset); 2 Gigabit Ethernet ports ; Includes AC adapter.	VCE Seats
Phone – VCE 12 line	12 line Operation; HD Voice up to 7KHz, SIP Voice Over Internet Protocol (VoIP) Dual-Port 10/100 Ethernet, 4-Way Navigation Cluster with Center select key; 3.5-inch TFT Color LCD Display (320x240); 802.3af Power Over Ethernet; Includes AC adapter.	VCE Seats
Phone – VCE 12 line w/GigE Interface	12-line business media SIP phone with 2 Gigabit ports; Acoustic Clarity provides full-duplex conversations, acoustic echo cancellation, and background noise suppression - Headset: dedicated RJ9 port with electronic hook switch capability; 1 USB port for media and storage applications - Shared call/bridged line appearance - Call transfer, hold, forward, pickup - 3-way audio conferencing - 2 Gigabit Ethernet ports'; Includes AC adapter.	VCE Seats
Phone –	12 line IP phone with HD Voice: 3.5" touchscreen display; Video capable (optional USB camera not included); supports SIP protocol and enables	VCE Seats

Resource Unit	Description	Related Line Items
VCE 12 line w/Video Port	twelve SIP accounts. Up to three expansion modules can be added. Dual Gigabit Ethernet ports, (802.3at Class 4 PoE); Includes AC adapter.	
Phone – VCE 16 line w/Video Port	16 line IP phone, with a 4.3" 480 x 272 pixel touchscreen display; video capable (optional USB camera not included); Bluetooth compatible; full-duplex speakerphone; supports up to three optional expansion modules; Dual gigabit Ethernet ports; Includes AC adapter.	VCE Seats
Conference Phone	Conference Phone with support for G.722 wideband codec, Acoustic Clarity Technology 2, and systems design optimized for HD Voice; Single line with 4 Call Queue (Hold/Resume up to 4 calls ); Contact Directory (on phone); Received, Missed, Placed Call Logs (on phone); 10 feet of microphone pickup which can be expanded with optional extension microphones; Full duplex, echo cancellation and noise reduction, QoS support, dynamic jitter buffer, and packet loss concealment algorithms for natural two-way conversations; Three-microphone design for 360-degree room coverage; Integrated IEEE 802.3af Power over Ethernet (POE) support; 248 x 68 pixel backlit graphical LCD.	VCE Seats
Attendant Expansion Module	Backlit Expansion Module for telephone attendants; Power supplied by the base station; Backlit 160x320 pixel graphical grayscale LCD ; 14 illuminated keys configurable as a line appearance or a speed dial with busy lamp field (BLF) ;Hot swappable – can be added to or removed from an idle host phone at any time ; No extra cables or power supplies are required ; Plug-and-play – requires no set-up as power and signaling are provided by the host phone; User-friendly call visualization; Includes 5 shared call appearance licenses	VCE Seats
8 port Analog Terminal Adapter (ATA)	For use with VCE; 8 port IP telephony Gateway. Connect up to 8 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service

Resource Unit	Description	Related Line Items
2 port ATA	2 port IP telephony Gateway. Connect up to 2 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service
24 port ATA	24 port IP telephony Gateway. Connect up to 24 analog devices; QOS and standards based codecs supported	VCE/UCCaaS Service

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

## 2.3 Transport Services



### 2.3.1 Private IP (PIP) Port Installation

- **“PIP Port Installation”** will be a Resource Unit.
- **Unit of measurement:** Per Port, based on the throughput speed of the PIP Port (for example, 1.5Mbps, 10Mbps).
- **Resource Unit Definition:** Installation of PIP Port. This item is priced at \$0.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.3.2 Private IP (PIP) Port

- **“PIP Port”** will be a Resource Unit.
- **Unit of measurement:** Per PIP Port, based on the throughput speed of the PIP Port (for example, 1.5Mbps, 10Mbps).
- **Resource Unit Definition:** PIP Port, when used in conjunction with a suitable access transport service, provides a private data path over Supplier’s network, in order to allow data communications with a PIP Port serving another site. Ports can be ordered in the following configurations:
  - DS1: 64 Kbps - 1.536 Mbps
  - 2xDS1, 3xDS1, 4xDS1
  - DS3: 8 Mbps - 44.736 Mbps
  - OC-3: 50 Mbps - 155.52 Mbps
  - OC-12: 200 Mbps - 622.08 Mbps
  - Ethernet: 1 Mbps - 1000 Mbps
  - Ethernet: 1.5 Gbps, 2 Gbps, 2.5 Gbps, 3 Gbps, 4 Gbps, 5 Gbps, 7 Gbps, 10 Gbps
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.3.3 Gold Committed Access Rate (CAR)

- **“Gold CAR”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit, based on the throughput speed of the Gold CAR (for example, 0.5Mbps, 9Mbps).
- **Resource Unit Definition:** Reservation of PIP bandwidth for Extended Forwarding (EF) Class Customer data traffic, most commonly used to enable prioritization of data packets for traffic highly sensitive to jitter or latency, such as voice service.
  - Gold CAR pricing is offered in a range of speeds from 0 to 900,000 Mbps
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.3.4 Internet Port Installation

- **“Internet Port Installation”** will be a Resource Unit.
- **Unit of measurement:** Per Port.
- **Resource Unit Definition:** Installation of Internet Port. . This item is priced at \$0

Speed	Category	Description
1x-4x DS1, DS3, OC3, OC12, OC48 The full speed of the provisioned port is made available.	TDM Delivered Internet Ports (Full Port)	A TDM delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet. The full speed of the provisioned port is made available.
The bandwidth delivered across the port is restricted to the Tiered size ordered ranging from 3 Mb to 45Mb	TDM Delivered Internet Port (Fractional DS3)	A TDM DS3 delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet.
2 Mbps – 5 Mbps, 8, Mbps, 10-1000 Mbps, 2 Gbps, 2.5 Gbps, 3 Gbps – 6 Gbps, 8 Gbps, 10 Gbps	Ethernet Delivered Internet Port	An Ethernet delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

### 2.3.5 Internet Port

- **“Internet Port”** will be a Resource Unit.
- **Unit of measurement:** Per Port, based on the throughput speed of the Internet Port (for example, 1.5Mbps, 10Mbps) as listed in Exh. 4.1.
- **Resource Unit Definition:** Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet.

Speed	Category	Description
1x-4x DS1, DS3, OC3, OC12, OC48 The full speed of the provisioned port is made available.	TDM Delivered Internet Ports (Full Port)	A TDM delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet. The full speed of the provisioned port is made available.
Speeds ranging from 3 Mb to 45Mb	TDM Delivered Internet Port (Fractional DS3)	A TDM DS3 delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet.
2 Mbps – 5 Mbps, 8, Mbps, 10-1000 Mbps, 2 Gbps, 2.5 Gbps, 3 Gbps – 6 Gbps, 8 Gbps, 10 Gbps	Ethernet Delivered Internet Port	An Ethernet delivered Internet Port, when used in conjunction with a suitable access transport service, provides a data path for ingress and egress to the Public Internet.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes



### 2.3.6 Secure Cloud Interconnect (SCI)

- **“SCI”** will be a Resource Unit.
- **Unit of measurement:** Per 1000 GB in reference to a logical connection to a third party cloud service provider platform, priced based on the aggregate volume of Customer data transmitted between the PIP network and the cloud platform during the measurement period, in accordance with either a volume tier (for example, 10,000 or 250,000 GB) or unlimited volume.
- **Resource Unit Definition:** SCI provides a dual-redundant, private, logical connection between Customer’s PIP network and a third party cloud service provider platform, enabling Customer data to be transmitted to and from the cloud service without traversing the public Internet. SCI is offered in one of the following ways:

Option	Size	Description
Uncommitted Plan per GB	Per GB	With the Non-Aggregated/Non-Committed Usage Plan, the amount for bandwidth transmitted is measured on a monthly basis. The Customer will pay per Gigabyte of data transferred for the month
Non Aggregated Plan	from 1,000 GB to 1,000,000 GB	With the Non-Aggregated/Committed billing options for SCI the Customer selects a planned usage tier and the amount for bandwidth transmitted is measured on a monthly basis. Usage over the committed data plan chosen is billed at the overage rate per GB.
Aggregated Plan	from 1,000 GB to 1,000,000 GB	The Aggregated/Committed is the third of three billing options for SCI. This billing provides pooled committed data plan basis across multiple Cloud Service Provider Partners. With this plan the Customer selects a planned usage tier and the amount for bandwidth transmitted is measured on a monthly basis. Usage over the committed data plan chosen is billed at the overage rate per GB.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

### 2.3.7 Access - Time Division Multiplexed (TDM) Option

- **“Access – Time Division Multiplexed (TDM) Option”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit, priced based on the throughput speed of the Access Circuit (for example, 1.5Mbps also known as “DS1”, 45Mbps also known as “DS3”), or 155.52 Mbps also known as “OC3”), and the specific street address of the Customer Site.
- **Resource Unit Definition:** TDM Access provides a time-division-multiplexed data path between a specific VITA or Customer Site and an associated PIP Port or Internet Port.
  - TDM Access is offered at either DS1 or DS3 speeds
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

**2.3.8 Access - Ethernet Option**

- **“Access - Ethernet Option”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit, priced based on the throughput speed of the Access Circuit (for example, 10Mbps or 100Mbps), and the specific location of the VITA or Customer Site.
- **Resource Unit Definition:** Ethernet Access provides an Ethernet technology data path between a specific Customer Site and an associated PIP Port or Internet Port.
  - Ethernet Access is offered in a range of speeds from 2-1,000 Mbps
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement.
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes.
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.3.9 SONET Set-Up

- **“SONET Set-Up”** will be a Resource Unit. . This item is priced at \$0
- **Unit of measurement:** Per Port or Per Node.
- **Resource Unit Definition:** Non-recurring charge for SONET features implementation or change *including the following:*

Resource Unit	Unit of Measure	Description
SONET Port Setup	Per Port	Initial nonrecurring fee for installation of a new SONET port if purchased on a Month to Month term.
SONET Set-Up	Per Node	Initial nonrecurring fee for installation of a new SONET node, or physical reconfiguration of existing nodes or fiber.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.3.10 SONET Node**

- **“SONET Node”** will be a Resource Unit.
- **Unit of measurement:** Per Node on a SONET fiber ring, based on total throughput speed (for example, OC48 or OC192) as listed in Exh. 4.1.
- **Resource Unit Definition:** Use of Supplier fiber node Equipment which establishes interconnection to a SONET fiber ring. Options include OC48 or OC192 capacity
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

**2.3.11 SONET Mileage**

- **“SONET Mileage”** will be a Resource Unit.
- **Unit of measurement:** Per Mile of SONET fiber ring between one or more SONET Nodes, charged based on total throughput speed (for example, OC48 or OC192) and measured in ‘Airline Miles’ between nodes.
- **Resource Unit Definition:** Provides SONET fiber optic transport technology between nodes at multiple Customer sites, for use as an Access technology between Supplier’s PIP or Internet Ports and Customer’s Sites. Offered for either OC48 or OC192 Nodes.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

**2.3.12 SONET Ports**

- **“SONET Port”** will be a Resource Unit.
- **Unit of measurement:** Per Port or Per Circuit as identified below and in Exh. 4.1
- **Resource Unit Definition:** Use of Supplier-provided interface equipment installed in a SONET Node to provide Access transport over SONET ring technology between Supplier network and Customer Site. Two SONET Ports (one at ingress and one at egress) are required for each Access path traversing the SONET ring from Customer Site to Supplier network and charges are based on data throughput speed which range from DS1-1 Gbps.

Resource Unit	Unit of Measure	Description
DS1 Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide a DS1 interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring.
DS3 Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide a DS3 interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring.
DS3 Transmux	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide a DS3 mux interface for a circuit delivered by the SONET ring. Each Transmux interface is able to terminate up to 28 DS1 interfaces originating from other nodes on the ring.
OC3c Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide an OC3 interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
OC3 Port	Per Port	
OC12c Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide an OC12 (concatenated) interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
OC12 Port	Per Port	



OC48c Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide an OC48 (concatenated) interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface
OC48 Port	Per Port	
GigE-1 Port	Per Port	A line card to be placed into a SONET OC48 or OC192 to provide a Gigabit Ethernet interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. The interface may be configured to deliver 50, 150, 300, 450, 600, or full 1000Mbps of throughput.
GigE-3 Port	Per Port	
GigE-6 Port	Per Port	
GigE-9 Port	Per Port	
GigE-12 Port	Per Port	
GigE-24 Port	Per Port	
1Gbps Fibre Channel	Per Circuit	A line card to be placed into a SONET OC48 or OC192 to provide a Fibre Channel or FICON interface for a circuit delivered by the SONET ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
1 Gbps FICON	Per Circuit	

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.3.13 Telecom Service Priority (TSP)

- **“Telecom Service Priority”** will be a Resource Unit.
- **Unit of measurement:** Per circuit.
- **Resource Unit Definition:** Optional charges to support flagging of a circuit as part of the Telecommunications Service Priority (TSP) program, a federally-established program under which the Office of Priority Telecommunications in the Executive Office of the President prioritizes the restoration and provisioning of telecommunications services.

The following TSP program features are available on a per-circuit basis. A Customer may subscribe to either Emergency Provisioning or Essential Provisioning for a circuit, but may not subscribe to both. Once selected, a TSP tracking identifier will be added to the order request and updated in the downstream systems.

1. Emergency Provisioning is provided by the Company in response to an emergency, when the Customer’s need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning the Company will take immediate action to allocate the resources necessary to provision circuit(s) and any related special construction assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal Company business hours.

2. Essential Provisioning is provided for new essential NS/EP service that must be installed by a specific date that cannot be met using normal Company business procedures. In Essential Provisioning, the Company will adjust its resources to make its best effort to provision the circuit(s) and any related special construction assigned an Essential Provisioning priority level, by the requested service due date, based on the priority level assigned.

3. Priority Restoration designation establishes priorities for restoring NS/EP service in the event of an outage or failure of multiple services. The Company will dispatch personnel outside normal business hours if necessary to restore circuit(s) (and provide any related special construction) assigned a Priority Restoration level of 1, 2, or 3. The Company will dispatch personnel outside normal business hours to restore circuits (and provide any related special construction) assigned a Priority Restoration level of 4 or 5 only when the next business day is more than 24 hours away.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.3.14 Software Defined Interconnect (SDI)

- **“Software Defined Interconnect”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit, priced based on the speed of the Access Connections (for example, 1 Gbps or 10 Gbps ), and the specific street address of the Data Center. SDI Remote CSP Interconnection are quoted on an Individual Case Basis (ICB).
- **Resource Unit Definition:** Software Defined Interconnect Access enables interconnection directly to a Cloud Service Provider. Available in 1Gbps and 10Gbps Access Speeds.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

## 2.4 Data Networking Services

**2.4.1 Managed WAN Activation**

- **“Managed WAN Activation”** will be a Resource Unit.
- **Unit of measurement:** Per Device.
- **Resource Unit Definition:** Activation of Managed WAN Router service at sites established after Commencement Date.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

#### 2.4.2 Managed WAN

- **“Managed WAN”** will be a Resource Unit.
- **Unit of measurement:** Per Device, based on size category (Small, Medium, Large or X-Large) but otherwise independent of the detailed bill of materials. Size categories are defined in the CPE Use section above.
- **Resource Unit Definition:** Full Management of CPE used for WAN services. Fee includes proactive remote monitoring of device, incident detection and remediation including dispatch of onsite technicians for repair or replacement as necessary. SD WAN Advantage Tier 1 License, configuration and operational support will be added to and included in all Managed WAN sites.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.4.3 Managed LAN Activation

- **“Managed LAN Activation”** will be a Resource Unit.
- **Unit of measurement:** Per Device, independent of the detailed bill of materials.
- **Resource Unit Definition:** Activation of Managed LAN Switch service at sites established after Commencement Date.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

#### 2.4.4 Managed LAN

- **“Managed LAN”** will be a Resource Unit.
- **Unit of measurement:** Per Device, based on size category (Small, Medium, Large or X-Large) but otherwise independent of the detailed bill of materials. Size categories are defined in the CPE Use section above.
- **Resource Unit Definition:** Full Management of CPE associated with delivery of Managed LAN services. Fee includes proactive remote monitoring of device, incident detection and remediation including dispatch of onsite technicians for repair or replacement as necessary. Also includes all activities identified as Standard Changes.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.



#### 2.4.5 Managed WLAN Activation

- **“Managed WLAN Activation”** will be a Resource Unit.
- **Unit of measurement:** Per Device (WLAN Controller chassis) independent of the detailed bill of materials.
- **Resource Unit Definition:** Activation of Managed WLAN Controller service at sites established after Commencement Date.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

#### 2.4.6 Managed WLAN

- **“Managed WLAN”** will be a Resource Unit.
- **Unit of measurement:** Per Device (WLAN Controller chassis) based on size category (Small, Medium, and Large) but otherwise independent of the detailed bill of materials. Size categories are defined in the CPE Use section above.
- **Resource Unit Definition:** Management of a WLAN Controller and, in conjunction with an appropriate maintenance service.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

**2.4.7 Managed Wireless Access Point (WAP)**

- **“Managed WAP”** will be a Resource Unit.
- **Unit of measurement:** Per Device (Wireless Access Point - WAP).
- **Resource Unit Definition:** Indirect management of a WAP by means of an associated WLAN Controller.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

#### 2.4.8 Distributed Denial of Service (DDOS) Shield

- **“DDOS Shield”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit. Single unit charge based on the aggregate bandwidth of all of VITA’s and Customers’ in-scope public Internet connections. Configurable to support bandwidth ranging from 50 Mbps to 10,000 Mbps.
- **Resource Unit Definition:** Detection and mitigation of distributed denial of service attacks for a single range of public IP addresses routable via a public Internet connection. RU also includes line items for the following options:
  - Additional IP Space (16/18/20) – Activation of the service to support additional IP address ranges.
  - Additional Traffic Returns – Activation of the service to support additional internet connections.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

**2.4.9 Secure Gateway Activation**

- **“Secure Gateway Activation”** will be a Resource Unit.
- **Unit of measurement:** Per Site.
- **Resource Unit Definition:** Activation of virtual private network connectivity from an appropriate Router at a Customer Site to a Secure Gateway Universal Port. . This item is priced at \$0
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes.

