

VA-191201-SHEN

EXHIBIT B – SERVICE REQUIREMENTS

A. Installation Date

The Supplier shall install Services within ten (10) business days of its receipt of a valid order from VITA or a designated DSP participant.

If Supplier will not be able to complete installation within ten (10) business days of its receipt of the order, Supplier shall propose a firm installation date no later than three (3) business days after its receipt of the order. VITA or the DSP participant may, in its sole discretion accept the proposed installation date or rescind its order without liability by giving Supplier notice within three (3) business days of its receipt of the proposed alternative installation date.

Supplier's failure to comply with the identified time frames shall be deemed a default, and VITA may, at its sole discretion and in addition to all other available remedies, exercise its rights pursuant to the Term and Termination section of this Contract. Supplier shall not be deemed in default if its failure to comply is a result of the failure of the public body which is to receive Supplier's Services to provide any necessary access or support as identified in the applicable order.

B. Installation

Unless otherwise authorized in writing by VITA or the DSP participant, Supplier shall not, in performing installation Services, interfere with the any existing telecommunications cabling systems of the public body which is the recipient of Supplier's Services in a manner that causes operational outages. Notwithstanding the foregoing, in the event that temporary modifications to the existing telecommunications cabling systems become necessary to complete the installation of the new service, the Supplier shall notify the on-site point of contact for the public body which is the recipient of Supplier's Services of such need and shall schedule a mutually agreeable time for such modifications to be completed.

C. Acceptance

Service(s) shall be deemed accepted when VITA or the DSP participant determines that the Services ordered meet the requirements or written criteria set forth herein and/or the applicable order. VITA or the DSP participant shall commence Acceptance testing within a reasonable time period after commencement/performance of the Service or within such longer time period mutually agreed upon by the Parties to the order. VITA shall have seventy-two (72) hours, or such longer period as may be agreed upon between Supplier and VITA in an order, from completion of Services to evaluate and accept the Services ("Evaluation Period"), provided that VITA or the DSP participant, in its sole discretion, may accept the same prior to expiration of the Evaluation Period. If the Supplier's Services fail to meet the specifications or requirements of the Contract or the applicable order, or those required by the Supplier's own technical documentation, then VITA or the DSP participant may require the Supplier to re-perform such Services.

Supplier agrees to provide to VITA such assistance and advice as VITA may reasonably require, at no additional cost, during such Acceptance testing. Any travel expenses not included in the fixed price of an order must be pre-approved by VITA or the DSP participant and shall be reimbursable by VITA or the DSP participant at the then-current per diem amounts as published by the Virginia Department of Accounts

(<http://www.doa.virginia.gov/procedures/adminservices/capp/pdfdocs/20335.pdf>, or a successor URL(s)).

Acceptance shall be effective for the purpose of making payment for Services, as applicable, provided, however, Acceptance by VITA or the DSP participant following the evaluation period shall not be conclusive that the Services conform in all respects to the specifications and requirements of the Contract or the applicable order. In the event that nonconformance therewith is discovered by VITA or the DSP participant after Acceptance, whether due to a latent defect or otherwise, the Supplier shall take whatever action is necessary, including but not limited to re-performance of Services, to conform the Services to the specifications and requirements of the

Contract or the applicable order. The Supplier's failure to do so shall constitute a default on the Contract or the applicable order for which VITA may exercise the remedies provided in the section of the Contract entitled "Termination for Breach or Default".

D. Service Levels and Remedies

Supplier shall provide a telephone number(s) for the reporting of technical support and service problems encountered by VITA, or the DSP participant, which is the recipient of Supplier's Services. The technical support contact shall be staffed and available twenty-four hours per day, seven days a week, including weekends and holidays.

Supplier shall provide Services with an aggregate availability of ninety-nine percent (99%) during each three-month period during the Contract term to VITA and DSP participants under this Contract.

VITA or the DSP participant shall be credited twenty percent (20%) of the applicable monthly service charges for each occurrence during which VITA or the public body which is the recipient of Supplier's Services is denied use of the Service due to failure of the Supplier's Service or Supplier-provided equipment failures and disruptions for eight (8) or more consecutive hours. A separate twenty-percent credit shall apply to the each 24-hour period, of a failure or disruption, beginning with the commencement of the failure or disruption, until it is resolved.

Any performance credit due to VITA or the DSP participant should be applied to the appropriate account on the next billing cycle after the service outage.