

## **Transition Strategy**

As part of our overall transition strategy, Verizon will work with the DOD to establish a plan for converting its end users to the Verizon services available under the new contract and any subsequent task order. In certain areas, and depending on the number of transitions to our network, Verizon may arrange for Onsite installation services to replace or convert wireless devices, during regular business hours. This accommodation is provided at no additional charge.

Within seven (7) business days of award, the Verizon Government Project Management team will provide support and the appropriate technology to enable the transition of DOD subscribers from existing contractual agreements and/or task orders to the DOD rate plan(s) established under an awarded contract/task order. The Government Project Management team will work diligently with DOD to establish the following key elements. This will enable Verizon to further create a more comprehensive transition management plan designed to meet DOD's specific requirements.

- Designated points of contact for the transition program
- Device roll-out schedule for specified DOD Regions
- Transition plan to transfer mobile telephone numbers from other wireless carriers
- Transition plan to transfer subscribers from an existing task order to a new task order
- Schedule for Onsite/on-line training for DOD subscribers
- Billing structure for DOD Regions
- Complete review of contract deliverables.

## **Transition Process**

The transition process will begin once the DOD end user provides the number of the wireless phones to be transitioned and a date and time for the transition to take place. There are a few different scenarios that may occur depending upon the disposition of the subscriber line to be converted.

### **DOD End Users Currently on Verizon Service**

- Lines will be transitioned via an order processing migration form.
- Transition will occur without interruption in service.
- Reprogramming of the mobile telephone number is not necessary.

### **DOD End Users Currently on Verizon Service Wishing to Upgrade their Devices**

- Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile telephone number can be retained and there should be no or minimal interruption in service.

- Upon completion of an order processing form, the DOD end user lines will be registered under the appropriate DOD account.
- DOD end users will receive their new equipment via 2nd day delivery (there is a charge for expedited and multiple device orders). As an alternative, other delivery options may be arranged with your Verizon Program Manager.

## DOD End Users Not Currently on Verizon Service Wishing to Keep Their Current Device

- Lines will be transitioned via an order processing migration form..
- DOD subscribers will be able to port their existing mobile telephone numbers. However, equipment programming is required.
- Mobile devices owned DOD end users can be retained as long as the equipment is compatible with Verizon' network and calling plan chosen and can be reprogrammed to the Verizon service. DOD end users that do not have compatible equipment must purchase new equipment.

## DOD End Users Not Currently on Verizon Service Wishing to Upgrade Their Current Device

- Lines will be transitioned via an order processing form.
- DOD end users will be able to port their existing mobile telephone numbers.
- Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile telephone number can be retained and there should be no or minimal interruption in service.
- Once ordered, new equipment will be shipped via 2nd day delivery **(there is a charge for expedited device and accessory orders which can result on multiple shipment)**. As an alternative, other delivery options may be arranged with your Verizon Program Manager.

## Transition Process from Old Task Order to New Task Order

- Verizon Contracts and Proposals Group will provide a quote for new services/products.
- DOD Contracting Department will enter Verizon' quote into competition for the award of the task order.
- Upon award of task order, Verizon' sales team will acquire new task order with each ELIN for any proposed product(s) and/or services(s).
- Verizon will review, accept and sign new task order, if applicable.
- Verizon' Government Implementations Team will implement the new task order by completing the following:
  - Transmit total obligated funds to Enterprise Purchase Order Database (ePOD) team
  - Establish new profile, if applicable.
  - Establish new account under existing profile.
- Verizon sales team will provide new device/equipment, if applicable.

- Verizon Global Enterprise Advisory (GEA) Team will complete the transition by completing the following:
  - Review new account within the online portal billing and analysis tool,
  - Confirm association of all specified Single Point of Contact(s) (SPOC) to newly created account, profile, and online portal hierarchy,
  - Transfer all specified mobile telephone numbers (MTN) to new account number,
  - Change MTN to new specified price plan,
  - Create new log-in and passwords for new SPOC(s) and/or confirm access for existing SPOC(s) which may include completing username or password resets,
  - Conduct a review and walk-through of the online portal billing tool for customer satisfaction.
- Verizon will conduct and provide a monthly report to monitor/track the progress of the transition process through completion.

Verizon will complete transitions within thirty (30) calendar days of an order being placed by individuals authorized to issue task orders under the resulting contract. There will be no termination or reactivation fees assessed against any DOD subscriber transferring to or from a contract/task order awarded to Verizon. We will coordinate with DOD subscribers to ensure no down time of devices. The transition will also include porting telephone numbers, as applicable.

## Summary of Deployment Capabilities

Verizon will partner with our DOD Customers to ensure a seamless transition of lines with our Basic, Smartphones, and Mobile Broadband devices porting from other carriers. VZW will manage the implementation project strategies of new profile & account creation, Onsite delivery of devices, and onsite deployment coordination. The overall project management plan is customized with each opportunity in order to meet the specific deliverable requirements of our customers.

### Deployment Deliverables

- New Verizon Account Implementation:*  
Ensure account structure set-up, price plans and PTT feature, and any additional special features that are requested.
- Device Order Logistics:*  
Oversee the management of equipment and accessory ordering process.
- New Line Service Request Information:*  
Partner with the customer to receive complete list of Employee Name/User ID information with requested area code based on customer's preferred location.
- Upgrade Line Service Request Information:*  
Partner with customer to receive current Verizon inventory list of mobile numbers that will upgrade to a new device.
- Port In Line Request Information:*  
Partner with customer to receive current inventory list of mobile numbers that will port in from Other Service Provider(s) - (Account Number, Billing address, Account PIN, Usernames, and MTN are required to begin port request)
- Telephone Number Port Validation:*  
Coordinate with Verizon's Port Center to validate all lines are portable and manage the transition process.
- Staging /Kitting Services:*  
Assemble team to manage device preparation specific to the customer's need. (Addition or removal of unwanted collateral, device box labeling, Barcode/asset tagging and organizing devices for consolidation and specified device customization requirements).

•Delivery of Equipment:

Ship and provide daily/weekly reporting updates of device delivery status to the customer's final destination location(s).

•New Device Activation & Provisioning:

Partner with customer to draft network activation, PTT setup and device MDM configuration instructions. Coordination support for network activation errors and partner with customer. (Will vary based on device Make/Model).

•Deployment Activity Reporting:

Create master summary report for device inventory, tracking and network activations (Mobile Number, IMEI, ICCID/SIM, Serial Number, Username, FedEx tracking numbers, etc.)

## Deployment Methods

•Staging & Kitting Services:

Verizon partners with your IT staff to have devices shipped and received at a Verizon facility where units are configured per the statement of work and then shipped out to end users

•Onsite Support:

Verizon staff goes to your locations and partners with your IT staff to setup, stage/kit, activate and distribute devices to Corporate Subscribers

•Remote / Virtual Support:

Verizon partners with your IT staff to network activate and configure devices to corporate subscribers remotely