**2.4.10 Secure Gateway Universal Port**

- **“Secure Gateway Universal Port”** will be a Resource Unit.
- **Unit of measurement:** Per port, related to Bandwidth range from 50Mb to 1000Mb
- **Resource Unit Definition:** Secure gateway for multiple Customer Users or Sites, in aggregate, to establish virtual private network connectivity to the Private IP network.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

**2.4.11 Secure Gateway Remote Office**

- **“Secure Gateway Remote Office”** will be a Resource Unit.
- **Unit of measurement:** Per Device.
- **Resource Unit Definition:** Virtual private network connectivity from an appropriate Router at a Customer Site to a Secure Gateway Universal Port.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.4.12 Software Defined Networking (SDN)

- **“Software Defined Networking (SDN)”** will be a Resource Unit. SD WAN Advantage Tier 1 License, configuration and operational support will be added to and included in all Managed WAN sites.
- **Unit of measurement: Various according to the table below and Exh. 4.1.**
- **Resource Unit Definition:** SDN options are comprised of the following:

Resource Unit	Description	Related Line Items
Advantage	SDN licensing which enables features for centralized management, automation, provisioning, secure connectivity, and adds analytics and assurance feature sets.	Managed WAN: Tier 1 Up to 200Mbps (400 Mbps agg) Tier 2 Up to 1 Gbps (2 Gbps agg) Tier 3 Up to 10 Gbps (20 Gbps agg)

- **Source of measurement: Supplier CMDb**
- **Measurement Type:** Period Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

## 2.5 Voice Networking Services



**2.5.1 UCCaaS Solution Set-Up**

- **“UCCaaS Solution Set-Up”** will be a Resource Unit.
- **Unit of measurement:** Per Instance.
- **Resource Unit Definition:** Configuration of Site and Site user profiles for Supplier’s hosted voice services platform. Data Gathering and stand up of a new instance dedicated to the Customer.
- **Source of measurement:** Supplier Solution SOW
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.5.2 UCCaaS Seat

- **“UCCaaS Seat”** will be a Resource Unit.
- **Unit of measurement:** Per Seat by end user package.
- **Resource Unit Definition:** Use of Supplier’s hosted voice services platform, in conjunction with an appropriate handset and voice trunk service.

UCCaaS Package	Description
UCC/HCS Package G0	Communicator user license package: Used for Common area phones, break room phones, etc. where basic voice calling is the primary objective.
UCC/HCS Package G1	Advanced Communicator user license package: All features in the Advanced Communicator package have access to the Jabber application, IM/P, video capabilities, Expressway MRA for mobility, iOS and Android calling and up to ten endpoints.
UCC/HCS Package G2	Collaborator user license package: All services in Advanced Communicator as well as WebEx for up to 8 internal participants.
UCC/HCS Package G3	Advanced Collaborator user license package: All services in Advanced Communicator as well as WebEx for up to 200 internal and external participants.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.5.3 VCE Site Activation

- **“VCE Site Activation”** will be a Resource Unit.
- **Unit of measurement:** Per Site
- **Resource Unit Definition:** Set up and configuration of the following ‘base’ features and services for the location including: Unlimited calling within the US; 1 Auto Attendant; 1 Hunt Group; Customizable Music on Hold; Office Anywhere; Google Apps integration; Outbound calling number delivery; Outbound Calling Name Delivery; Outbound Operator Services; Outbound Directory Assist; Directory listing; E911; Dashboard for both Admin and user feature control. This item is priced at \$0.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

#### 2.5.4 VCE Stations and Trunks

- **“VCE Stations and Trunks”** will be a Resource Unit.
- **Unit of measurement:** Per Station - per month, Per Trunk - per month.
- **Resource Unit Definition:** VCE Individual station with one assigned DID number with enhanced call handling and routing including UC connect with google functions.

Feature Name	Unit of Measurement	Description
VCE Standard Station	Per Station	VCE Individual station with one assigned DID number with enhanced call handling and routing including UC connect with google functions.
VCE Standard Trunk	Per Trunk	The VCE Standard Trunk provides a single line of call capacity to/from the site. This call capacity is shared by all Standard User Bundle stations associated with this site. Not applicable to Premier sites which include the trunk capacity per user.
VCE Premier Station	Per Station	VCE Individual station with one assigned DID number with enhanced call handling office anywhere and the mobile and desktop Softphone UC clients.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.5.5 VCE Features

- **“VCE Features”** will be a Resource Unit.
- **Unit of measurement:** Various, see table below and Exh 4.1
- **Resource Unit Definition:** Optional features include the following:

Feature	Unit of Measurement	Description
Premier Fax only Station	Per Fax Station	VCE user type for fax machines connected to an analog telephone adapter. Used primarily for sending and receiving faxes either based on full telephone number, or extension.
Key System Packages	Per Site	<p>VCE Premier Key System is a feature rich Key System replacement solution. A single Office Key station can be assigned to multiple individual lines on a single device or multiple devices simulating a traditional squared key system.</p> <p>Premier Key System has 2, 4, 8, or 12 call capacity options: Supported devices are limited to VVX 300, VVX 400; Outbound calling number and name are displayed as the office site main number and name.</p>
Auto Attendant	Per Service	VCE Auto Attendants present callers with a recorded greeting describing options for routing calls. Once callers make a selection, they are transferred to the appropriate party. Site Administrators have access to a powerful web based tool to define how calls are to be transferred, upload greetings, define business hours, after hours and holiday schedule.
Hunt Group	Per Group	<p>A set of Stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. This Site Administrator is able to edit the group in real-time to respond to changing needs or workload. The number of hunt group needed is specified at the time of order.</p> <p>One Hunt group package is purchased per site. Any amount of individual Hunt Groups can then be ordered under that site package.</p>

Feature	Unit of Measurement	Description
Enhanced Call Queue	Per Queue	<p>Calls are placed into a call queue until one of the designated stations becomes available. A set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. The Site Administrator is able to edit the group in real-time to respond to changing needs or workload. The following additional call queuing functionality is included: 1) Call queue with configurable call volume 2) Custom entrance message upload option 3) Custom comfort message upload option 4) Configurable comfort message repeat timer 5) Customer music on hold upload option. Incoming calls that are held in the Call Queue do not use a Standard Trunk until the call is completed to an agent. Call queues provide an automated “answer” for all calls, with customizable greetings, comfort messages, and hold music for the caller to hear while held in a network-based call queue until an agent (i.e., an assigned user) answers the call. Call Queue reporting also provides visibility into the calling activity for each queue. This is an optional feature available at an additional charge.</p>
Stand-alone Voice Mail	Per Mailbox	<p>VCE The Messaging Station is a stand along voicemail box that can be utilized in a variety of applications. Messaging Station applications:</p> <ul style="list-style-type: none"> <li>- The Messaging Station can be stand alone and used as a general voicemail box.</li> <li>- The Messaging Station can be assigned to selection options under an auto attendant.</li> <li>- Calls can be forwarded to a Messaging Station if calls are not answered by a Hunt Group.</li> <li>- The Messaging Station utilizes one inbound Direct Inward Dial (DID) number.</li> </ul>



Feature	Unit of Measurement	Description
Mobile Client User	Per User	The Mobile App allows the use of an Apple or Android smartphone as an endpoint of the VCE service, allowing single number reach and enabling customers to always appear to be calling from their business regardless of their actual location. Placing Outbound Calls: When making calls, the end-user will be able to place calls using the user's "Business Identity" - that is, their My Phone number. This makes the call look just like a call made from their business desk phone. The VCE Mobile Client has access to the enterprise directory as well as contacts on the mobile device. Receiving Inbound Calls: By using this service, the customer can configure the solution so that calls to their Business Identity can ring their office line and mobile phone simultaneously. Inbound call features such as do not disturb, call waiting, call forwarding, etc. can be configured and managed via the client. This mobility allows users on the go to configure features that best suit their current needs. Push and Pull Active Calls: Active calls may be seamlessly transferred between the office phone and mobile phone. The service allows the user to "Pull" calls from their Office Anywhere phone to their office phone while on an active call. The user can also "Push" calls from their office phone to their Office Anywhere phone while on an active call. The client's ability to deliver the call over either voice or data network will ensure customers can have good voice quality, while enabling them to effectively manage their wireless device voice and data costs.
Soft-phone Client User	Per User	Virtual Communications Express Mobile Client for Windows and Mac computers
Instant Meeting Bridge	Per Bridge	A feature allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. A bridge can be owned by multiple conference moderators.
Instant Meeting Moderator	Per User	A feature allowing multiple callers to join in a single call which enables meetings among diversely located invitees at any time. Assign a Conference Moderator to invite callers and own the bridge. Moderators are assigned to users in MySite
Call Center Agent	Per User	To complement the network based call queuing functionality, the VCE Call Center service provides additional functionality which may meet the requirements better for Call Centers that need more routing functionality, more detailed reporting and web-based tools.



Feature	Unit of Measurement	Description
Call Center Supervisor	Per User	VCE Supervisors can monitor the status of agents, provide an emergency and escalation path for agents, participate as an agent to receive calls, move the position of callers waiting in queue, view the current activity in the Dashboard and view reports.
Call Recording	Per User	Provides fully hosted VCE solution to record, store, organize, and access recordings of customer calls. Service can be used to cost effectively address regulatory compliance obligations, monitor quality control, training, or dispute resolution. Call Recording is a site specific service, with each instance being able to record all calls relating to a specific DID on the same site. Assignment of the active DID to be recorded will be completed with MyAccount, and the site must have a quantity of Call Recording instances equivalent to the maximum number of DID's to be recorded at any given time
UCC package	Per User	The UC Applications Feature adds the following enhanced functionality to the UC-One clients; IM &P; M Room - Audio Conferencing; Guest Client Support; Desktop sharing (UC -Desktop Client only)
Enterprise Receptionist	Per User	The VCE Receptionist Console is a browser-based application for operators, receptionists and executive assistants to ease handling high volumes of incoming calls. The app provides a console with real-time availability status of monitored phone users. Calls can be placed on hold, or parked and picked up from any phone and the Directed Call Pickup feature allows a receptionist to answer others' phone lines, in their absence.
CRM Client	Per User	VCE CRM Connect
Intercom Paging	Per Group	Intercom Paging service allows a user to set up a one-way call to a group of up to 75 target users by dialing a number or extension. The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging. After speaking, the originator ends the page by hanging up the call.  The site administrator must configure both the targets/recipients of a page and define the list of users that are eligible to receive the page. Configurable options include:

Feature	Unit of Measurement	Description
		<p>Assigning the number and extension for the Group Paging service.</p> <p>Group Page name for easy identification on the dashboard.</p> <p>First name and last name for the Group Paging caller ID and enterprise directory listing.</p> <p>The caller ID labels – The number that a target receives when the page is initiated. This can be set to either the number for the paging group or the actual originator of the page.</p> <p>Paging targets – The list of targets for the page. The maximum number of targets for a single paging group is 75 targets. The eligible targets are any user within the enterprise. External numbers or other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as paging targets.</p> <p>Paging originators – The list of originators for the page. Any user within the enterprise can be assigned as an originator of a page. External numbers and other group services, such as Auto Attendants or Hunt Groups, cannot be assigned as paging originators.</p>

- **Source of measurement:** CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

### 2.5.6 Audio Conferencing Subscription Services

- **“Conferencing Subscription Services”** will be a Resource Unit.
- **Unit of measurement:** Various according to table below and Exh 4.1
- **Resource Unit Definition:** Audio Conferencing subscription services are comprised of the following options:

Line Item	Unit of Measure	Description
Instant Meeting Fee	Per Subscription	Subscription based on a range of number of ports ordered from 1-1000 ports.
Name User Meeting Center Suites – 1000 Participants	Per Host	Named user Meeting Center Suite Conference Services consist of: Named User Meeting Center, Named User Training Center, Name User Support Center; Name User Event Center. Each license can support up to 1000 participants per call for all centers except support center and the participant count is 5.
Name User Meeting Center – 1000 Participants	Per Host	Named user Meeting Center – Is a standalone service containing only Meeting Center. Each license can support up to 1000 participants.
Name User Training Center- 1000 Participants	Per Host	Named user Training Center is a standalone service and it is used by the training departments. Each license can support up to 1000 participants.
Name User Support Center – 5 Participants	Per Host	Name user Support Center delivers efficient, personalized customer service and IT support with helpdesk support tools for contact center agents. Includes video sharing, chat, co-browsing, remote desktop tools, session recording. Supports up to 5 simultaneous sessions with customers.
Name User Event Center - 1000 participant	Per Host	Name user Event Center is used to stage large-scale online events; Webinars, events and conferences,

		product launches, employee communications -- 1000 participants.
Name User Meeting Center Suites – 3000 Participants	Per Host	Named user Meeting Center Suite Conference Services consist of: Named User Meeting Center, Named User Training Center, Name User Support Center; Name User Event Center. Each license can support up to 3000 participants per call for all centers except support center and the participant count is 5.

- **Source of measurement:** CMDB
- **Measurement Type:** Period in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.5.7 Deleted.**

### 2.5.8 VoIP Set-up

- **“VoIP Set-Up”** will be a Resource Unit.
- **Unit of measurement:** Various according to table below and Exh 4.1
- **Resource Unit Definition:** This Resource Unit provides implementation of following items related to setting up a new VoIP site:

Feature	Unit of Measure	Description
DID Number Set-Up	Per DID	Coordinate acquisition of phone numbers for new site users. This item is rated at \$0
Service Establishment Fee	Per Site	Conduct data gathering and coordination with both VoIP implementation resources. This item only applies to new VoIP sites implemented after Commencement Date.
Analog Line	Per Circuit	Coordinate and execute implementation of new PSTN Line services where appropriate for backup trunking and local number support.
ISDN PRI	Per Circuit	Coordinate and execute implementation of new PSTN trunk services where appropriate for backup trunking and local number support.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes



**2.5.9 VoIP Concurrent Call Path (CCP)**

- **“VoIP CCP”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh 4.1.
- **Resource Unit Definition:** This set of Resource units provides the following capabilities:

Feature	Unit of Measure	Description
VoIP CCP	Per Concurrent Call Path	Concurrent call paths between users and the off-net endpoints (i.e., PSTN). Includes National LD but excludes International calling.
Trunking Premium	Per VOIP Enterprise	Provides additional capacity assignment to support full redundancy/availability to Enterprise level Bandwidth in the event of a geographically isolated SBC outage. Enterprise-level feature; Simplified billing structure based on Tiers; Enterprise Trunking Premium is a billable feature using 5 Tiers and Is charged on a Enterprise Level 1-100 Concurrent Calls ; 101-500 Concurrent Calls; 501-1000 concurrent Calls; 1001-5000 Concurrent Calls; >5000 Concurrent Calls
Trunking Route Overflow	Per Phone Number	Allows for 10 reachable IP addresses/SIP signaling targets and replaces Redirect to TN feature.

- **Source of measurement:** Supplier Call Detail Records (CDR)
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.5.10 VoIP Features**

- **“VoIP Features”** will be a Resource Unit.
- **Unit of measurement:** Various according to table below and Exh 4.2
- **Resource Unit Definition:** This RU covers the following features:

Feature	Unit of Measure	Description
Best + Tier 1 +50	Per group of bursted Calls	With minimum of 200 concurrent initial concurrent calls initially subscribed to for BEST + additional subscription, this feature enables customer to pull from a reserve tier of concurrent calls in the event there is an unexpected spike in traffic. This is an optional billable feature. Available in Tiered models of 50 100,200,300,400
Best + Tier 2 +100	Per group of bursted Calls	
Best + Tier 3 +200	Per group of bursted Calls	
Best + Tier 4 +300	Per group of bursted Calls	
Best + Tier 5 +400	Per group of bursted Calls	
Call Forwarding	Per Phone Number	Optional CF line level features = Always, Busy, No Answer and Unreachable (CFA,CFB,CFNA,CFU) Ability to bulk configure/activate/deactivate call forwarding features in the VoIP Customer Admin portal via a spreadsheet upload; Pre-configure and save up to 10 disaster recovery plans; Customer Administrators will have the access to enable these CF plans, not the end users.
DID Number	Per Month	Users are assigned a 10-digit directory number that can be used to place or receive calls directly to this phone, without forcing access via a central number. Incoming and outgoing calls can be placed/received via the phone. Verizon will maintain and manage spare DID numbers, in appropriate contiguous number ranges and in sufficient quantities, to ensure that customers whose current practice is to assign numbers within a particular range, or to assign contiguous or sequential numbers, will be able to continue that

		practice, including accommodating any reasonable potential growth
Voice Mails	Per Phone Number	Voicemail boxes to accept incoming calls and store messages are available and are billed per TN
Caller ID with Name - Inbound	Per Phone Number	Optional billable feature to deliver the calling name inbound; billable per concurrent call.
Auto Attendant Instances	Per Phone Number	<p>Answers phone and provides caller with transfer options to another phone, voicemail, or live operator. Enables service consistency across multiple locations. Supports</p> <ul style="list-style-type: none"> <li>Dialing by extension or name using Dual Tone Multi-Frequency (DTMF) digits ; Multiple tiers; Time of Day/Day of Week menu options</li> <li>Ability to configure or change greeting options via the Web</li> </ul>
Non-Published	Per Phone Number	A Non-Published telephone number is omitted from both the printed directory and from Directory Assistance
Additional Listing	Per Phone Number	Customer can choose, whether Supplier submits the data to the local Directory Service or not. That service is free of charge (basic listing) additional listings are billable. The Directory Entry forms are part of the Service Initiation Form (SIF).
Non-Listed	Per Phone Number	A Non-Listed number is omitted from the printed directory and appears only in Directory Assistance files
Operator Connect	Per Phone Number	3 <sup>rd</sup> PSTN Calling option for MS Teams customers (in addition to MS Calling Plans and Direct Routing)

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.5.11 PSTN Services

- **“PSTN Services”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit per month.
- **Resource Unit Definition:** Analog line and ISDN PRI circuits include a local access facility from the nearest serving wire center and includes the acquisition of the circuit through successful provisioning and triage/repair while the line is in service. The circuits will primarily be utilized for local backup for VoIP users in the event the customer site is isolated from the UCCaaS or VCE hosts. They will also be utilized along with gateways to provide local numbers where customer premises sites are out of the Supplier’s VoIP footprint. This RU works in conjunction with VoIP trunk RU’s, CPE (Phone Sets and Voice Gateways). The circuits provisioned will not support long distance outbound calling however users will be able to access Long Distance endpoints when the VoIP service is restored.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.5.12 Virtual Contact Center (VCC) Set-Up

- **“VCC Set-Up”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh. 4.1
- **Resource Unit Definition:** These Resource units are intended to establish new Call Center services created after commencement and includes the following:

Resource Unit	Unit of Measure	Description
Base Implementation	Per Business Unit	Includes data gathering on call flows, agent skill sets and prioritization attributes of a new service.
Per User Implementation Add-On	Per User	Fee to add new user to existing 'system'. This item is rated at \$0.

