

**MODIFICATION 005L TO
CONTRACT NUMBER VA-151028-MCI
BETWEEN
VIRGINIA INFORMATION TECHNOLOGIES AGENCY
AND
VERIZON BUSINESS NETWORK SERVICES LLC**

This Modification 005L, effective July 1, 2023, is made an integral part of Contract VA-151028-MCI (the "Contract" or "Agreement") between Virginia Information Technologies Agency ("VITA") and Verizon Business Network Services LLC ("Supplier").

WHEREAS VITA intends to implement Project Evolution, a major restructuring of its Service Level Management (SLM) Program, with a goal of reducing the number of Service Level Agreements (SLAs) and simplifying the complexity of the Program across the Platform,

NOW, THEREFORE, for and in consideration of the mutual promises contained herein, and for other good and valuable consideration, the receipt and sufficiency of all of which is hereby acknowledged, VITA and Supplier agree to modify Contract VA-151028-MCI as follows:

1. Replace Exhibit 3.0 (Reporting and Service Level Management) in its entirety with Exhibit 3.0 (Reporting and Service Level Management) Modification 005L to:
 - Establish that all SLA reporting is Monthly
 - Remove all references to Key Measures
 - Remove all references to Met Minimums
 - Remove all references to the original relationship type "Shared"
 - Clarify calculation of credits
 - At risk percentage shared between RCDs and SLAs
 - Calculation priority established – RCD assessed first, then SLA
 - Change continual improvement from required to VITA discretion
 - Update Earn Back explanation to align to streamlined environment

2. Replace Exhibit 3.1 (Service Level Matrix) in its entirety with Exhibit 3.1 (Service Level Matrix) Modification 005L to:
 - Remove Key Measures, Met Minimum, and "Shared" type from Introduction Tab
 - Reduce Pool Percentage Available for Allocation
 - Remove column for Met Minimum
 - Ensure all contracts have the % of Invoice Data column
 - Remove Key Measures tab
 - Align categories to industry standard
 - Renumber all SLAs to align across the Platform and move Unique SLAs to 1.3 series
 - Update Critical Deliverables tab to include updated/new RCD list
 - Renumber RCD list where necessary to align across the Platform

3. Replace Exhibit 3.2 (Service Level Definition and Measurement) in its entirety with Exhibit 3.2 (Service Level Definition and Measurement) Modification 005L to:
 - Remove Key Measures
 - Remove Service Level Type and Measurements
 - Modify "Currently Measured" to "Active"
 - Consolidate Days of Measurement and Hours of Measurement to Measurement Timeframe
 - Remove Key Measures tab
 - Align to new segment categories

4. Replace Exhibit 3.3 (Critical Deliverables) in its entirety with Exhibit 3.3 (Critical Deliverables) Modification 005L to:
 - Modify/update existing RCDs
 - Add description for new RCDs
 - Renumber to align to Platform

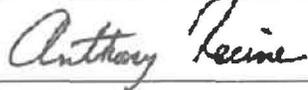
5. Replace Exhibit 3.4 (Report Matrix) in its entirety with Exhibit 3.4 (Report Matrix) Modification 005L to:
 - Add new Reports eliminated as SLAs
 - Remove Reports no longer necessary
 - Change the due date for annual Economic Change Adjustment (ECA)

The foregoing is the complete and final expression of the agreement between VITA and Supplier with respect to the subject matter of this MODIFICATION 005L. The Agreement cannot be modified except by a writing signed by a duly authorized representative of each of Supplier and VITA. Except as expressly modified herein, all other terms and conditions remain unchanged.

In witness whereof:

VERIZON BUSINESS NETWORK SERVICES LLC

VIRGINIA IT AGENCY

BY: 
 NAME: Anthony Recine
 TITLE: SVP
 DATE: 06/23/2023

BY: 
 NAME: Ryan Thompson
 TITLE: Senior Commercial Contracts Manager
 DATE: 6.26.2023