



**Exhibit 2.0**  
**Description of Services and Solution**  
**Effective June 11, 2021**

VA-210517-NTT – Messaging Services

**COMMONWEALTH OF VIRGINIA**  
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## 1.0 Introduction

This **Exhibit 2 (Description of Service and Solution)** to the Master Services Agreement between VITA and the Supplier, together with the following attachments (incorporated by reference herein), details the Supplier's description of service, solution, implementation plans, and related obligations.

Attachments to Exhibit 2 include:

- **Exhibit 2.1 (Description of Services – Messaging Services)**
- **Exhibit 2.2 (Description of Services – Cross Functional Services)**
- **Exhibit 2.3 (Solution)**
- **Exhibit 2.3.1 (Solution – Messaging Services)**
- **Exhibit 2.3.2 (Solution – Cross Functional Services)**
- **Exhibit 2.4 (Implementation Plan – Messaging Services)**
- **Exhibit 2.4.1 (Implementation Milestones – Messaging Services)**
- **Exhibit 2.4.2 (Integration Points – Messaging Services)**
- **Exhibit 2.5 (Transition Out Plan)**
- **Exhibit 2.7 (Sites)**