- Set up of a new VCC agent and is priced at \$0.
- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.5.13 Virtual Contact Center (VCC) Unique User**

- **“VCC Unique User”** will be a Resource Unit.
- **Unit of measurement:** Per User.
- **Resource Unit Definition:** Use of hosted contact center service platform, used in conjunction with an appropriate voice service.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes



**2.5.14 VCC Features**

- **“VCC Features”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh 4.1
- **Resource Unit Definition:** This Resource Unit covers the following VCC Features:

Resource Unit	Unit of Measure	Description
Additional Ports	Per Port	<p>"A universal port is a measure of the maximum number of simultaneous phone calls permitted for an inContact Business Unit. One universal port supports the ability to handle one voice-related (phone) contact. A universal port can be used for inbound calls (for IVR, ACD, or “pass-through” transfers) or outbound calls (agent-requested dials, dialer / callback / or other system generated dials, or the outbound leg of call transfers) One universal port is included with each unique logged in agent / supervisor (and with each Concurrent Agent license).</p> <p>Additional “stand-alone” ports may be required to properly support activities such as ACD queuing, IVR-only implementations (where no unique logged in agents / supervisors have been purchased), or campaign dialing programs (such as predictive dialing) where more the number of simultaneous calls often exceeds the number of unique logged in agents / supervisors.</p> <p>Measured per peak number of total ports configured during the billing interval LESS the peak number of unique logged in agents / supervisors for the billing interval. (One universal port is included with the purchase of each unique logged in agent / supervisor.) For example, a customer purchasing 100 “Unique Logged in Users” may have required capacity for 120 “Universal Ports”. In this situation, 100 of those “Universal Ports” are included in the ULIU license; the remaining 20 “Universal Ports” must be purchased as stand-alone or “additional” ports."</p>
Additional Storage	Per GB	<p>"File server disk space used by end users to store files such as call recordings and User-created files such as</p> <ul style="list-style-type: none"> <li>• Voice prompts</li> <li>• Scripts</li> <li>• Images</li> <li>• Log files</li> <li>• Voicemail</li> <li>• Scheduled Custom Reports etc.</li> </ul>

		Measured per peak number of gigabytes of disk space utilized during the billing interval LESS the number of Unique Logged In users for the billing interval. (One gigabyte of storage is included with the purchase of each Unique Logged In User.)"
Archive Storage	Per GB	Provides cost-effective long-term storage for data archiving requirements Billed per GB stored. Key product features & components: <ul style="list-style-type: none"> <li>• Lower data storage costs by eliminating the need to implement and maintain a separate storage infrastructure for long-term storage requirements</li> <li>• Seamless data transfer from short-term to long-term storage</li> <li>• Auto purge data when it is no longer needed by defining "time to Live" based on the type of data stored</li> <li>• Scalable cloud infrastructure</li> <li>• State-of-the-art data encryption technology</li> </ul>
Retrieval Storage	Per GB	Provides metadata-based search capabilities to locate and retrieve data from long-term storage Billed per GB stored Key product features & components: <ul style="list-style-type: none"> <li>• Comprehensive metadata search capabilities for easy retrieval</li> <li>• Helps to restore files into Active storage for analysis, audits and other needs</li> <li>• Duration for which files are to be taken off Long-Term can be specified during retrieval</li> </ul>
Voice Recording	Per User	Add on feature to ULIA and ULIS or CA to allow PCI compliance for inbound and outbound phone calls. 1 PCI Level 1 Seat License - billed based on the highest number of users logged into the platform at any one time during the month
Outbound Dialing	Per Business Unit	Provides metadata-based search capabilities to locate and retrieve data from long-term storage Billed per GB stored Key product features & components: <ul style="list-style-type: none"> <li>• Comprehensive metadata search capabilities for easy retrieval</li> <li>• Helps to restore files into Active storage for analysis, audits and other needs</li> <li>• Duration for which files are to be taken off Long-Term can be specified during retrieval</li> </ul>
PCI Level 1	Per User	Add on feature to ULIA and ULIS or CA to allow PCI compliance for inbound and outbound phone calls. 1 PCI Level 1 Seat License - billed based on the highest number of users logged into the platform at any one time during the month

- **Source of measurement:** Supplier CMDB

- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.5.15 IP Contact Center (IPCC)**

- **“IP Contact Center (IPCC)”** will be a Resource Unit.
- **Unit of measurement: Various according to the table below and Exh. 4.1.**
- **Resource Unit Definition:** IPCC options are comprised of the following:

Resource Unit	Unit of Measure	Description
Toll Free T1/DAL (8001 Dedicated Termination)	Per Service Number or Per Trunk	Service termination features allow government organizations to direct incoming traffic to specific terminating locations with dedicated T1/PRI facilities
Toll Free Business Line/CBL (8003 Service Termination)	Per Service Number or Per Local DID	Service termination features allow government organizations to direct incoming traffic to specific terminating locations with common business lines facilities
Toll Free Service Feature - Alternate Routing)	Per Month	The monthly charge applies to each alternate plan being stored by Verizon for the customer.
Toll Free Service Feature - Alternate Routing Installation	Per Alternate Plan (Installation)	Installation charge applies to each alternate plan being implemented
Toll Free Service Feature - Alternate Routing Activation	Per Alternate Plan Activation	Activation Charge per Alternate Plan
Toll Free Service Feature - Alternate Routing Change	Per Alternate Plan Change	Any change in the number or make-up of alternate plans
Media Forking	Per Minute	Media Forking is priced per minute. Media Forking allows for the passive and secure integration between the inbound call and third party providers. Using a media relay, metadata information can be sent to a third party such as Pindrop while the call continues to the call center.
IP Interactive Voice Response (IP IVR)		
IP IVR Application	Per Month	This is the Monthly Charge to have an IPIVR Application. IP IVR provides customizable treatment, routing, and transfers for VoIP Inbound Toll Free and Local Origination calls that allow seamless internetworking between customer IP and TDM contact centers with the Verizon SS7 (PSTN) and IP networks
Remote Audio Update	Per Month	This is the Monthly Charge to have Remote Audio Update. (RAU) Remote Audio Update allows customers to make real-time (within 15 minutes) updates to their audio messages that callers hear. Using their assigned ID number and password,

		customers can dial into their application message and modify.
Network Database	Per Month	Network Database Routing is used to handle complex databases. Network Database Routing provides Verizon customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers for near real-time changes.
Admin Application For DTMF Updates	Per Month	Allows customers to perform administrative changes to IP-IVR
IP IVR Monthly, Weekly, Daily CCR	Per Month	CCRs are ASCII text records in a comma-delimited format that contain information about each call that Enhanced Call Routing answers. CCRs let customers create custom reports on ECR call statistics. Some of the information available in CCRs include: Date and time of the call, Call duration, Outdial attempts (including outdial sequence number, length of time outdialed party spoke to the caller, and the reason the outdial terminated, i.e., the caller hung up, transferred or received a busy signal).
IP IVR "Basic"(without Network Database)		
New IP IVR Application (1 to 50 messages)	One Time Charge (Install)	IP-IVR NRC, New Application Install charge up to 50 Messages
New IP IVR Application (50 + messages)	NRC (per block of 50 messages)	IP-IVR NRC, Per block of 50 Messages
IP IVR Logic/Database Change	Per Instance-(NRC)	IP-IVR NRC, Change to update a database
IP IVR Audio Change (per 50 messages)	Per Block of 50 Messages	IP-IVR NRC, per block of 50 Messages
Verizon Assistance w/Database Creation	Per Database	If required, this is the charge for Verizon to assist with Database creation
Verizon Assistance w/Database Changes	Per Change	If required, this is the charge for Verizon to assist with Database changes
Remote Audio Update Install	Per Install	Installation charge per IP-IVR application

Foreign Language Recording	Per Language, in addition to the IP IVR Change charge	Per language charge in addition to IP-IVR change to add new language
IP IVR "Advanced" (with Network Database)		
New IP IVR Application (1 to 50 messages)	One Time Charge (Install)	IP-IVR NRC, New Application Install charge up to 50 Messages
New IP IVR Application (50 + messages)	NRC (per block of 50 messages)	IP-IVR NRC, Per block of 50 Messages
IP IVR Logic/Database Change	Per Hour	Per hour charge to make database changes to a IP-IVR system logic
IP IVR Audio Change (per 50 messages)	Per Hour	Per hour charge to make Audio script changes to a IP-IVR
Network Database Install	Per Database	Install a new Data Base environment for sophisticated routing
Verizon Assistance w/Database Creation	Per Database	Charge to have Verizon assist a customer in building a or creating a Data base
Verizon Assistance w/Database Changes	Per Change	Charge to have Verizon assist a customer in making changes to a Data base
Remote Audio Update Install	Per Install	Installation charge to remotely change Audio scripts and recordings in an IP-IVR
Foreign Language Recording	Per Language, in addition to the IP IVR Change charge	Per Language charge in addition to the IP-IVR changes needed to add a new language to an IP-IVR

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.



**2.5.16 Digital CX**

- **“Digital CX” will be a Resource Unit.**
- **Unit of measurement: Various according to the table below and Exh. 4.1.**
- **Resource Unit Definition:** Digital CX options are comprised of the following:

Resource Unit	Unit of Measure	Description
<b>Virtual Agent -</b> 1 - 100k sessions 100k+ - 500k sessions 500k+ - 1M sessions	Sessions Per Month	The monthly flat rate includes a defined number of included sessions. A session is a single interaction with an end user on one channel for a duration of 10 minutes or less. If a session lasts longer than 10 minutes or moves to another channel, it will be charged as a second session. If the number of interactions exceed the ordered tier in any given month, then a per session overage charge will occur. A channel is an interface through which the user communicates with the Virtual Agent. Examples of a channel include websites, mobile apps, messaging platforms (e.g. Facebook Messenger, WeChat, etc.), social platforms (e.g. Facebook, Twitter, etc.), home assistants (e.g. Amazon Alexa, Google Home, etc.), and voice channels.
Virtual Agent - Implementation Small	Per Implementation	Implementation work includes: <ul style="list-style-type: none"> <li>- (3) Channels</li> <li>- (1) Language</li> <li>- (20) Use Cases</li> <li>- Standard Connectors Only</li> <li>- Provision and provide access to Virtual Agent environment for the Customer</li> <li>- Work with Customer to define the content that will be developed as the responses the Virtual Agent will deliver to users</li> <li>- Work with Customer to define the initial intents to be created and responses which should be given based on the intent</li> <li>- Configure the intent engine to handle the topics defined in the Detailed Requirements</li> <li>- Configure the conversation flow which defines what Virtual Agent does when certain intents are identified from the user utterances as well as greeting flows.</li> <li>- Deploy the Virtual Agent interface to a test website hosted for Customer</li> <li>- Develop and complete a plan to test the entire Virtual Agent flow</li> </ul>



		<ul style="list-style-type: none"> <li>- Provide a UAT plan for Customer to test the configured Virtual Agent</li> <li>- Assist the Customer to launch Virtual Agent access for users on the Activation Date</li> <li>- Provide Administrator Training and knowledge transfer</li> </ul>
<b>Virtual Agent - Implementation Medium</b>	Per Implementation	<p>Implementation work includes:</p> <ul style="list-style-type: none"> <li>- (5) Channels</li> <li>- (3) Language</li> <li>- (60) Use Cases</li> <li>- Standard Connectors or Integrations involving published API's</li> <li>- Provision and provide access to Virtual Agent environment for the Customer</li> <li>- Work with Customer to define the content that will be developed as the responses the Virtual Agent will deliver to users</li> <li>- Work with Customer to define the initial intents to be created and responses which should be given based on the intent</li> <li>- Configure the intent engine to handle the topics defined in the Detailed Requirements</li> <li>- Configure the conversation flow which defines what Virtual Agent does when certain intents are identified from the user utterances as well as greeting flows.</li> <li>- Deploy the Virtual Agent interface to a test website hosted for Customer</li> <li>- Develop and complete a plan to test the entire Virtual Agent flow</li> <li>- Provide a UAT plan for Customer to test the configured Virtual Agent</li> <li>- Assist the Customer to launch Virtual Agent access for users on the Activation Date</li> <li>- Provide Administrator Training and knowledge transfer</li> </ul>
<b>Virtual Agent - Implementation Large</b>	Per Implementation	<p>Implementation work includes:</p> <ul style="list-style-type: none"> <li>- (6) Channels</li> <li>- (5) Language</li> <li>- (90) Use Cases</li> <li>- Standard Connectors or Integrations involving published API's</li> <li>- Provision and provide access to Virtual Agent environment for the Customer</li> <li>- Work with Customer to define the content that will be developed as the responses the Virtual Agent will deliver to users</li> <li>- Work with Customer to define the initial intents to be created and responses which should be given based on the intent</li> </ul>

		<ul style="list-style-type: none"> <li>- Configure the intent engine to handle the topics defined in the Detailed Requirements</li> <li>- Configure the conversation flow which defines what Virtual Agent does when certain intents are identified from the user utterances as well as greeting flows.</li> <li>- Deploy the Virtual Agent interface to a test website hosted for Customer</li> <li>- Develop and complete a plan to test the entire Virtual Agent flow</li> <li>- Provide a UAT plan for Customer to test the configured Virtual Agent</li> <li>- Assist the Customer to launch Virtual Agent access for users on the Activation Date</li> <li>- Provide Administrator Training and knowledge transfer</li> </ul>
<b>Virtual Agent - Implementation Custom</b>	Per Hour	Custom implementation hours may be required to augment the fixed implementation packages for Virtual Agent or for the whole of the Specialty Bot implementation. Work with your Digital CX Solution Architect to determine if this is necessary and how to incorporate the additional description within your customer specific scope document. Custom hours will be determined on a case-by-case basis. An example where we would use this is in the case of integration with an unpublished API, which takes us beyond the scope of our packaged implementations.
<b>Knowledge Assist-</b> 1 - 250 agents 251+ - 500 agents 501+ - 750 agents 751+ - 1000 agents 1001+ - 1500 agents 1501+ - 2500 agents 2501+ - 5000 agents 5001+ - 7500 agents 7501 and up agents	Per Agent, Per Month	Knowledge Assist charges a per agent monthly charge based on the number of agents ordered. Customers can increase the number of agents ordered using a change order. There is no restriction in the software preventing additional agents from using Knowledge Assist., but when the number of named agents for Knowledge Assist exceeds 15% of the original ordered quantity for three consecutive months, Customer must place a change order to increase ordered quantity or tier to meet the actual usage amount going forward. The vendor will monitor this and let Verizon know when and if this applies, so that Verizon can engage the customer.
<b>Knowledge Assist - Additional Language</b> Each additional language	Per additional language Per Month	Knowledge Assist comes with a single language included. If customers would like content to be made available in additional languages there is a per language monthly fee.
<b>Knowledge Assist - Implementation Standard</b>	Per Implementation	The standard implementation package includes: <ul style="list-style-type: none"> <li>- Provision and provide access to a Knowledge Assist environment for the Customer.</li> <li>- Provision access to a browser-based user interface that allows the Customer to test the content configured for Knowledge Assist</li> </ul>

		<ul style="list-style-type: none"> <li>- Configure Knowledge Assist natural language processing examples to understand and respond in English</li> <li>- Provide configuration and author training to the Customer</li> <li>- Train and assist with pulling in existing content</li> <li>- Provide a plan for the Customer to test the configured Knowledge Assist platform (generally, the User Acceptance Test or UAT)</li> <li>- Assist the Customer to launch Knowledge Assist access for users on the Activation Date.</li> <li>- Provide rules for initial maintenance of the knowledgebase utilizing the Knowledge Assist Learner Tool and standard reports.</li> <li>- Provide Administrator Training and Employee end user 'Train the Trainer' Training.</li> </ul>
<b>Knowledge Assist - Implementation Custom</b>	Per Hour	Custom implementation hours may be required to augment the fixed implementation packages. Work with your Digital CX Solution Architect to determine if this is necessary and how to incorporate the additional description within your customer specific scope document. Custom hours will be determined on a case-by-case basis. An example where we would use this is in the case of integration with an unpublished API, which takes us beyond the scope of our packaged implementations.
<b>Live Agent</b> Per connected channel type (textual chat, voice, video)	Per Connection Type Per Month	Live Agent requires a monthly connection charge based on the number of connection types. Available connection types are textual chat, voice, or one/two way video. If a customer wants to enable all connection types that would be 3 connection types. This is per month, per connection type (chat, voice, video), independent of the number of agents.
<b>Live Agent – Co-Browse</b>	Per Month	Co-browse is an optional add-on and is charged as a flat monthly fee. Co-Browse is a Live Agent option that provides the ability for a human agent to co-browse on a website to assist end users.
<b>Live Agent – Implementation Standard</b>	Per Implementation	<p>The standard implementation package includes:</p> <ul style="list-style-type: none"> <li>- Provision an Live Agent environment for Customer by: <ul style="list-style-type: none"> <li>• Providing the Live Agent widget for deployment / customization by Customer.</li> <li>• Providing the URL to access the Live Agent platform</li> <li>• Configuring the available connection type for Customer: Voice, Video, Text Chat (any textual channel)</li> </ul> </li> <li>- Provide Administrator Training and Employee end user 'Train the Trainer' Training</li> </ul>

		<ul style="list-style-type: none"> <li>- Configure routing criteria in the Live Agent platform and provide associated guidance to Customer to enable integration to their contact center routing platform as shown in the Detailed Requirements, if applicable.</li> <li>- Configure solution to pass appropriate context.</li> <li>- Develop a plan to test the solution including End to End System Testing, Provide a Customer UAT plan.</li> <li>- Assist the Customer to launch Live Agent for users on the Activation Date.</li> </ul>
<b>Live Agent - Implementation Custom</b>	Per Hour	Custom implementation hours may be required to augment the fixed implementation packages. Work with your Digital CX Solution Architect to determine if this is necessary and how to incorporate the additional description within your customer specific scope document. Custom hours will be determined on a case-by-case basis. An example where we would use this is in the case of integration with an unpublished API, which takes us beyond the scope of our packaged implementations.
<b>Social Command Center -</b> 1 - 50K social posts 50K+ - 250K social post 250K+ - 1M social posts 1M+ - 5M social posts 5M+ - 10M social posts 10M+ - 15M social posts 15M+ - 20M social posts 20M+ - 30M social posts 30M+ - 40M social posts 40M+ - 50M social posts 50M+ - 75M social posts 75M+ - 1B social posts	Post Per Month	Social Command Center is an optional add-on to Social Intelligence and will use the same tier as determined for Social Intelligence. There is no additional implementation for Social Command Center, as it is included in the implementation package for Social Intelligence.
<b>Social - Implementation Standard</b>	Per Implementation	The standard implementation package applies to Social Intelligence and Social Command Center and is the same regardless of whether one or both are ordered. The standard implementation package includes the following: <ul style="list-style-type: none"> <li>- Provision a Social Intelligence / Social Command Center environment for Customer</li> <li>- Configuration of Social Intelligence/Social Command Center</li> <li>- Provide Administrator Training and Employee end user 'Train the Trainer' Training</li> <li>- Configure routing criteria in the Social Intelligence / Social Command Center</li> <li>- Develop a plan to test the entire solution including, End to End System Testing and Provide a Customer UAT plan.</li> <li>- Assist the Customer to launch Social Intelligence / Social Command Center access for users on the Activation Date.</li> </ul>

