

Digital Advisory Services Professional Service Description

Network Implementation

1. Description of Services.

1.1. **Network Implementation.** Verizon will perform Network Implementation services pertaining to the Customer Network, as defined below. "Network Implementation" as used herein means that Verizon will provide remote implementation services, as defined below, for the network equipment and or network services and Customer Sites as defined in the Engagement Letter.

2. Scope.

Verizon will perform the Engagement activities listed in this section and these activities are "in scope" for the Network Implementation. Any items or actions not specifically identified in this section are out of scope.

2.1. Engagement Initiation.

During the initiation phase, Verizon will work with Customer to identify critical personnel who will interface with Verizon to provide the business and network technical environment information reasonably required by Verizon for its performance of the Engagement. Verizon will use this Customer-provided information to align the network strategy and roadmap with Customer's disclosed current and future business needs.

- Verizon will coordinate the Engagement kick off meeting in accordance with "Engagement Management" as defined below.
- Verizon will establish a preliminary project plan for the Engagement (the "Engagement Project Plan"), and provide a work breakdown structure that outlines the work effort required for the network discovery.

2.2. Orientation and Requirements Gathering.

Verizon will work with Customer to capture Customer requirements pertinent to the network implementation. This may include a review of Customer-provided network documentation, validation of the site and equipment lists, identification of key sites, identification of site types, device hardware and software, required functionality, configuration requirements, Customer maintenance window requirements, and site acceptance test and validation criteria.

- Document the requirements in an implementation requirements document (IRD), for Customer review and approval.

2.3. Implementation Documentation.

Verizon will develop an implementation documentation package (IDP) that will detail logical configuration and validation tests in order to facilitate successful delivery of the implementation. The IDP will consist of an implementation engineering guide (IEG) and a Customer Site acceptance criteria (SAC) checklist.

- Develop the IEG. The IEG will document the information that Verizon will use to provide the Professional Services in accordance with the IRD. This information may include implementation procedures, configuration templates, physical and logical Site diagrams, Customer-provided configuration templates, addressing

spreadsheets, and existing device configurations. It may also include operational checks for proper operation of Equipment prior to execution of the SAC.

- Develop the SAC. The SAC will document mutually agreed implementation acceptance criteria, to be executed per Customer Site by Verizon.

2.4. **Proof of Concept.**

Verizon will conduct a proof of concept implementation at one 1 Customer Site for each site type identified in the IRD in order to validate the IDP prior to the commencement of the full implementation.

- Utilizing the results from the proof of concept implementation, Verizon will make changes or adjustments to the IED and SAC, as required and as applicable.

2.5. **Remote Implementation.**

Verizon will logically configure the network equipment and or network services, according to the IRD and IEG. The implementation will be validated using the approved SAC checklist. All implementation activities will be performed remotely.

- Verizon will complete the SAC checklist for each implementation task and/or site, as applicable.

2.6. **Engagement Management.**

Verizon will designate an “Engagement Project Manager” who will act as the single point of contact throughout the Engagement. The Project Manager is also responsible for managing the change control process. Should the Engagement’s requirements change during the course of the Engagement, the Engagement Project Manager will ensure that any modifications to the Network Implementation are agreed to and documented in writing.

Customer will appoint a single point of contact that is responsible to: coordinate the Engagement activities, interact with Verizon and ensure timely data flow and exchange of information required for execution of the Engagement within the agreed time frame.

Verizon will work with Customer to schedule a kick-off meeting to initiate the Engagement. Verizon and Customer will collaborate to determine required stakeholders and other attendees, agenda, and meeting location (i.e. on site or virtual). At or before the kick-off meeting, Customer shall provide a list of appropriate contact personnel with contact numbers, and appropriate on-site authorization documentation (where applicable). As an output of the meeting, Verizon will produce an agreed Engagement Project Plan, which specifies resources, dates, times, and locations for the tasks described in the Engagement Project Plan.

All Engagement Management activities and duties will be delivered remotely.

3. **Deliverables.** Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement’s confidentiality terms. Verizon will provide the following Network Implementation Deliverables:

- 3.1. Engagement Project Plan;

- 3.2. IRD;
- 3.3. IDP;
- 3.4. IEG; and
- 3.5. SAC checklist.

4. **Documentation to be produced by Customer and Customer Obligations.** Delivery of the Network Implementation Professional Services by Verizon is dependent on Customer's performance of the following:

- 4.1. Provide the necessary commitment of resources and timely response to requests for information to achieve the completion of the Engagement within the mutually agreed timeframes as well as access to all Customer Network devices and external Verizon systems necessary for Verizon to perform Network Implementation remotely in accordance with the IEG.
- 4.2. Actively participate in all Engagement related meetings and discussions and mutually collaborate with the Verizon Engagement Project Manager to resolve issues and changes.
- 4.3. Provide current Customer Network architecture to include physical architecture, network components, network protocols, functionality, technologies, identification of existing issues or areas for improvement, and current network documentation.
- 4.4. Provide a network resource with sufficient knowledge of the current network environment with sufficient network infrastructure knowledge to review recommendations and implementation options with Verizon.
- 4.5. Provide device configuration files, as applicable and as required.
- 4.6. Provide the assistance as defined under the "Customer Obligations" section of the SOW.

5. **Assumptions.** In addition to (i) the above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the SOW, the following assumptions and considerations shall apply. Verizon's provision of the Network Implementation is based on the following assumptions. Should any of these assumptions prove to be incorrect or incomplete then Verizon may modify the price, scope of work, or milestones.

- 5.1. Network Implementation will be performed during the hours defined in the Engagement Letter.
- 5.2. Customer is responsible for the implementation of any changes to equipment or equipment configuration other than the Professional Services as defined herein.
- 5.3. Device and network information will need to be verified as part of the Engagement initiation.

6. **Definitions.** The following definitions apply to Network Implementation, in addition to any other definitions that are available in the Contract or these terms:

- 6.1. **Customer Network:** A mutually-agreed list of managed or unmanaged network devices, and the network to which they are connected.