<b>Social - Implementation Custom</b>	Per Hour	Custom implementation hours may be required to augment the fixed implementation packages. Work with your Digital CX Solution Architect to determine if this is necessary and how to incorporate the additional description within your customer specific scope document. An example where we would use this is in the case of integration with an unpublished API, which takes us beyond the scope of our packaged implementations.
<b>Social Intelligence -</b> 1 - 50K social posts 50K+ - 250K social post 250K+ - 1M social posts 1M+ - 5M social posts 5M+ - 10M social posts 10M+ - 15M social posts 15M+ - 20M social posts 20M+ - 30M social posts 30M+ - 40M social posts 40M+ - 50M social posts 50M+ - 75M social posts 75M+ - 1B social posts	Per Post Per Month	Social Intelligence is required when purchasing the social components of Digital CX, and are charged based on the committed volume tier of public social media posts to be mined. There is no restriction in the software preventing additional social media posts from being mined, the usage of the social media post tier Social Intelligence, exceeds 15% of the original ordered quantity for three consecutive months, Customer must place a change order to increase ordered quantity
<b>Social Intelligence – Historical Data Analysis</b>  1 - 1M social posts mined 1M+ - 5M social posts mined 5M+ - 10M social posts mined greater than 10M social posts mined	Per Post	As part of a Social Intelligence implementation, Customers can optionally elect a one-time services engagement to retrieve historical social posts. The price is determined by the number of posts they would like to retrieve and load into the system.
<b>Social Outbound Campaign -</b> 1 - 50K social posts 50k+ - 250K social posts 250k+ - 1M social posts 1M+ - 5M social posts 5M+ - 10M social posts 10M+ - 15M social posts 15M+ - 20M social posts 20M+ - 30M social posts 30M+ - 40M social posts 40M+ - 50M social posts 50+ - 75M social posts 75M+ - 1B social posts	Per Post Per Month	Social Outbound Campaigns is an optional add-on to Social Intelligence and will use the same tier as determined for Social Intelligence. Social Intelligence is required when purchasing the social components of Digital CX, and are charged based on the committed volume tier of public social media posts to be mined. Customers can increase tiers, but cannot decrease. There is no restriction in the software preventing additional social media posts from being mined, when the usage of the social media post tier Social Intelligence, exceeds 15% of the original ordered quantity for three consecutive months, Customer must place a change order to increase ordered quantity.
<b>Connectors - Standard Connector / Verizon Connector –</b>  Implementation (WebRTC Voice / Video only)	Per Connector Implementation	Implementation for connectors are required if the connector will make use of the voice or video via WebRTC and will involve the following activities: - Apply the connector integration between Digital CX and third party or Verizon products

		<p>- Provide widget for deployment/customization by Customer on end channels</p> <p>- Testing and User Acceptance Testing plan</p> <p>The Verizon connector would be used for one specific use case: you want to be able to move a conversation with the Virtual Agent over to a (human) agent using VCC's chat feature.</p> <p>There are several types of standard connectors, for things like connecting the virtual agent to Salesforce or Genesys.</p> <p>Note that this implementation charge only applies when the connector is being used for WebRTC voice or video. There is no implementation charge for the connector if only using it for text-based communication.</p>
<b>SMS - Implementation</b>	Per Implementation	This is a one-time implementation charge that is independent of how many actual SMSs are sent. Note that there is a per-SMS (or per MMS) charge that also applies. Implementation for SMS/MMS is required if Verizon provides the SMS code for the customer and charged as a per SMS code.
<b>SMS - Implementation Custom</b>	Per Hour	<p>SMS custom implementation hours can be applied in conjunction with standard per SMS code implementation above to address requirements over and above the standard implementation. This will be quoted as a fixed quantity of hours per specific implementation including:</p> <ul style="list-style-type: none"> <li>- Develop custom code for integrations between Digital CX features and third party systems</li> <li>- Develop new or additional API calls for the Digital CX features</li> </ul>

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

## **2.6 Discretionary Items**

### 2.6.1 Miscellaneous Services

- **“Miscellaneous Services”** will be a Resource Unit.
- **Unit of measurement:** Various as indicated below and Exh 4.1.
- **Resource Unit Definition:** Optional charges for Customer-elected activities related to all products:

Resource Unit	Unit of Measure	Description
Extended Demarc	Per Circuit	Installation of wiring that extends wiring from the circuit LEC demarcation point (the point at which the LEC’s regulated network ends and Customer’s inside wire responsibility begins) to a point adjacent to Customer’s network or equipment, as directed by Customer. Includes one (1) service call, 2 hours onsite labor, up to 150 feet Cat 3, Cat 5 or Cat 5E cable, connectors, ty-wraps/straps, jack, face plate, cable test.
Inside Wiring	Per Cable	Installation of wiring to connect two items of Customer equipment. While building owners are normally responsible for inside wiring beyond the main cross connect point, in some cases agencies or customers will request the Supplier supports adds, moves or changes to inside wiring. Includes one (1) service call, 2 hours onsite labor, up to 150 feet Cat 3-6, connectors, ty-wraps/straps, jack, face plate, cable test.
Expedite	Per Order	Customer requested service delivery in less than the standard service delivery interval as agreed to in the SMM.
Demand Dispatches	Per Dispatch	Customer-elected dispatch of Supplier Personnel to Customer Site.
No Fault Found Dispatches	Per Dispatch	Customer-elected dispatch of Supplier Personnel to Customer Site to resolve service issue, if no fault is found, this charge will apply. This change is priced at \$0.
Physical Change	Per Site	Change to the service or device that requires on-site effort by Supplier personnel. This change is priced at \$0.
Hard MAC	Per Change	Move, Add or Change to device that requires on-site effort by Supplier personnel. This change is priced at \$0.



Reconfiguration	Per Circuit	Reconfiguration of equipment, circuit or service. This change is priced at \$0.
Reconfiguration - Bandwidth	Per Port	Charge that applies when a Customer requests a non-Physical change to an existing PIP ports bandwidth. This change is priced at \$0.
Site De-Installation	Per Site	De-installation of all Verizon provided equipment from customer site and disposal of equipment in accordance with VITA policies. This change is priced at \$0.
Physical Site Survey	Per Site	A survey of the proposed location for installing CPE and a report on that location's suitability for that purpose with respect to environmental conditions (e.g., temperature, humidity, obvious contaminants, or nearby magnetic radiation sources), the availability of an appropriate power source, and the need for any additional inside wiring. Includes one (1) service call, up to 2 total hours of labor, and site survey report.
Remote Site Survey	Per Site	A remote survey of the proposed location for installing CPE and a report on that location's suitability for that purpose with respect to environmental conditions (e.g., temperature, humidity, obvious contaminants, or nearby magnetic radiation sources), the availability of an appropriate power source, and the need for any additional inside wiring. This type of survey involves Supplier personnel obtaining answers to a series of questions by Customer on-site personnel. Includes 1 business hour remote labor and site survey report. This change is priced at \$0.
Pending Order Cancellation	Per Order	Charge that applies when Customer requests cancellation of a pending Service Modification order. This change is priced at \$0.
Pending Order Change	Per Order	Charge that applies when Customer requests a modification to a pending Service Modification order. This change is priced at \$0.
Rescheduling Charges	Per Order	Fee for rescheduling onsite technician due to customer not ready or available. This change is priced at \$0.
Service Date Change	Per Order	A change in the pending order due date requested by the customer, provided the new due date is no more than 30 calendar days beyond the original due date. Service date

		change charges will be assessed for each occurrence. This change is priced at \$0.
Administrative Change	Per Change	Charge for changes to an Internet Port after installation including billing address, customer contact, etc. This change is priced at \$0.

- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

## 2.6.2 Managed WAN Optional Change Management (OCM)

- **“Managed WAN OCM”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** Resource Unit Definition: Optional Change Management (OCM) activities for Managed WAN are included at no cost up to an annual cap of 0.5 OCM activities per WAN Device. If the total number of OCM activities exceeds that cap during any Contract Year, Supplier will complete the OCM activities in excess of that cap at no cost to VITA, but the excess OCM activities will not be counted as part of the applicable Service Delivery SLA. VITA may elect to acquire additional Supplier resources from the Rate Card to complete the excess OCM activities, in which case the OCM activity will be counted towards the applicable Service Delivery SLA. OCM activities prior to the completion of Managed Takeover will not be counted when determining if VITA has exceeded the cap.
- These changes are priced at \$0. Optional Changes include customer requested changes to service design and include the following activity:

Resource Unit	Unit of Measure	Description
Managed Migration – Basic	Per Device	Migration process to support moving from a 3rd party network to a managed PIP network and includes PIP design and Managed WAN implementation.
Managed Migration – Complex	Per Device	All features of managed migration and adds PIP service implementation and activation.
Hard MACD Type 1	Per MACD	A change which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.
Hard MACD Type 2	Per MACD	Multiple changes which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.
Site De-installation	Per Site	De-installation of all Supplier provided equipment from customer site and disposal of equipment in accordance with VITA policies.

- **Source of measurement:** Supplier CMDB.
- **Measurement Type:** Point in time measurement

- **Costs recovered:**

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.6.3 Managed LAN Optional Change Management (OCM)

- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** Resource Unit Definition: Optional Change Management (OCM) activities for Managed LAN are included at no cost up to an annual cap of 0.5 OCM activities per LAN Device. If the total number of OCM activities exceeds that cap during any Contract Year, Supplier will complete the OCM activities in excess of that cap at no cost to VITA, but the excess OCM activities will not be counted as part of the applicable Service Delivery SLA. VITA may elect to acquire additional Supplier resources from the Rate Card to complete the excess OCM activities, in which case the OCM activity will be counted towards the applicable Service Delivery SLA. OCM activities prior to the completion of Managed Takeover will not be counted when determining if VITA has exceeded the cap.
- These changes are priced at \$0. Optional Changes include customer requested changes to service design and include the following activity:

Resource Unit	Unit of Measurement	Description
Soft MACD Type 1	Per MACD	A single change which can be performed remotely by Supplier. No truck roll or site visit is required by a Supplier technician.
Soft MACD Type 2	Per MACD	Multiple changes which can be performed remotely by Supplier. No truck roll or site visit is required by a Supplier technician.
Hard MACD Type 1	Per MACD	A change which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.
Hard MACD Type 2	Per MACD	Multiple changes which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.
Site De-installation	Per Site	De-installation of all Supplier provided equipment from customer site and disposal of equipment in accordance with VITA policies.

- **Source of measurement:** Supplier CMDB

- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

#### 2.6.4 Managed WLAN Optional Change Management (OCM)

- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** Resource Unit Definition: Optional Change Management (OCM) activities for Managed WLAN are included at no cost up to an annual cap of 0.5 OCM activities per WLAN Device. If the total number of OCM activities exceeds that cap during any Contract Year, Supplier will complete the OCM activities in excess of that cap at no cost to VITA, but the excess OCM activities will not be counted as part of the applicable Service Delivery SLA. VITA may elect to acquire additional Supplier resources from the Rate Card to complete the excess OCM activities, in which case the OCM activity will be counted towards the applicable Service Delivery SLA. OCM activities prior to the completion of Managed Takeover will not be counted when determining if VITA has exceeded the cap.
- These changes are priced at \$0. Optional Changes include customer requested changes to service design and include the following activity:

Activity	Unit of Measure	Description
Implementation (Modify Existing)	Change per device	Implementation of Designs below
Design (Single Feature/Protocol)	Change per device	Simple Design
Design Plus (Multiple Feature/Protocol)	Change per device	Complex Design
Soft MACD Type 1	Per MACD	A single change which can be performed remotely by Supplier. No truck roll or site visit is required by a Supplier technician.
Soft MACD Type 2	Per MACD	Multiple changes which can be performed remotely by Supplier. No truck roll or site visit is required by a Supplier technician.
Hard MACD Type 1	Per MACD	A change which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.
Hard MACD Type 2	Per MACD	Multiple changes which requires a Supplier technician to be on-site to perform the MACD even if no hardware is replaced or added.

Site De-installation	Per Site	De-installation of all Supplier provided equipment from customer site and disposal of equipment in accordance with VITA policies.
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- **Sour**
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.



### 2.6.5 Secure Gateway Related Services

- **“Secure Gateway Related Services”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** Optional Change Management (OCM) activities for Secure Gateway Devices are included at no cost up to an annual cap of 0.5 OCM activities per Device. If the total number of OCM activities exceeds that cap during any Contract Year, Supplier will complete the OCM activities in excess of that cap at no cost to VITA, but the excess OCM activities will not be counted as part of the applicable Service Delivery SLA. VITA may elect to acquire additional Supplier resources from the Rate Card to complete the excess OCM activities, in which case the OCM activity will be counted towards the applicable Service Delivery SLA. OCM activities prior to the completion of Managed Takeover will not be counted when determining if VITA has exceeded the cap.

These changes are priced at \$0. Optional Changes include customer requested changes to service design and include the following activity:

Resource Unit	Unit of Measure	Description
Secure Gateway Design (Single Feature/Protocol)	Per Feature/Protocol	Addition of a single new feature, protocol or application/policy that does not currently exist in the Customer Network; e.g. add DHCP, QoS, NAT Router configuration, Application Aware Routing, etc.
Secure Gateway Design Plus (Multiple Feature/Protocol)	Per Device	Addition of multiple new features, protocols or application/policy which cannot be modeled after an existing device already implemented in the Customer network, e.g. adding new protocols such as DHCP, NAT, EIGRP, HSRP, Application Aware Routing, etc. Note: Customer may elect to create new design at one site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate across other sites by selecting Implementation for the remaining sites.
Secure Gateway Application of Design Changes	Per Device	Application of design changes developed through design change process.

- **Source of measurement:** Supplier CMDB

- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

### 2.6.6 Phone Accessories

- **“Phone Accessory”** will be a Resource Unit.
- **Unit of measurement:** Per Device.
- **Resource Unit Definition:** Charges for Customer-elected accessories, such as headset, wall-mount bracket, or power adapter, used in conjunction with CPE Use telephone equipment. This resource unit definition includes the line items in the table below:

Line Item Name	Unit of Measure	Description	Related Line Items
Phone wall mount	Per Device	Wall Mount Faceplate	VCE Service
Phone Accessory-Wall Mount Kits	Per Device	Wall Mount Kit	VCE/UCCaaS
Plantronics headset 740SS	Per Device	Wireless (DECT) headset with range of up to 350 ft. Ability to switch between headset and mobile phone with the touch of a button.	VCE/UCCaaS Services
Plantronics headset PTfocus	Per Device	Stereo Bluetooth headset with Active Noise Canceling (ANC), 30 ft range, 12 hrs talk time.	VCE/UCCaaS Services
Polycom USB video Camera	Per Device	Polycom HD Video resolution (720 p, 30 fps) with H.264 compression <ul style="list-style-type: none"> <li>• Camera lens shutter for privacy</li> <li>• Adjustable-angle camera</li> <li>• USB plug and play</li> </ul>	VCE Services

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point Measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: No. Items are self-installed by Customer.
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: No. Items are consumables and are not covered by maintenance.

**2.6.7 VCC Related Services**

- **“VCC Related Services”** will be a Resource Unit.
- **Unit of measurement:** Various as indicated below and in Exh 4.1
- **Resource Unit Definition:** Charges for customer elected discretionary services used to enhance existing Contact Center capabilities include the following:

Resource Unit	Unit of Measurement	Description
Professional Services Hours	Per Hour	Hourly rate available for projects approved by inContact’s Professional Services team.
Travel & Expense Units	Per Unit	All services that involve on-site engagement with customers are subject to travel and expenses. Such costs include, but are not limited to, transportation fees, lodging, and meals. To simplify billing through the reseller relationship, inContact will round the total travel and expenses to the nearest dollar and will assess the charge by adjusting the quantity value based on a per-unit price of \$1.00.
Basic Self-Service IVR	Per Instance	<ul style="list-style-type: none"> <li>• Adds data lookup to one internal Virtual Contact Center hosted database table; up to 25 menu options (no external data integration)</li> <li>• Up to 3 database “calls” (lookup only); increases deployment timeline up to 60 days</li> </ul>
Premium Self-Service IVR	Per Instance	<ul style="list-style-type: none"> <li>• Adds integration to one external CRM/database; up to 50 menu options</li> <li>• Up to 3 database/web service “calls” (lookup, push or update); not all external CRM solutions supported</li> <li>• Automated Speech Recognition (ASR) not included</li> <li>• Increases deployment timeline up to 60 days</li> </ul>
Automated Speech Recognition (Per 10 Actions)	Per Instance	Implementation includes the setup of up to 10 ASR functions within customer IVR scripting.
CRM-Driven Screen Pop / Call Routing	Per Instance	<ul style="list-style-type: none"> <li>• Adds integration to one CRM solution to support a screen-pop or custom call routing</li> <li>• Up to 3 web service “calls” (lookup only); not all external CRM solutions supported</li> <li>• This service package was included in the original MSRA</li> </ul>

Resource Unit	Unit of Measurement	Description
		and remains available for any VCC customers contracted with this particular definition.
Named Agent Routing	Per Business Unit	<ul style="list-style-type: none"> <li>• CRM integration check to find last agent spoken with</li> </ul>
Auto Attendant Implementation	Per Business Unit	<p>Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users.</p> <p>VCC Professional Services must implement the solution</p>
CXone Pro Quality Management with Voice Recording	One Time Implementation (NRC)	<p>Implementation and setup of CXone Quality Management and Audio Recording</p> <ul style="list-style-type: none"> <li>- Billed as a one time (non-recurring) charge</li> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> </li> </ul> <p>Note: This requires the use of User Hub. User Hub is not an orderable feature, but an interface requirement which will not impact cost.</p> <p>Please review the requirements for use of User Hub on Insite</p> <p>NOTE: You must also order: CXone Pro Quality Management Pro Training</p>
CXone Pro Quality Management Pro Training	Per Training Class	<p>Training on the CXone QM Pro platform to create custom QM forms, search for and evaluate calls, pull data for analysis, and calibrate for consistency. The training includes:</p> <ul style="list-style-type: none"> <li>- Remote Instructor led Virtual training via WebEx</li> <li>- Estimated training duration - 2 days</li> </ul>



Resource Unit	Unit of Measurement	Description
		<ul style="list-style-type: none"> <li>- Number of Attendees: Capped at 12 participants</li> <li>- Billed per course as a one time (non-recurring) charge</li> </ul>
NICE Workforce Management Essentials Implementation	Per Business Unit	<p>Delivers / Includes:</p> <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session and documentation</li> <li>• Integration with inContact ACD</li> <li>• Initial System Configuration</li> <li>• 5 days public training for up to 4 customer users at the inContact training center*</li> <li>• User acceptance testing</li> <li>• Go live support</li> <li>• 3 days of on-site follow up**</li> <li>• Remote enablement except where noted</li> </ul> <p>*Additional training days may be added to support additional users</p> <p>**Travel and expenses not included</p>
NICE Workforce Management Advanced Implementation	Per Business Unit	<p>Delivers / Includes:</p> <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session and documentation</li> <li>• Integration with inContact ACD</li> <li>• 2 hour virtual best practices session before go live</li> <li>• Initial System Configuration</li> <li>• 5 days public training at the inContact training center OR 5 days private training at customer's location**</li> <li>• 4 hours of virtual training on advanced practices</li> <li>• Go live support</li> <li>• 3 days of on-site follow up**</li> <li>• Remote enablement except where noted</li> </ul> <p>**Travel and expenses not included</p>
NICE Workload Manager Implementation	Per Business Unit	<p>Delivers / Includes:</p> <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session and documentation</li> <li>• Initial System Configuration</li> <li>• User acceptance testing</li> <li>• Application training included with Workforce Management training</li> <li>• Go live support</li> <li>• Remote Enablement</li> </ul>

Resource Unit	Unit of Measurement	Description
NICE WFM Advanced Plus Implementation	Per Business Unit	<p>Delivers / Includes:</p> <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session and documentation</li> <li>• Initial System Configuration</li> <li>• User acceptance testing</li> <li>• Application training included with Workforce Management Advanced sessions</li> <li>• Go live support</li> <li>• Remote Enablement</li> </ul>
NICE Interaction Management Implementation	Per Business Unit	<p>Delivers / Includes:</p> <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session and documentation</li> <li>• Integration with inContact ACD</li> <li>• Initial System Configuration</li> <li>• Four total hours of remote training</li> <li>• User acceptance testing</li> <li>• Go live support</li> <li>• Post go live follow up</li> </ul>
CXone Pro Screen Recording Pro	One Time Implementation (NRC)	<p>Implementation of CXone Screen Recording</p> <ul style="list-style-type: none"> <li>- Billed as a one time (non-recurring) charge</li> <li>- Implementation includes: <ul style="list-style-type: none"> <li>- Implementation manager who oversees the project from start to finish</li> <li>- Business requirements session and documentation</li> <li>- Initial System Configuration</li> <li>- Application Overview</li> <li>- User acceptance testing</li> <li>- Go live support</li> <li>- 2 weeks of Post Go Live Support</li> </ul> </li> </ul> <p>Note: This requires the use of User Hub. User Hub is not an orderable feature, but an interface requirement which will not impact cost.</p>



Resource Unit	Unit of Measurement	Description
		Please review the requirements for use of User Hub on Insite
Implementation of Feedback Management VoC Basic	NRC	<p>-Billed as a one-time (non-recurring) charge</p> <p>Includes 1 channel (either of IVR, Email, Web Intercepts, or Chat)</p> <p>-Implementation includes:</p> <p>-Setup of a out of box single survey on one channel with corresponding reports</p> <p>-Unlimited access to online self-guided training</p> <p>-VoC Basic offers no customization</p>
Implementation of Feedback Management VoC	NRC	<p>Includes one channel (either IVR, Email, Web Intercepts, or Chat) is billed as a one-time (non-recurring) charge.</p> <p>-Implementation includes:</p> <p>-Setup of a single survey on one channel (additional channels incur additional non-recurring implementation charges per channel)</p> <p>-Configuring alerts, notifications &amp; escalation workflows</p> <p>-Set up 2 dashboards</p> <p>-Provide 3 hours of training for Power Users on how to use and navigate the system</p> <p>-Power Users should complete the NPX platform training prior</p>
Feedback Management Addl Channel Build	Per Instance/NRC	<p>Billed as a one time (non-recurring) charge</p> <p>- Build includes: 1 survey build on the new additional survey channel of choice (IVR, Email, Chat, Web Intercept)</p> <p>- Configure the dashboard for reporting</p>

Resource Unit	Unit of Measurement	Description
		The managed services team will build the survey on selected survey channel
Feedback Mgt Add'l Survey Build	Per Instance/NRC	Feedback Mgt Add'l Survey Build
Implementation of Feedback Mgt Speech to Text	NRC	Billed as a one time (non-recurring) charge, includes the Setup of IVR surveys that can have verbatims transcribed to text.
Implementation of Feedback Management Automated Text Analytics	NRC	Billed as a one time (non-recurring) charge - Implementation includes: - Setup and configuration of the automated Text Analytics Tags - Set up of the alerts, notification rules - Training for the power user on tag management
Implementation of CXone Feedback Management API Connector	NRC	Billed as a one time (non-recurring) charge - Implementation includes: - Professional Services help to configure the connector to a single CRM application - The customers IT will need to open the API's to allow for the connection
inView Standard Implementation	Per Business Unit	Implementation and setup of inView Performance Management • 3 dashboard built for director, supervisor and agent during implementation • Access for supervisors and agents to dashboard • Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access • Two hour remote education • eLearning access and training guides
inView Salesforce.com Integration	Per Business Unit	Integration and setup of inView in Salesforce • 3 dashboard built for director, supervisor and agent during implementation • Access for supervisors and agents to dashboard • Supervisors can customize modules, dashboards, objectives, metrics, users, profiles, and security access

Resource Unit	Unit of Measurement	Description
		<ul style="list-style-type: none"> <li>• Two hour remote education</li> <li>• eLearning access and training guides</li> </ul>
inContact Advanced Analytics	Per Business Unit	Delivers / Includes: <ul style="list-style-type: none"> <li>• Project manager and Implementation manager who oversees the project from start to finish</li> <li>• Business requirements session</li> <li>• Initial System Configuration</li> <li>• 2 hour remote application training</li> <li>• User acceptance testing</li> <li>• Go live support</li> <li>• Remote Enablement</li> </ul>
Inbound SMS Application Fee (Per BU) - SETUP	Per Business Unit	A one-time charge to setup a Business Unit for Inbound (patron and agent conversations) SMS in the carrier's system.
Inbound SMS Implementation	Per Business Unit	Implementation and setup of inContact's Inbound SMS product
inContact Social Media Implementation	Per Business Unit	Implementation includes <ul style="list-style-type: none"> <li>• Creation of a single instance of the Social Media application for the BU</li> <li>• Setup of the base configuration/social fee collection</li> <li>• Setup of routing logic for social contacts in the inContact platform (work item)</li> <li>• Up to 10 live search keywords/terms configured within the solution</li> <li>• 2 hours of education/training from Social Media</li> </ul>
SMS Long Code - SETUP	Per Code	Implementation and setup of inContact's Inbound SMS product
SMS Short Code - SETUP	Per Code	Setup/establishment of a single SMS Short Code for use
SMS Custom Short Code - SETUP	Per Code	Setup/establishment of a single SMS Custom Short Code for use
SMS Toll Free Long Code - SETUP	Per Code	Setup/establishment of a single SMS Toll Free Long Code for use
Personal Connection Dialer Installation (up to 50 users)	Per Business Unit	Includes: <ul style="list-style-type: none"> <li>• Provisioning of Dialer feature</li> <li>• Assigned Implementation Consultant who remotely</li> </ul>

Resource Unit	Unit of Measurement	Description
		<p>oversees the implementation end-to-end</p> <ul style="list-style-type: none"> <li>• 1-hour Business Requirements call that will serve as the basis for the Business Requirements Document (BRD). The Implementation Consultant will validate the configured software according to the BRD</li> <li>• Delivery of one custom Studio script. For example, the scripts can be used to provide standard call recording or a message laydown (agentless) application</li> <li>• Configuration of one campaign (skill)</li> <li>• Training provided with a combination of eLearning and remote WebEx courses</li> <li>• Implementation Consultant provides remote launch support during the day of the go live. The Implementation Consultant is available up to 2 weeks after the go live date to provide remote advice and answer questions</li> </ul>
Personal Connection Dialer Additional User Enablement	Per User	Setup of additional users above the initial 50 from Personal Connection Dialer Installation
Personal Connection 3rd party Software Integration	Per Instance	<p>Additional integration beyond standard implementation of the Personal Connection outbound dialer</p> <ul style="list-style-type: none"> <li>• 1 data source</li> <li>• Pull records from CRM or host system (check out)</li> <li>• Push information back to CRM or host system (check in)</li> <li>• Basic contact disposition</li> <li>• Basic outbound contact removal on inbound call</li> <li>• 1 additional customer selected interaction</li> </ul>
Outbound Email Campaign Implementation	Per Campaign	<p>A one-time setup fee to build an email skill and template and configure the customer's email service information in the inContact system</p> <p>Implementation includes inContact email configuration training for a customer administrator</p>
Outbound SMS Application Fee (Per BU) - SETUP	Per Business Unit	A one-time charge to setup a Business Unit for Outbound SMS in the carrier's system.
Outbound SMS Campaign Implementation	Per Campaign	<ul style="list-style-type: none"> <li>• A one-time setup fee to add the long or short code(s) to the inContact System and setup a skill and message template for one campaign</li> <li>• Implementation includes training for supervisor or</li> </ul>

Resource Unit	Unit of Measurement	Description
		administrator on how to configure on SMS skill and message template
Direct Data Access Activation	Per Business Unit	Implementation includes <ul style="list-style-type: none"> <li>• End-user is required to provide his/her own license to MS Excel 2010 or greater</li> <li>• inContact will provide instructions and support for establishing the Direct Data Access connection form MS Excel</li> <li>• Excel training or support not included.</li> </ul>
IPSec Implementation	Per Site	<ul style="list-style-type: none"> <li>• IPSec is a Virtual Private Network (VPN) established between Virtual Contact Center's Cloud and a customer's call center</li> <li>• Provides a secure IP connection that can be used to transport voice traffic, data traffic or both voice and data over the Internet</li> </ul>
Carrier DataCenter Connection	Per Rack Unit	Additional integration beyond standard implementation of the Personal Connection outbound dialer <ul style="list-style-type: none"> <li>• 1 data source</li> <li>• Pull records from CRM or host system (check out)</li> <li>• Push information back to CRM or host system (check in)</li> <li>• Basic contact disposition</li> <li>• Basic outbound contact removal on inbound call</li> <li>• 1 additional customer selected interaction</li> </ul>

- **Source of measurement: Supplier CMDB**
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes



**2.6.8 VCC Advanced Features**

- **“VCC Advanced Features”** will be a Resource Unit.
- **Unit of measurement:** Various according to table below and Exh. 4.1
- **Resource Unit Definition:** This Resource Unit covers the following VCC Advanced Features:

Feature	Unit of Measure	Description
<b>Advanced Features</b>		
Professional Services On-Demand	Per Quarter Hour	15 minute increments for small PS requests
Technical Account Manager	Per Business Unit	Lifecycle management assistance
Automated Speech Recognition	Per Minute (MRC)	inContact support directed-dialog ASR, meaning it accepts verbal input from a caller, converts the audio to a digital format, and then looks for a matching pattern based a defined list of acceptable responses. A variety of common commands are natively supported (e.g., “yes/no”, date, time, currency, numbers, and digits). Users can also define custom lists of words against which spoken utterances are compared. Billing is usage based and billed in six (6) second increments.
Auto Attendant	Per Configured User (MRC)	Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users. inContact Professional Services must implement the solution Reseller will not have any administrative access to the AA system. IF functionality is available at a later date, inContact will allow Reseller administrative access to the AA system. Billed based on the peak number of active users that log in to Auto Attendant during the month.
Auto Attendant Lite	Per Configured User (MRC)	Auto Attendant provides corporate directory management features and is a self-service call management solution for contact center agents and non-agent end-users.
inContact Agent for Sales Force	Per Use (MRC)r	A contact control interface that is embedded directly into the Salesforce CRM environment Billed per agent license on a monthly basis; allows flexibility to increase or decrease agent licenses on demand. Key product features & components:

		<ul style="list-style-type: none"> <li>• Salesforce Object Screen Pops</li> <li>• Click-To-Dial</li> <li>• Automatic Task/Activity creation</li> <li>• Hosted on the Salesforce AppExchange – 100% Cloud, no installation of package components is required on the desktop</li> <li>• Supports the following channels: voice, email, chat, work item</li> <li>• Supports both Sales Cloud and Service Cloud Console views</li> </ul>
inContact Agent for Oracle Service Cloud	Per User (MRC)	<p>Agent plugin into the Oracle Service Cloud CRM application allowing a tight integration between the Oracle entities such as Contacts, Cases, and Tasks and the inContact data and products. Configured Users are billed based on the highest number of users set up on the platform at any one time during the month. Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Full Voice Channel capabilities including Personal Connection</li> <li>• Work Item routing</li> <li>• Chat Channel support</li> <li>• Oracle Service Cloud data mapping from all Contacts</li> <li>• Agent indicators &amp; Marquee messaging</li> <li>• Contact History</li> </ul>
CXone Pro Quality Management with Voice Recording	Per Configured User (MRC)	<p>CXone Pro Quality Management with Voice Recording</p> <ul style="list-style-type: none"> <li>- Identify the right agents and interactions for evaluation as well as capture feedback and share across peers and groups. Includes CXone Audio Recording (provides audio recording, encryption, as well as search and playback of recorded interactions).</li> <li>- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month. This includes Admin users.</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Form Designer</li> <li>- Evaluation</li> <li>- Calibration</li> <li>- Dispute</li> <li>- Coaching</li> <li>- Dashboards</li> <li>- Quality Planner</li> <li>- Audio Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul> <p>NOTE: You must also order: CXone Pro Quality Management Pro Training</p>
CXone Pro Screen Recording Pro	Per Configured User (MRC)	<p>CXone Pro Screen Recording</p> <ul style="list-style-type: none"> <li>- Provides capture of screen activity on the agent desktop while the agent handles a phone interaction. (Screen recording must be associated with voice recording.)</li> </ul>



		<ul style="list-style-type: none"> <li>- Configured Users are billed based on the highest number of active users set up on the platform, associated with this product item, at any one time during the month.</li> <li>- Key product features &amp; components: <ul style="list-style-type: none"> <li>- Screen Recording (total or %-based)</li> <li>- Search</li> <li>- Playback</li> <li>- Encryption</li> </ul> </li> </ul>
Feedback Management VoC (Basic per BU)	MRC Per Business Unit	<p>Billed as a monthly recurring charge per contracted rate with up to 750 survey responses included.</p> <p>-Beyond the 750 response included, an Overage rate for each extra response is applied with the Feedback Mgt Addl Survey Response feature at contracted rate</p> <p>Feedback Management Platform provides single out-of-box post interaction survey that delivers in-depth out of box analytics and benchmarking capabilities</p> <p>-The VoC Basic option provides no customization to the out of box survey or reports.</p> <p>-Key product features &amp; components:</p> <p>-Ability to trigger Post Call Surveys Via channel (IVR, Email, Web Intercepts, Chat) depending on channel(s) purchased</p> <p>-Unlimited named users</p> <p>-1 channel is included</p> <p>-No Power User can be purchased as survey customization is not allowed</p>
Feedback Management VoC	MRC Usage Based on Number of Agents with Responses during the month	<p>Billed monthly based on number of agents with responses during the month.</p> <p>Provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.</p> <p>-Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>- Ability to survey via the following channels: (IVR, Email, SMS, Web Intercepts, Chat) depending on channel(s) implemented</li> <li>- Workflows to perform and measure follow-up actions</li> <li>- Ability to share dashboards and send PDF reports</li> <li>- Provides out-of-box advanced VoC analytics</li> <li>- 1 Power User per BU is included</li> <li>- Includes 30 responses per agent across all channels per month. Overage rate is applied per Feedback Mgt Addl Survey Response at contracted rate</li> <li>- Must choose channel(s), ordered separately</li> <li>- Minimum 50 agent licenses must be purchased.</li> </ul>
Feedback Mgt Addl Survey Response	MRC	<p>-Billed monthly based on total number of survey's received for each channel beyond surveys included with the Feedback Management VoC (Basic or Agent) feature.</p>

		<p>The survey responses can be collected on any channel configured on the platform.</p> <ul style="list-style-type: none"> <li>-Key product features &amp; components:</li> <li>-Ability to use responses to create dashboards and reports for different roles</li> <li>-Ability to create alerts and notification on responses for close loop process</li> <li>-Export response out of the application using scheduled jobs or APIs</li> </ul>
Feedback Management Speech to Text	MRC Per Business Unit	<p>Monthly recurring charge feature includes Up to 7500 transcribed responses before overage is applied</p> <ul style="list-style-type: none"> <li>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Mgt Addl Speech To Text Comments (per Survey)</li> </ul> <p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p>
Feedback Mgt Addl Speech To Text Comments	MRC Per Survey	<p>Billed monthly based on total verbatim transcription responses beyond the 7500 included with the Feedback Management Speech to Text (per BU) monthly recurring charge.</p> <p>IVR surveys can have verbatims transcribed to text with Sentiment analysis applied to it.</p> <ul style="list-style-type: none"> <li>- Ability to trigger alerts and notifications to specified people when a predefined criteria for a survey response is met.</li> <li>- Key words identified in the Speech to Text Transcription can be used in defining the alert criteria.</li> </ul>
Feedback Management Text Analytics (per BU)	MRC Per Business Unit	<p>Monthly recurring charge feature includes Up to 7500 text tagging comments before overage is applied.</p> <p>Ability to use workflow logic for alert, notifications and escalation based on the context in the survey text comments</p>
Feedback Mgt - Addl Text Analytics per (Email/pop up/Chat) Response text tagging comments	MRC/Per (Email/pop up/Chat) Response text tagging comments	<p>Billed monthly based on total Additional Text Analytics Tagging Comment beyond the 7500 included with the Feedback Management Text Analytics monthly recurring charge.</p>
Feedback Management Text Analytics Overage	Usage/Per (Email/pop up/Chat) Response text tagging comments	<p>Overage beyond what is included will be billed monthly at the contracted rate for Feedback Mgt - Addl Text Analytics per (Email/pop up/Chat) Response text tagging comments feature</p>

Feedback Management API Connector	MRC	<p>Billed as monthly recurring charge per the contracted quantity and rate</p> <p>Using the API connector the customer integrates Feedback Management with a single CRM application (either Salesforce or MS Dynamics).</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:</li> <li>- One way or two way integration mapped to post-interaction survey</li> <li>- Unlimited data transfer between the two systems (Feedback Management and the CRM)</li> <li>- Will require IT support to configure the API connector</li> </ul>
Feedback Mgt Academy and Research Access	MRC	<p>Billed as monthly recurring charge per the contracted quantity and rate</p> <p>Provides access to the Benchmarks and Certification and training side of the platform</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:</li> <li>- Access to the Annual benchmarks for Business-Business and Business-Consumer</li> <li>- NPX Education and Certification</li> <li>- NPS education</li> </ul>
Feedback Management Auto Translate	MRC Per Business Unit	<p>-Monthly recurring charge feature includes Up to 7500 response text comments before overage is applied</p> <p>-Overage beyond what is included will be billed monthly at the contracted rate for Feedback Mgt - Addl Auto Translate per (Email/pop up/Chat) Response text comment feature.</p> <p>Ability to translate the survey text comments from various languages supported by Google Translation API to English</p>
Feedback Mgt - Addl Auto Translate	MRC/Per (Email/pop up/Chat) Response text comment	<p>Billed monthly based on total Additional Auto Translate Response Text Comments beyond the 7500 included with the Feedback Management Auto Translate (per BU) monthly recurring charge.</p>
Feedback Mgt Addl Power User	MRC Per Power User	<p>Billed monthly per the contracted quantity and rate per each configured Power User.</p> <p>Feedback Management VoC per Agent includes 1 Power User. This additional Power User charge is Per configured Power User above the 1 included in Feedback Management VoC per agent.</p> <ul style="list-style-type: none"> <li>- Note: Power Users are not available with Feedback Management VoC Basic.</li> </ul>

		<p>The power user will be able to create surveys and assign roles and permissions</p> <ul style="list-style-type: none"> <li>- Key product features &amp; components:</li> <li>- Ability to create surveys</li> <li>- Assign roles and permissions</li> <li>- Build custom dashboard for all general users</li> </ul>
Feedback Management Add'l Application Language	MRC Per Enabled Application Language	<p>Billed monthly based on number of enabled application languages in the month</p> <p>Feedback Management VoC Supports 5 application languages – English, Spanish, French, German and Japanese</p> <p>The platform comes with one default primary application language, this feature provides additional application languages, as needed</p> <p>Provides the option to configure the application to work in an additional different languages based on user's preference</p> <ul style="list-style-type: none"> <li>-Key product features &amp; components:</li> <li>-Ability to enable additional application language</li> <li>-Users can set their preferred application language</li> </ul>
InView Performance Management	Per Configured User (MRC)	<p>A suite of management tools designed to facilitate performance of front-line service and sales activities by delivering real-time, personalized performance data to floor-level employees. Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level. Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Customizable graphical content and KPIs</li> <li>• Integrated KPIs from 3rd party data sources</li> <li>• Real-time and historical reporting</li> </ul>
InView Gamification	Per Configured User (MRC)	<p>1 Gamification uses a behavior-bases approach that encourages desired behaviors without supervisor involvement. It also enhances employee engagement Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Drive desired behaviors and increase autonomy and accountability</li> <li>• Create achievements, incentives, and challenges for agents to complete in order to ear coins, XP, and trophies</li> </ul>
InView Messaging	Per Configured User	<p>1 Messaging promotes collaboration and information consistency between employees, teams and business units. It can also enhance job satisfaction by providing a familiar social atmosphere often missing from the contact center due to restrictions on mobile device use in the work place</p>

		<p>Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Employees can easily communicate with others to ask questions or seek help using a social environment</li> <li>• Announcements and job aids can be broadcast to highlight important topics or disseminate helpful information</li> </ul>
InView Coaching and Learning Management	Per Configured User (MRC)	<p>The ability to document and trigger coaching sessions, either automatically or ad-hoc, reduced supervisory burden and enables cos/benefit analysis of training efforts. Configured Users are billed based on the highest number of users set up on the platform at any one time during the month and can be enabled at team level</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• Setup metrics and objectives</li> <li>• Performance based on metrics will trigger coaching sessions and trainings</li> </ul> <p>of package components is required on the desktop</p>
Inbound SMS Application	Per Month	<p>A monthly maintenance fee per Business Unit, which is a prerequisite to a short and/or long code. The Inbound SMS feature is meant for patrons who wish to initiate an agent conversation via SMS.</p> <p>Key product features &amp; components:</p> <ul style="list-style-type: none"> <li>• 2,000 monthly messages included (short/long code carrier surcharges still apply). Messages do not roll over to month to month.</li> <li>• Supports sending of messages to US destinations only. Messages configured for any other destination will be rejected by the carrier</li> </ul>
Incoming SMS - messages	Per Message	<p>Cost of receiving an individual text message from a patron into the inContact platform.</p> <p>Billed at the per message model</p>
SMS Long Code	Per Code (MRC)	<p>Dedicated, randomly assigned 10-digit telephone number that can carry limited traffic. Used to initiate from and send messages to destinations in the US only. Billed per code per month</p>
SMS Short Code	Per Code (MRC)	<p>Premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier. Used to initiate from and send messages to destinations in the US only. Billed per code per month</p>
SMS Custom Short Code	Per Code	<p>Premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the</p>

	(MRC)	customer and must be verified for availability by the carrier Used to initiate from and send messages to destinations in the US only Billed per code per month
SMS Toll Free Long Code	Per Code (MRC)	Premium dedicated (5 or 6 digit) service number, used in large scale mobile messaging. A custom short code is selected by the customer and must be verified for availability by the carrier Used to initiate from and send messages to destinations in the US only. Billed per code per month
inContact Social Media	Per Configured User (MRC)	Allows blended agents and ability to receive, handle and post social media interactions via Facebook and Twitter on both private and public channel Configured Users (agents or supervisors) are billed based on the highest number of users set up on the platform at any one time during the month with an Active Social Media Skill
Personal Connection Dialer	Per Configured User	Outbound dialing solution designed with patented technology that eliminates the awkward connection delay experienced by individuals targeted in predictive dialing outbound campaigns. By eliminating the connection delay between the agent and the target party, the target party is less likely to hang up. This results in more conversations and thus improved effectiveness against the outbound campaign objectives. Works natively in the inContact platform in both outbound and seamless blended modes The "Unique Logged In User" license includes campaign-based outbound dialing which is currently delivered using Personal Connection. Customers who purchase the "Unique Logged In User" model have one port for each user license and can purchase additional ports if needed to achieve the customers' business objectives. When purchased as an add-on to the Unique Logged In User or Concurrent Unbundled model, the Personal Connection license includes up to two (2) outbound-only ports. For clarity, a typical agent in this scenario would have access of up to three (3) total ports: one (1) included in the base Unique Logged In User/Concurrent license and up to two (2) additional outbound-only ports from the Personal Connection add-on license. Users are billed based on the peak number Users assigned to an active Dialer skill. The additional two (2) ports are calculated based on the peak number of allocated dialer ports utilized during the month. Any unused Configured Ports will be billed at the Universal Port cost. Billing reporting available upon request.
Outbound SMS Application MRC - (Per Business Unit)	Per Month	A monthly maintenance fee per Business Unit, which is a prerequisite to a short and/or long code. The Proactive Outbound SMS feature is meant for a customer who wants to initiate proactive messages to their patrons without involving an agent. A monthly carrier account maintenance fee per Business Unit,

		<p>which is a prerequisite to a short and/or long code and the proactive Outbound SMS feature</p> <p>Key Features:</p> <ul style="list-style-type: none"> <li>• 10,000 monthly messages included (short/long code carrier surcharges still apply).</li> </ul> <p>Messages do not roll over month to month</p> <ul style="list-style-type: none"> <li>• Supports sending of messages to US destinations only.</li> </ul> <p>Messages configured for any other destination will be rejected by the carrier</p> <p>NOTE: The following components are required to run at least one successful Outbound SMS Campaign:</p> <ul style="list-style-type: none"> <li>• At least one Personal Connection user</li> <li>• Short code or long code</li> </ul>
Outgoing SMS - messages	Per Message	Cost of sending an individual text message out from inContact to a patron Billed at a per message model
Outbound Email 100K - (Recurring)	Per Month	The ability to send outbound (proactive, agentless) email messages. Utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts. Email can be sent without agent involvement to a list provided by the user and merged with a template. Outbound Email 100K Package: Cost of sending up to 100,000 agentless outbound email messages per month per BU
Outbound Email 1.5M- (Recurring)	Per Month	The ability to send outbound (proactive, agentless) email messages. Utilizes Personal Connection (PC) to send one-way email messages to contacts in an email contact list. This cannot be combined into the same calling list or cadence as PC voice or SMS contacts.
Direct Data Access - (Per Business Unit)	Per Business Unit (MRC)	Direct Access provides a client with a secure connection from Microsoft Excel directly to the inContact data model for reporting and analytics using their existing inContact user credentials. Offering requires a one-time activation fee and then a monthly-recurring charge for continued access End-user is required to provide his/her own license to MS Excel 2010 or greater. inContact will provide instructions and support for establishing the Direct Data Access connection from MS Excel, but does NOT provide expertise, services, or resources for Microsoft's Excel product.
IP Sec	Per site (MRC)	IPSec is a Virtual Private Network (VPN) established between inContact's cloud and a customer's call center. Billed per VPN tunnel. It provides a secure IP connection that can be used to transport voice traffic, data traffic or both voice and data over the Internet. Packets are encrypted and then transported across the network where they are then unencrypted at the remote site. Only the remote site has the "keys" to unencrypt

		the data. Once unencrypted at the remote site it is then forwarded on to the client. Each customer considering using IPSec to secure their voice and data traffic will need to discuss their equipment options with their network equipment vendor to be sure it integrates with their existing equipment, is sized appropriately and can support the increased bandwidth required to encrypt and decrypt voice traffic.
Integrated Softphone - WebRTC (Integrated Softphone User)	Per Configured User	Integrated Softphone - WebRTC "Integrated Softphone User provides provides for Two-way voice connectivity between Agent and Virtual Contact Center platform using WebRTC (Web Real Time Communications) protocol. It provides embedded communications as a seamless component of the agent application for inbound and outbound phone skills. It allows agents to make clear web-based voice calls as an alternative to desktop Voice over IP (VOIP) softphones or hard phone alternatives with the same rich telephony features without leaving the browser. Integrated softphone is supported in MAX, Agent for Salesforce, and Agent for Oracle Service Cloud. The Integrated Softphone is fully integrated into the VCC MAX Interface. All voice communication controls are delivered via MAX. The MAX Integrated Softphone differs from other softphone solutions because it allows you to accept or reject call delivery in the Agent interface. This is possible because the voice path passes through Agent using the browser capabilities (WebRTC).- No separate downloaded softphones or desk-phones required.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes



- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

### 2.6.9 VoIP Related Services

- **“VoIP Related Services”** will be a Resource Unit.
- **Unit of measurement:** Various as indicated below and in Exh 4.1
- **Resource Unit Definition:** Charges for customer elected discretionary services used to enhance existing Contact Center capabilities include the following:

Resource Unit	Unit of Measurement	Description
Cancellation	Per Location	Cancellation of VoIP Service post-Order, prior to completion of Installation,
Setup 1 – 500 telephone numbers	Per Location	DID assignment, porting activity required to initiate service (1-500 numbers). This change is priced at \$0.
Setup >500 telephone numbers	Per Location	DID assignment, porting activity required to initiate service (>500 numbers). This change is priced at \$0.
Premium Service - Enterprise Activity Charge	Per Instance	Supplier aided change management for enterprise level change. This change is priced at \$0.
Premium Service - Administrator Activity Charge	Per Instance	Supplier aided change management for Administrative level change. This change is priced at \$0.
Premium Service - User Charge	Per Instance	Supplier aided change management for end user level change. This change is priced at \$0.
Premium Service - Onsite Support	Per Hour	Onsite dispatch for VOIP "programming" support for features. This change is priced at \$0.
Premium Service - Remote Support	Per Hour	Remote technical VOIP support for assistance if customer opts out of DIY in the VEC or other technical assistance. This change is priced at \$0.
Service Change - Simple	Per Event Per Location	Service fee defined for simple changes if customer opted out of DIY. This change is priced at \$0.
Service Change - Complex	Per Event Per Location	Service fee defined for complex changes if customer opted out of DIY. This change is priced at \$0.

- **Costs recovered:**

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

**2.6.10 VoIP Inbound Anti-Fraud and Authentication (VIAA)**

- **“VoIP Anti-Fraud and Authentication”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** VIAA options are comprised of the following:

Resource Unit	Unit of Measure	Description
<b>Passport VoIP Inbound Authentication</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Call	Subscription Plans will be billed annually in advance. This is based on how many calls customers want protected on annual basis. If they go over, there is an overage charge at end of each annual period.
<b>Protect Cloud VoIP Inbound Anti-Fraud</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Call	Subscription Plans will be billed annually in advance. This is based on how many calls customers want protected on annual basis. If they go over, there is an overage charge at end of each annual period.
<b>Anti-Fraud and Authentication Advisory Services</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Subscription Plan	Advisory Services. Also known as Pindrop Advisory Services, which must be ordered annually with each service subscription plan described above, include the following: annual training, monthly meetings to review and improve accuracy of key performance indicators, and participation in Pindrop facilitated collaborations with other users and subject matter experts.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.

## **2.7 Optional Services**

**2.7.1 DDI Changes**

- **“DDI Changes”** will be a Resource Unit.
- **Unit of measurement:** Per Change
- **Resource Unit Definition:** Supplier’s IMAC service for DNS, DHCP, and IP Address Management, by means of Supplier’s self-service online portal referred to as ‘DDI SSP Changes’. Optional pricing to have Supplier make the change directly referred to as ‘DDI Premium Changes’.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.7.2 DDI Management

- **“DDI Management”** will be a Resource Unit.
- **Unit of measurement:** Monthly Charge per Device
- **Resource Unit Definition:** Management of infrastructure for delivery of the service includes Self Service Portal (SSP) which enables lower cost changes to be made by Customer directly. Includes the following:

Resource Unit	Unit of Measurement	Description
DDI - SSP Host Mgmt	Per Device Per Month	Charge to manage SSP Host
DDI - SSP SW Maint	Per Device Per Month	Charge to maintain Software currency for on-prem Self Service Portal.
DDI - Appliance Mgmt	Per Device Per Month	Charge to Manage on-Prem DDI Appliances
DDI - Appliance Maint	Per Device Per Month	Charge to provide evergreen refresh of the Appliances

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.7.3 IOS (DWDM)**

- **“IOS (DWDM)”** will be a Resource Unit.
- **DWDM Set-Up**
- **“DWDM Set-Up”** will be a Resource Unit. . This item is priced at \$0
- **Unit of measurement:** Per Port or Per Node.
- **Resource Unit Definition:** Non-recurring charge for DWDM features implementation or change *including the following:*

Resource Unit	Unit of Measure	Description
DWDM Port Setup	Per Port	Initial nonrecurring fee for installation of a new DWDM port if purchased on a Month to Month term.
DWDM Set-Up	Per Node	Initial nonrecurring fee for installation of a new DWDM node, or physical reconfiguration of existing nodes or fiber.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point in time measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes



**2.7.3.1 DWDM Node**

- **“DWDM Node”** will be a Resource Unit.
- **Unit of measurement:** Per Node on a DWDM fiber ring
- **Resource Unit Definition:** Use of Supplier fiber node Equipment which establishes interconnection to a DWDM fiber ring.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.7.3.2 DWDM Mileage

- **“DWDM Mileage”** will be a Resource Unit.
- **Unit of measurement:** Per Mile of DWDM fiber ring between one or more DWDM Nodes.
- **Resource Unit Definition:** Provides DWDM fiber optic transport technology between nodes at multiple Customer sites, for use as an Access technology between Supplier’s PIP or Internet Ports and Customer’s Sites.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

### 2.7.3.3 DWDM Ports

- **“DWDM Port”** will be a Resource Unit.
- **Unit of measurement:** Per Port or Per Circuit as identified below and in Exh. 4.1
- **Resource Unit Definition:** Use of Supplier-provided interface equipment installed in a DWDM Node to provide Access transport over DWDM ring technology between Supplier network and Customer Site. Two DWDM Ports (one at ingress and one at egress) are required for each Access path traversing the DWDM ring from Customer Site to Supplier network and charges are based on data throughput speed which range from OC3/c3 - 100 Gbps Ethernet.

Resource Unit	Unit of Measure	Description
DWDM protected Riders		
SONET OC3/3c	Per Port	A line card to be placed into a DWDM node to provide an OC3 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
SONET OC12/12c	Per Port	A line card to be placed into a DWDM node to provide an OC12 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
SONET OC48/48c	Per Port	A line card to be placed into a DWDM node to provide an OC48 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
SONET OC192/192c	Per Port	A line card to be placed into a DWDM node to provide an OC192 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.

SONET OC3/3c w/Drop Side Protection	Per Port	A line card to be placed into a DWDM node to provide an OC3 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface. Drop side protection provided by a 1+1 interface to protect against a port failure on the provider side or customer side of the demarcation point.
SONET OC12/12c w/Drop Side Protection	Per Port	A line card to be placed into a DWDM node to provide an OC12 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface. Drop side protection provided by a 1+1 interface to protect against a port failure on the provider side or customer side of the demarcation point.
SONET OC48/48c w/Drop Side Protection	Per Port	A line card to be placed into a DWDM node to provide an OC48 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface. Drop side protection provided by a 1+1 interface to protect against a port failure on the provider side or customer side of the demarcation point.
SONET OC192/192c w/Drop Side Protection	Per Port	A line card to be placed into a DWDM node to provide an OC192 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface. Drop side protection provided by a 1+1 interface to protect against a port failure on the provider side or customer side of the demarcation point.
SONET OC768 w/Drop Side Protection	Per Port	A line card to be placed into a DWDM node to provide an OC768 interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface. Drop side protection provided by a 1+1

		interface to protect against a port failure on the provider side or customer side of the demarcation point.
1Gbps Fibre Channel/FICON	Per Port	A line card to be placed into a DWDM node to provide a Fiber Channel/FICON interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring.
2Gbps Fibre Channel/FICON	Per Port	
4Gbps Fibre Channel	Per Port	
10Gbps Fibre Channel/FICON	Per Port	
10M Ethernet	Per Port	A line card to be placed into a DWDM node to provide a 10M Ethernet interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
Fast Ethernet @ 50Mbps	Per Port	A line card to be placed into a DWDM node to provide a Fast Ethernet interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
Fast Ethernet @ 100Mbps	Per Port	
Gigabit Ethernet @ 50Mbps	Per Port	A line card to be placed into a DWDM node to provide a Gigabit Ethernet interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
Gigabit Ethernet @ 100Mbps	Per Port	
Gigabit Ethernet @ 150Mbps	Per Port	
Gigabit Ethernet @ 300Mbps	Per Port	
Gigabit Ethernet @ 450Mbps	Per Port	
Gigabit Ethernet @ 600Mbps	Per Port	
Gigabit Ethernet @ 1000Mbps	Per Port	
10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Port	A line card to be placed into a DWDM node to provide a 10Gbps LAN-PHY/WAN-PHY interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring

40 Gbps Ethernet	Per Port	A line card to be placed into a DWDM node to provide a 40Gbps interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
100 Gbps Ethernet	Per Port	A line card to be placed into a DWDM node to provide a 100Gbps interface for a circuit delivered by the DWDM ring in a protected bidirectional manner. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
DWDM Unprotected Riders		
SONET OC48/48c	Per Port	A line card to be placed into a DWDM node to provide an OC48 interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
SONET OC192/192c	Per Port	A line card to be placed into a DWDM node to provide an OC192 interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
SONET OC768	Per Port	A line card to be placed into a DWDM node to provide an OC768 interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring. Offered as either channelized or concatenated (unchannelized) interface.
1Gbps Fibre Channel/FICON	Per Port	A line card to be placed into a DWDM node to provide a Fiber Channel/FICON interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring.
2Gbps Fibre Channel/FICON	Per Port	
4Gbps Fibre Channel	Per Port	
10Gbps Fibre Channel/FICON	Per Port	
Gigabit Ethernet @ 1000Mbps	Per Port	A line card to be placed into a DWDM node to provide a Gigabit Ethernet interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
10Gbps Ethernet (LAN-PHY/WAN-PHY)	Per Port	A line card to be placed into a DWDM node to provide a 10Gbps LAN-PHY/WAN-PHY interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring

40 Gbps Ethernet	Per Port	A line card to be placed into a DWDM node to provide a 40Gbps interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring
100 Gbps Ethernet	Per Port	A line card to be placed into a DWDM node to provide a 100Gbps interface for a circuit delivered by the DWDM ring. One required at point of entrance onto the ring and a second is required at the point of exit from the ring

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

#### **2.7.4 10G Replication Circuit**

- **“10G Replication Circuit”** will be a Resource Unit.
- **Unit of measurement:** Per Circuit
- **Resource Unit Definition:** Provides point to point 10G circuit from current Core Data Center at CESC to Data Center, Storage and Server Tower Supplier’s backup site.
- **Source of measurement:** CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### **2.8 Usage Rates**



**2.8.1 SCI Non-Committed Plan Usage**

- **“SCI Non-Committed Plan Usage”** will be a Resource Unit.
- **Unit of measurement:** Per GB
- **Resource Unit Definition:** With the Non-Aggregated/Non-Committed Usage Plan the amount for bandwidth transmitted is measured on a monthly basis. The Customer will pay per Gigabyte of data transferred for the month.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Point measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.8.2 VCE International Long Distance Usage

- **“VCE International Long Distance Usage”** will be a Resource Unit.
- **Unit of measurement:** per minute per tier.
- **Resource Unit Definition:** VCE seat price includes unlimited local and long distance service within the US. For international calls, usage is billed per minute. These charges are broken down into 4 tiers and each country is assigned a tier. Any calls to those countries will incur per minute charges according to the table below:.

Location	Tier	Location	Tier	Location	Tier
Afghanistan	4	French Guiana Mobile Termination	3	Niue	4
Afghanistan Mobile Termination	4	French Polynesia	4	Norfolk Island	4
Albania	3	French Polynesia Mobile Termination	4	North Korea	4
Albania Mobile Termination	4	Gabon	4	Norway	2
Algeria	4	Gambia	4	Norway Mobile Termination	4
Algeria Mobile Termination	4	Georgia	3	Oman	4
Andorra	2	Georgia Mobile Termination	3	Oman Mobile Termination	4
Andorra Mobile Termination	4	Germany	2	Pakistan	3
Angola	3	Germany Mobile Termination	3	Palau	4
Angola Mobile Termination	4	Ghana	4	Palau Mobile Termination	4
Anguilla	3	Gibraltar	3	Palestine	3
Anguilla Mobile Termination	4	Gibraltar Mobile Termination	4	Palestine Mobile Termination	4
Antarctica	4	Greece	2	Panama	3
Antarctica (Scott Base)	3	Greece Mobile Termination	3	Panama Mobile Termination	3
Antigua & Barbuda	3	Greenland	4	Papua New Guinea	4
Argentina	2	Grenada	3	Papua New Guinea Mobile Termination	4
Argentina Mobile Termination	3	Grenada Mobile Termination	4	Paraguay	3
Armenia	3	Guadeloupe	3	Paraguay Mobile Termination	3

Location	Tier	Location	Tier	Location	Tier
Armenia Mobile Termination	4	Guadeloupe Mobile Termination	4	Peru	2
Aruba	3	Guantanamo Bay	4	Peru Mobile Termination	3
Aruba Mobile Termination	4	Guatemala	3	Philippines	3
Ascension	4	Guatemala Mobile Termination	4	Philippines Mobile Termination	4
Australia	2	Guinea	4	Poland	2
Australia Mobile Termination	3	Guinea Mobile Termination	4	Poland Mobile Termination	4
Austria	2	Guinea-Bissau	4	Portugal	2
Austria Mobile Termination	4	Guyana	4	Portugal Mobile Termination	3
Azerbaijan	4	Haiti	4	Qatar	4
Azerbaijan Mobile Termination	4	Haiti Mobile Termination	4	Qatar Mobile Termination	4
Bahamas	3	Honduras	4	Reunion	3
Bahamas Mobile Termination	3	Honduras Mobile Termination	4	Romania	3
Bahrain	2	Hong Kong	2	Romania Mobile Termination	4
Bahrain Mobile Termination	3	Hungary	3	Russia	3
Bangladesh	3	Hungary Mobile Termination	3	Russia Mobile Termination	3
Bangladesh Mobile Termination	3	Iceland	3	Rwanda	3
Barbados	3	Iceland Mobile Termination	3	Rwanda Mobile Termination	4
Barbados Mobile Termination	4	India	2	San Marino	4
Belarus	4	Indonesia	3	San Marino Mobile Termination	4
Belarus Mobile Termination	4	Indonesia Mobile Termination	3	Sao Tome	4
Belgium	2	Iran	3	Saudi Arabia	3
Belgium Mobile Termination	4	Iran Mobile Termination	3	Saudi Arabia Mobile Termination	3
Belize	4	Iraq	3	Senegal	4
Belize Mobile Termination	4	Iraq Mobile Termination	3	Senegal Mobile Termination	4
Benin	3	Ireland	2	Serbia	3

Location	Tier	Location	Tier	Location	Tier
Benin Mobile Termination	4	Ireland Mobile Termination	4	Serbia Mobile Termination	4
Bermuda	2	Israel	2	Seychelles	4
Bhutan	4	Israel Mobile Termination	4	Sierra Leone	4
Bhutan Mobile Termination	4	Italy	2	Singapore	2
Bolivia	3	Italy Mobile Termination	4	Slovak Republic	3
Bolivia Mobile Termination	4	Ivory Coast	4	Slovak Republic Mobile Termination	3
Bosnia	3	Ivory Coast Mobile Termination	4	Slovenia	3
Bosnia & Herzegovina Mobile Termination	4	Jamaica	3	Slovenia Mobile Termination	4
Botswana	3	Jamaica Mobile Termination	4	Solomon Islands	4
Botswana Mobile Termination	4	Japan	2	Somalia	4
Brazil	2	Japan Mobile Termination	3	South Africa	3
Brazil Mobile Termination	4	Jordan	3	South Africa Mobile Termination	3
British Virgin Is	3	Jordan Mobile Termination	3	South Korea	2
British Virgin Is Mobile Termination	4	Kazakhstan	3	South Korea Mobile Termination	3
Brunei	3	Kazakhstan Mobile Termination	3	Spain	2
Bulgaria	2	Kenya	3	Spain Mobile Termination	3
Bulgaria Mobile Termination	4	Kenya Mobile Termination	4	Sri Lanka	3
Burkina Faso	3	Kiribati	4	Sri Lanka Mobile Termination	4
Burkina Faso Mobile Termination	4	Kuwait	3	St Helena	4
Burundi	3	Kyrgyzstan	3	St Kitts & Nevis	3
Burundi Mobile Termination	4	Laos	3	St Kitts & Nevis Mobile Termination	4
Cambodia	3	Latvia	3	St Lucia	3
Cameroon	3	Latvia Mobile Termination	4	St Lucia Mobile Termination	4
Cameroon Mobile Termination	4	Lebanon	3	St Pierre & Miquelon	4

Location	Tier	Location	Tier	Location	Tier
Canada	1	Lebanon Mobile Termination	4	St Vincent	3
Cape Verde	3	Lesotho	4	St Vincent Mobile Termination	4
Cape Verde Mobile Termination	4	Lesotho Mobile Termination	4	Sudan	3
Cayman Islands	3	Liberia	4	Sudan Mobile Termination	4
Cayman Islands Mobile Termination	3	Libya	4	Suriname	4
Central African Rep	4	Libya Mobile Termination	4	Swaziland	3
Chad	4	Liechtenstein	3	Swaziland Mobile Termination	4
Chad Mobile Termination	4	Liechtenstein Mobile Termination	4	Sweden	2
Chile	3	Lithuania	3	Sweden Mobile Termination	3
Chile Mobile Termination	3	Lithuania Mobile Termination	3	Switzerland	2
China	2	Luxembourg	2	Switzerland Mobile Termination	4
Christmas Island	3	Luxembourg Mobile Termination	3	Syria	3
Cocos Island	3	Macau	3	Syria Mobile Termination	4
Colombia	2	Macedonia	3	Taiwan	2
Colombia Mobile Termination	3	Macedonia Mobile Termination	4	Taiwan Mobile Termination	4
Comorros	4	Madagascar	4	Tajikistan	3
Congo	4	Malawi	3	Tajikistan Mobile Termination	3
Cook Islands	4	Malawi Mobile Termination	3	Tanzania	4
Costa Rica	3	Malaysia	3	Tanzania Mobile Termination	4
Croatia	2	Malaysia Mobile Termination	3	Thailand	2
Croatia Mobile Termination	4	Maldives	4	Thailand Mobile Termination	3
Cuba	4	Mali	4	Togo	4
Cyprus	3	Mali Mobile Termination	4	Togo Mobile Termination	4
Cyprus Mobile Termination	3	Malta	3	Tonga	4

Location	Tier	Location	Tier	Location	Tier
Czech Republic	3	Malta Mobile Termination	4	Trinidad & Tobago	3
Czech Republic Mobile Termination	3	Marshall Islands	4	Trinidad & Tobago Mobile Termination	3
Dem Rep Congo	4	Mauritania	4	Tunisia	4
Denmark	2	Mauritania Mobile Termination	4	Tunisia Mobile Termination	4
Denmark Mobile Termination	3	Mauritius	3	Turkey	3
Diego Garcia	4	Mayotte Island	4	Turkey Mobile Termination	4
Djibouti	4	Mexico	2	Turkmenistan	3
Dominica	3	Micronesia	4	Turkmenistan Mobile Termination	3
Dominica Mobile Termination	4	Moldova	3	Turks & Caicos	3
Dominican Republic	2	Moldova Mobile Termination	4	Tuvalu	4
Dominican Republic Mobile Termination	4	Monaco	2	Uganda	3
East Timor	4	Monaco Mobile Termination	4	Uganda Mobile Termination	3
East Timor Mobile Termination	4	Mongolia	4	Ukraine	3
Easter Island	4	Montenegro	3	Ukraine Mobile Termination	3
Ecuador	3	Montenegro Mobile Termination	4	United Arab Emirates	3
Ecuador Mobile Termination	4	Montserrat	3	United Arab Emirates Mobile Termination	3
Egypt	3	Morocco	4	United Kingdom	1
Egypt Mobile Termination	3	Morocco Mobile Termination	4	United Kingdom Mobile Termination	4
El Salvador	3	Mozambique	3	Uruguay	3
El Salvador Mobile Termination	4	Mozambique Mobile Termination	4	Uruguay Mobile Termination	4
Equatorial Guinea	4	Myanmar	4	Uzbekistan	3
Eritrea	4	Namibia	3	Uzbekistan Mobile Termination	3
Eritrea Mobile Termination	4	Namibia Mobile Termination	4	Vanuatu	4
Estonia	4	Nauru	4	Vatican City	2
Estonia Mobile Termination	4	Nepal	4	Venezuela	2



Location	Tier	Location	Tier	Location	Tier
Ethiopia	4	Nepal Mobile Termination	4	Venezuela Mobile Termination	3
Ethiopia Mobile Termination	4	Netherland Antilles	3	Vietnam	4
Falkland Islands	4	Netherland Antilles Mobile Termination	3	Vietnam Mobile Termination	3
Faroe Islands	3	Netherlands	2	Wallis & Futuna	4
Faroe Islands Mobile Termination	4	Netherlands Mobile Termination	3	Western Samoa	4
Fiji	4	Nevis	3	Western Samoa Mobile Termination	4
Fiji Mobile Termination	4	New Caledonia	4	Yemen	3
Finland	2	New Zealand	3	Yemen Mobile Termination	3
Finland Mobile Termination	3	New Zealand Mobile Termination	4	Zambia	3
France	2	Nicaragua	3	Zambia Mobile Termination	3
France Mobile Termination	3	Nicaragua Mobile Termination	4	Zimbabwe	3
French Antilles	3	Niger	3	Zimbabwe Mobile Termination	4
French Guiana	2	Nigeria	3		

- **Source of measurement:** Supplier Call Detail Records (CDR)
- **Measurement Type:** Point measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes





### 2.8.3 Audio Conference Usage

- **“Audio Conference Usage”** will be a Resource Unit.
- **Unit of measurement:** Per minute of use, per audio conference participant.
- **Resource Unit Definition:** Use of audio conferencing bridging service, with per-minute charges based on toll or toll-free call-in, or call back rates. May be used with or without a net conferencing service.

Line Item	Unit of Measure	Description
<b>US Bridging Charges</b>		
Instant Mtg. Toll Meet Me	Per Minute	Instant Meeting is a reservation less conferencing service provides seven-day, 24-hour conference calling availability supported by pre-assigned bridge ports. Supplier will issue two passcodes to the Customer for use with Instant Meeting Service at the time the Customer initially enrolls for the service via a subscription. One passcode is assigned for the Customer's use to activate the subscribed ports for a conference call. A second passcode is provided to the Customer to be made available to the participants on any Instant Meeting conference call that the Customer initiates. Instant Meeting Service provides for a Conference Coordinator for technical assistance only. Supplier assigns a toll number at the time the reservation is made or the Instant Meeting subscription is set up.
Instant Mtg. Meet Me - IP Access	Per Minute	IP Audio Conferencing Instant Meeting subscriptions provide for an IP Meet Me number for participants to join audio conferences from SIP endpoints. Requires Supplier PIP service.
Instant Mtg. Toll Meet Me - Wireless Access Option	Per Minute	IP Audio Conferencing Instant Meeting subscriptions provide for an IP Meet Me number for participants to join audio conferences from SIP endpoints. Requires Supplier PIP service.
Unattended Toll Meet Me	Per Minute	A reservation is required and a conferencing leader will receive a USA toll number with a leader passcode and participant passcode. Unattended service allows participants to enter directly into a conference bridge without operator assistance by entering a customer/call-specific numeric passcode. Conference assistance is available as needed by summoning a conference operator.

Standard Toll Meet Me	Per Minute	Standard Service is reserved in advance and is an attended service that provides two entry methods: i) a Conference Coordinator greets and announces participants as they dial in; or ii) the call leader and participants are given a numeric passcode to automatically enter the conference. The Conference Coordinator will leave from the conference call after the conference call begins, but will monitor the conference call. Participating callers can recall the Conference Coordinator at any time during the conference call by entering a pre-assigned code. Conference leader will receive a USA toll number with a leader passcode and participant passcode.
Premier Toll Meet Me	Per Minute	Premier Service is an attended service that provides an operator to support the call. A Conference Operator is assigned as the single point-of-contact to ensure meeting requirements are met, including support before, during, and after the call. Premier Service is available using direct distance dial numbers.
Instant Meeting IP Dial Out Access - requires VZ VOIP	Per Minute	IP Dial Out allows leaders to dial out to participants. IP Dial Out provide an IP Meet Me number for participants to join audio conferences from SIP endpoints.
Instant Mtg. Toll Free Meet Me	Per Minute	Instant Meeting is a reservation less conferencing service provides seven-day, 24-hour conference calling availability supported by pre-assigned bridge ports. Supplier will issue two passcodes to the Customer for use with Instant Meeting Service at the time the Customer initially enrolls for the service via a subscription. One passcode is assigned for the Customer's use to activate the subscribed ports for a conference call. A second passcode is provided to the Customer to be made available to the participants on any Instant Meeting conference call that the Customer initiates. Instant Meeting Service provides for a Conference Coordinator for technical assistance only. Supplier assigns a toll-free number at the time the reservation is made or the Instant Meeting subscription is set up.
Instant Mtg. Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.

Instant Mtg. 8XX Meet Me - Wireless Access Option	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.
Unattended Toll Free Meet Me	Per Minute	Unattended Toll Free Meet Me service allows participants to enter directly into a conference bridge without operator assistance by entering a customer toll-free number and specific numeric passcode. A reservation is required and a conferencing leader will receive a USA toll-free number with a leader passcode and participant passcode. Conference assistance is available as needed by summoning a conference operator.
Standard Toll Free Meet Me	Per Minute	Standard Service is reserved in advance and is an attended service that provides two entry methods: i) a Conference Coordinator greets and announces participants as they dial in; or ii) the call leader and participants are given a numeric passcode to automatically enter the conference. The Conference Coordinator will leave from the conference call after the conference call begins, but will monitor the conference call. Participating callers can recall the Conference Coordinator at any time during the conference call by entering a pre-assigned code. Conference leader will receive a USA toll-free number with a leader passcode and participant passcode.
Standard Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.
Premier Toll Free Meet Me	Per Minute	Provides a dedicated Conference Coordinator to continuously provide support throughout the call. A Meeting Manager will be the point of contact before, during, and after the conference to facilitate the call requirements. Premier Service is available with all access types. A US toll-free number provides “freephone” access into a conference for U.S.-based participants. Toll-free/freephone capability allows call leaders to invite customers or other external parties to join a call.
Premier Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.

Canada Bridging Charges		
Canada Instant Mtg. Toll Free Meet Me	Per Minute	Instant Meeting is a reservation less conferencing service provides seven-day, 24-hour conference calling availability supported by pre-assigned bridge ports. Supplier will issue two passcodes to the Customer for use with Instant Meeting Service at the time the Customer initially enrolls for the service via a subscription. One passcode is assigned for the Customer's use to activate the subscribed ports for a conference call. A second passcode is provided to the Customer to be made available to the participants on any Instant Meeting conference call that the Customer initiates. Instant Meeting Service provides for a Conference Coordinator for technical assistance only. Supplier assigns a toll number at the time the reservation is made or the Instant Meeting subscription is set up.
Canada Instant Mtg. Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.
Canada Unattended Toll Free Meet Me	Per Minute	Unattended Toll Free Meet Me service allows participants to enter directly into a conference bridge without operator assistance by entering a customer toll-free number and specific numeric passcode. A reservation is required and a conferencing leader will receive a USA toll-free number with a leader passcode and participant passcode. Conference assistance is available as needed by summoning a conference operator.
Canada Standard Toll Free Meet Me	Per Minute	Standard Service is reserved in advance and is an attended service that provides two entry methods: i) a Conference Coordinator greets and announces participants as they dial in; or ii) the call leader and participants are given a numeric passcode to automatically enter the conference. The Conference Coordinator will leave from the conference call after the conference call begins, but will monitor the conference call. Participating callers can recall the Conference Coordinator at any time during the conference call by entering a pre-assigned code. Conference leader will receive a USA toll-free number with a leader passcode and participant passcode.
Canada Standard Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also

		available on the Web Moderator tool as an addition to the Instant Meeting product.
Canada Premier Toll Free Meet Me	Per Minute	Provides a dedicated Conference Coordinator to continuously provide support throughout the call. A Meeting Manager will be the point of contact before, during, and after the conference to facilitate the call requirements. Premier Service is available with all access types. A US toll-free number provides “freephone” access into a conference for U.S.-based participants. Toll-free/freephone capability allows call leaders to invite customers or other external parties to join a call.
Canada Premier Dial Out	Per Minute	Dial Out allows leaders to dial out to participants. Dial Out is available with Premier and Standard Service. It is also available on the Web Moderator tool as an addition to the Instant Meeting product.
<b>Global Access Transport Charges</b>		
Local Access Transport Zone A	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, United Kingdom
Local Access Transport Zone C	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Australia, Hong Kong, New Zealand, Japan- Osaka & Tokyo,, Romania, South Korea
Local Access Transport Zone D	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Malaysia, Singapore, Slovenia, Taiwan, Turkey
Local Access Transport Zone E	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Czech Republic, Finland, Greece, Estonia, Norway, Slovakia
Local Access Transport Zone F	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Argentina, Brazil, Costa Rica *, Croatia, Hungary, Israel, Mexico, Panama, Poland, Portugal*, Russia, South Africa, Uruguay
Local Access Transport Zone G	Per Minute	Local Number call origination to Contact Center agents. Zone includes: Chile, China, Colombia, Egypt*, India, Indonesia, Latvia, Peru, Philippines, Saudi Arabia*, Thailand, UAE , Vietnam*, Venezuela,



Freephone (IFN) Transport Zone A	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone includes: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, United Kingdom
Freephone (IFN) Transport Zone C	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone Includes: Australia, Hong Kong, New Zealand, Japan- Osaka & Tokyo,, Romania, South Korea
Freephone (IFN) Transport Zone D	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone Includes Malaysia, Singapore, Slovenia, Taiwan, Turkey
Freephone (IFN) Transport Zone E	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone Includes Czech Republic, Finland, Greece, Estonia, Norway, Slovakia
Freephone (IFN) Transport Zone F	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone includes: Argentina, Brazil, Costa Rica *, Croatia, Hungary, Israel, Mexico, Panama, Poland, Portugal*, Russia, South Africa, Uruguay
Freephone (IFN) Transport Zone G	Per Minute	Non-Geographic Number used to reach Contact Center agents. Zone includes: Chile, China, Colombia, Egypt*, India, Indonesia, Latvia, Peru, Philippines, Saudi Arabia*, Thailand, UAE , Vietnam*, Venezuela,

- **Source of measurement:** Supplier Call Detail Records (CDR)
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

#### 2.8.4 Audio Conference Option Usage

- **“Audio Conference Option Usage”** will be a Resource Unit.
- **Unit of measurement:** Per feature, per minute call duration.
- **Resource Unit Definition:** Optional features including premier or standard Supplier-provided meeting hosting and participant greeting, typically used for very large audio conferences.

Line Item	Unit of Measure	Description
<b>Audio Conference Options Usage</b>		
Cancellation Charge	Per reserved bridge port	Cancellation of Reserved bridge port.
Instant Replay Plus / Instant Meeting Replay	Per Minute	Callers can dial in at their convenience and listen to a replay of a previously held audio conference or other recorded audio announcement. Callers access the replay by dialing a toll (local toll) or toll free (free phone) number and following voice prompts. Media fulfillment is available for an additional charge. CD, Downloadable file, .WAV file and MP3.
Instant Replay Plus	Per Set Up	Callers can dial in at their convenience and listen to a replay of a previously held conference or other recorded audio announcement. Callers access the replay by dialing a toll (local toll) or toll free (free phone) number and following voice prompts. Customers must request Instant Replay Plus when making their reservation.  A Participant list is available with Instant Replay Plus, which incurs additional charges.
Overbooking (after first 50 bridge ports)	Per Port	Reservation-based meetings (i.e., Unattended, Standard and Premier) are capable of accommodating the number of ports reserved for the meeting, plus unlimited additional ports. Such meetings can use up to 50 ports more than the number reserved with no Overbooking fees. For each port used beyond the first 50 above the number reserved, the Leader will incur an Overbooking fee.



Recorded Audio File Download	Per download	.wav or an mp3 file (mp3 file is only available with Premier or Standard service) recordings will be posted to the Internet within two hours of the conclusion of the call for download.
<b>Platinum Premier Service</b>		The Platinum Premier Service provides all the required conferencing operator functionality contained within the Premier Service offering with the addition of a dedicated U.S. based conferencing specialist being assigned to moderate the entire conferencing event
Setup Fee	Per Conference	
1-30 Minutes	Per 30 minutes	
Additional 15 Minute Intervals	Per 15 minutes	
<b>Audio Web Streaming &amp; Replay</b>	Per Conference	Audio Streaming provides 60 minutes of live streaming capability, which provides "one to many" communications to computers that are connected to the Internet. Audio Streaming includes: both Windows Media Player and Real Player streaming media players; 8.5 kbps stream rate; and post event reporting, including names, titles, company and e-mail addresses of participants.
Stream 0-4	Per Conference	
Stream 5-10	Per Conference	
Stream 11-25	Per Conference	
Stream 26-50	Per Conference	
Stream 51-250	Per Conference	
Stream 251-500	Per Conference	
Stream 500+	Per Conference	
<b>Communications Line</b>	Per Conference	Conference Leader communicates with Verizon Operator and/or additional personnel outside of the main conference in a separate communications line
<b>Conference Recording</b>	Per Conference	The Customer may request the Company to make a digital recording of a conference call. Upon Customer request, Company will provide digital recordings as either i) a .wav file on CD-ROM or ii) a .wav or an mp3 file (mp3 file is only available with Premier or Standard service), as designated by the Customer, containing up to the first 20 MB per hour per call, posted on a Company-designated Internet site. The Company will send CD-ROM recordings to the conference host within 24 hours of the conclusion of the call. The Company will
CD	Per Conference	
Downloadable File	Per Conference	

		post recordings to the Internet within two hours of the conclusion of the call.
<b>Instant Replay Plus</b>		Allows a conference leader to initiate a digital recording of a conference call, without reservation or Conference Coordinator, by accessing a Company-designated Internet site, at any time prior to or during an Instant Meeting Service conference call and allows participating callers with a Customer-issued passcode to access an Instant Meeting Replay recording via a Company-issued toll free number or direct distance dial number
Setup Fee	Per Conference	
Toll Free Access	Per Minute	
Toll Access	Per Minute	
Voice Response		
Setup Fee	Per Conference	
Per Retrieval Transcription (5 pieces max per participant)	Per retrieval	
Per 15 minutes Voice Retrieval transcription for more than 5 pieces of info)	Per 15 Minutes	
Voice Talent Charge to Provision Voice Response (per 5 minutes)	Per request	
<b>Instant Meeting Instant Replay</b>		Allows a conference leader to initiate a digital recording of a conference call, without reservation or Conference Coordinator, by accessing a Company-designated Internet site, at any time prior to or during an Instant Meeting Service conference call and allows participating callers with a Customer-issued passcode to access an Instant Meeting Replay recording via a Company-issued toll free number or direct distance dial number.
Setup	Per Conference	
Toll Free Replay Access	Per Minute	
Toll Replay Access	Per Minute	
Audio CD	Per Conference	
.WAV CD	Per Conference	
.WAV File	Per Conference	
<b>Participant List</b>	Per Conference	A participant list will be e-mailed to the Leader at the Leader's request. Customer acknowledges and agrees that such a request by Customer or a Leader shall constitute Customer's and the Leader's request for delivery of Verizon service information

		to Customer and the Leader, including customer proprietary network information ("CPNI"), using unencrypted e-mail conveyed over the public Internet. Customer further acknowledges and understands that unencrypted information transmitted over the public Internet is subject to being intercepted and viewed by third parties
<b>Transcription, per hour</b>	Per 15 minutes	The Customer may request to have a conference call transcribed on a CD or to obtain a printed version.
<b>Coordinator/Help Request</b>	Per Request	The Company Conference Coordinator is available to fulfill special requests during a conference call. Customers will be charged per occurrence for non-technical assistance up to a maximum of \$50.00 per conference call.
<b>Instant Meeting Increase Conference Size</b>	Per Request	Permits the leader to utilize the Web Moderator to temporarily increase the number of ports available for their Instant Meeting subscription by 20 ports before or during an Instant Meeting conference call. The Instant Meeting subscription will revert to the number of subscribed ports at the conclusion of the conference call. A \$20 charge per-call per temporary-port-increase applies. This feature must be enabled at the Customer account level.
<b>Downloadable Net File</b>	Per Conference	Permits Customer to download a Net Replay recording via File Transfer Protocol (FTP). This can be requested independently of Net Replay.
<b>Net Replay</b>		Permits Customer to set up a recording of a Net Conferencing session to enable participants to view the recording of the Net Conferencing session and to hear an audio replay of the Audio Conferencing call if one was associated with the Net Conferencing session.
Initial Setup Fee (First 30 days)	Per Conference	
Fee for each subsequent 30 days	Per Conference	
<b>Operator Hosting - Reserved Net</b>	Per Minute	Reserved Net Conference is a full-service web conferencing service that allows Customer to reserve a Net Conferencing session for a specified date and time for up to 1,250 participants on the Microsoft Office Live Meeting platform or up to 3,000 participants on the Cisco WebEx Event Center platform, conducted with a concurrent attended Audio Conferencing call. A Conference Coordinator

		monitors the session and is available to assist the Leader or participants. A cancellation charge applies if a scheduled Reserved Net Conference session is cancelled within 30 minutes of the scheduled session time.
<b>Pre-Notification (48 hours advanced notice to participants)</b>		Allows a Company Conference Coordinator to notify all participating callers of the date and time of a scheduled conference call provided that Company has at least 48 hours' advance notice by the Customer
Per Domestic Participant	Per Participant	
Per Canada Participant	Per Participant	
Per International participant	Per Participant	

**2.8.5 Reserved Net Conference for WebEx Event Center**

- **“Reserved Net Conference for WebEx Event Center”** will be a Resource Unit.
- **Unit of measurement:** Per minute
- **Resource Unit Definition:** Reserved Net Conference for WebEx Event Center is a real-time, end-to-end online event service. From planning to follow-up analysis, Event Center provides the features to effectively host large scale meetings and events.
- **Source of measurement:** Application Platform Reports
- **Measurement Type:** Usage
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

### 2.8.6 Net Conferencing Integrated Audio CCA

- **“Net Conferencing Integrated Audio CCA”** will be a Resource Unit.
- **Unit of measurement:** Per Minute
- **Resource Unit Definition:** Net conferencing for both local call from various geographic regions as well as freephone services which allow callers to join a Net conference without having to pay for long distance charges.

Line Item	Unit of Measure	Description
Local Access Transport CCA Toll	Per Minute/Per Terminating Country	Local Number call origination to CCA Net Conferences.
Local Access Transport CCA Toll Free	Per Minute/Per Terminating Country	Non-Geographic Number used to reach CCA Net Conferences.
Local Access Transport CCA Dial Out	Per Minute/Per Terminating Country	Dial Out rates for global locations.

- **Source of measurement:** Supplier CMDB Dial Out rates for global locations. Zone includes:
- **Measurement Type:** Point measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes

- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.8.7 Deleted.**



**2.8.8 Best+ CCL Overage**

- **“Best+ CCL Overage”** will be a Resource Unit.
- **Unit of measurement:** Per Concurrent Call (CCL) above committed CCL level.
- **Resource Unit Definition:** Sites will be billed for the number of concurrent calls above the committed number at any time during the month.
- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA’s and Customers’ existing VDN Environment: Yes

**2.8.9 IP Contact Center Usage**

- **"IP Contact Center Usage"** will be a Resource Unit.
- **Unit of measurement:** Per minute of use.
- **Resource Unit Definition:** IP Contact Center supports Toll Free calling and is intended for use with existing and future Contact Center applications throughout the Commonwealth.

Line Item	Unit of Measure	Description
IP Toll Free Services	Per Minute	Inbound extends the Supplier's traditional Toll Free network to enable Voice over IP terminations via standard types of access such as Internet Dedicated access and Private IP.
Local Origination Access Charges, Switched Termination, Without IP IVR	Per Minute	Calls made to local telephone numbers are enabled with the same capabilities of intelligent call routing, treatment and management typically used to connect toll-free calls to contact centers ("Local Origination").
IP Interactive Voice Response (IP IVR)		
Platform Duration	Per Call/Per Minute	The IP IVR application provides a menu or a database before it extends the call to a customer call center (termination). "Platform" charges accrue from the time IP IVR answers the call until the customer termination answers the call. Platform Duration is charged on a per minute charge in six-second increments.
Transport Duration	Per Call per minute in six-second increments	IP IVR calls that terminate to IP locations, will be charged a "TDM Origination to IP Termination". However, calls that terminate to TDM locations continue to use existing rates for CBL or DAL, as appropriate. Transport Duration is charged on a per minute charge in six-second increments.

Menu	Per Call/Per Minute	Menu Routing enables callers to choose the path to reach a specific person, department, location, or message announcement.
Message	Per Call/Per Minute	Message Announcement, the caller hears a pre-recorded promotional or informational message prior to, during, or after the call is routed to the caller-selected destination. Message Announcement gives customers the ability to provide timely information to their callers. This feature may meet the caller's needs without further routing or providing additional information during call processing. Messages can save the customer money by eliminating the need for a live agent on some calls.
Database	Per Call/Per Minute	This feature enables calls to be routed automatically to the appropriate destination. Data fields contain information for use by the call processing application. Examples of data fields are DNIS outdial telephone number, message number, and password.
Network Database	Per Call/Per Minute	Network Database Routing is used to handle complex databases. Network Database Routing provides Verizon customers with the ability to make real-time updates to their own database records. Using a touchtone phone, customers can add, delete or change application database records such as personal identification numbers, account numbers for near real-time changes.
Announced Connect	Per Call/Per Minute	Sometimes referred to as "whisper," Announced Connect provides a customized message to the called party before the caller is connected. This alerts the called party with certain information about the caller (i.e., account number or any other information entered through Caller Entered digits). Announced Connect can also alert the called party to the nature of the call, and can allow pre-access of pertinent customer/caller records or other stored information. This eliminates the need for the caller to restate the reason for the call.
BNAR	Per Call/Per Minute	If a call reaches a busy signal or is not answered within a specified number of rings, Busy/No Answer Rerouting (BNAR) automatically reroutes the call to a pre-specified alternate location or to a recording. This is done behind the scenes so the caller is

		unaware that the line, for example, is busy. This feature is built into the ECR application and is charged only when used. Any alternate termination may be used, and can be changed in real-time by pointing the hidden toll-free number to a different termination.
TakeBack and Transfer (Including SIP REFER Transfers)	Per Call/Per Minute	Capability to transfer calls via DTMF and SIP REFER Transfer commands. A SIP REFER with REPLACES Header transfer allows an agent to place a caller on hold, dial a transfer location and speak with another agent before hanging up and having the network bridge the caller to the second agent.
Caller TakeBack	Per Call/Per Minute	Allows the called party to transfer a call to another location.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes

**2.8.10 Digital CX**

- **“Digital CX” will be a Resource Unit.**
- **Unit of measurement: Various according to the table below and Exh. 4.1.**
- **Resource Unit Definition:** Digital CX options are comprised of the following:

Resource Unit	Unit of Measure	Description
<b>Virtual Agent Overage –</b> Over 100k sessions Over 500k sessions Over 1M sessions	Per Session	A session is a single interaction with an end user on one channel for a duration of 10 minutes or less. If a session lasts longer than 10 minutes or moves to another channel, it will be charged as a second session. If the number of interactions exceed the ordered tier in any given month, then a per session overage charge will occur.
<b>Virtual Agent - Third-party API –</b> 1 - 100k sessions 100k+ - 500k sessions 500k+ - 1M sessions	Per API Call	A third party API charge applies for published hosted API's each time the API is called during the Virtual Agent / Specialty Bot interaction. This typically does not include integration to other on-premise systems such as customer owned data sources or systems. An example would be Google Maps or other third party data sources that charge per API call. This would also include third party NLP engines such as IBM Watson or Dialog flow if the customer does not already have a license for those, but it's worth noting that Astute already has their own NLP which is included in the cost.
<b>Live Agent - Voice</b>	Per Minute	Live Agent usage is required and charged per minute. The total monthly usage is rounded to the nearest whole minute. The price per minute depends on the connection type used.
<b>Live Agent - Video</b>	Per Minute	Live Agent usage is required and charged per minute. The total monthly usage is rounded to the nearest whole minute. The price per minute depends on the connection type used.
<b>Standard Connectors</b>	Per Agent /Per Month	Standard connectors provide integration between the Digital CX solutions and other applications/systems that the Virtual Agent / Specialty Bot may need to interact with. The most common use is connecting to an agent desktop application, CRM, or existing live chat solution. Standard connectors are priced based on the number of agents that actually make use of the connection within the billing cycle.
<b>Verizon Connectors</b>	Per Agent /Per Month	Verizon Connectors provide a software integration between the Digital CX product features and the following Verizon product offerings: - Virtual Contact Center (VCC) Verizon Connectors are priced based on the number of agents

		that actually make use of the connection within the billing cycle.
<b>Connector - Voice</b>	Per Minute	Optional, voice over WebRTC can be used to facilitate voice communication between agents and end users for a per minute usage charge.
<b>Connector - Video</b>	Per Minute	Optional, video over WebRTC can be used to facilitate video communication between agents and end users for a per minute usage charge.
<b>SMS - US-based</b>	Per SMS	This charge applies for each SMS sent or received.
<b>MMS - US-based</b>	Per MMS	Multimedia Message Service (MMS) is only available within the United States, and charges a per MMS message inbound and outbound usage fee. End users may experience additional MMS charges separately by their cell phone provider.
<b>SMS/MMS Operating Charge</b>	Per SMS/MMS	A per SMS/MMS Operating Charge will apply for each inbound and outbound SMS/MMS

- **Source of measurement:** Supplier CMDDB
- **Measurement Type:** Period measurement
- **Costs recovered:**
  - All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
  - All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes



**2.8.11 VoIP Inbound Anti-Fraud and Authentication (VIAA)**

- **“VoIP Anti-Fraud and Authentication”** will be a Resource Unit.
- **Unit of measurement:** Various according to the table below and Exh. 4.1.
- **Resource Unit Definition:** VIAA options are comprised of the following:

Resource Unit	Unit of Measure	Description
<b>Passport VoIP Inbound Authentication Overage</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Call Over Subscription Plan	In the event the quantity of calls processed by the Pindrop Service exceeds the annual subscription plan (excess referred to as “overage”), Verizon will true up the volume on an annual basis and charge Customer the Overage Rate set forth Exhibit 4.1.
<b>Protect Cloud Anti-Fraud Overage</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Call Over Subscription Plan	In the event the quantity of calls processed by the Pindrop Service exceeds the annual subscription plan (excess referred to as “overage”), Verizon will true up the volume on an annual basis and charge Customer the Overage Rate set forth Exhibit 4.1.
<b>Panorama Anti-Fraud and Authentication Overage</b> Extra Small - 500,000 - 3,000,000 calls Small - 3,000,001 - 15,000,000 calls Medium - 15,000,001 - 30,000,000 calls Large - 30,000,001-75,000,000 calls Extra Large - 75,000,001-120,000,000 calls Extra/Extra Large - 120,000,001-999,999,999 calls	Per Call Over Subscription Plan	In the event the quantity of calls processed by the Pindrop Service exceeds the annual subscription plan (excess referred to as “overage”), Verizon will true up the volume on an annual basis and charge Customer the Overage Rate set forth Exhibit 4.1.

- **Source of measurement:** Supplier CMDB
- **Measurement Type:** Period Measurement
- **Costs recovered:**

- All labor and Supplier Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Licenses necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Software Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware/Equipment necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All Hardware Maintenance necessary to manage, maintain, and enhance the service environment and to provide the Solution: Yes
- All services and project activities (including installation and discontinuance), but not including the initial one-time migration from VITA's and Customers' existing VDN Environment: Yes.