



MOBILE WORKFORCE MANAGER

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1. **GENERAL.**

1.1 **Service Definition.** Mobile Workforce Manager (MWM) gives Customers the tools to manage their mobile devices, users and applications online.

1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a + and sometimes referred to as Rapid Delivery) and non-Optimized Service.

1.2 **Standard Service Features**

1.2.1 **Mobile Workforce Manager Portal.** With the MWM Portal (Portal) Customer will manage End User accounts, select Service features deployed to End Users and access End User information, such as login details.

1.2.2 **Trouble Management and Helpdesk Support.** Verizon will provide technical support to Customer's designated system administrator via a toll-free number and a technical guide accessed through the Portal. Verizon will provide second-level technical support to Customer for the administration of End User accounts. Verizon also will provide Help Desk support on a 24 x 7 basis for trouble management and reporting of faults.

1.2.3 **Client Software.** MWM includes integration for client application software for device access to MWM, device management and other applications that may be made available through the Service (Client Software). Customer's use of Client Software is subject to the license agreement(s) for MWM set forth <http://www.verizonenterprise.com/terms/>.

1.2.4 **RADIUS Authentication.** The Remote Authentication Dial-In User Service (RADIUS) server provides a centralized remote user authentication and accounting management service to allow internet connected devices to access MWM. Customer may elect to use either a Verizon operated and maintained RADIUS authentication server or its own hosted server. If Customer elects to host its own RADIUS server, Customer will host, operate and maintain its RADIUS server in a secure environment with versions of software and protocols compatible with Verizon's standards.

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1.2.5 **Network Access Identifier.** Verizon will provide Customer with 1 top level (e.g. username@domain.com) and 2 sub level Network Access Identifiers (NAI) (e.g. <username@subdomain.domain.com>) to be used to identify End Users.

1.2.6 **Wi-Fi Access.** [Effective January 31, 2017, Wi-Fi Access will no longer be available for new Service Orders. Customers who currently have Wi-Fi Access may continue to use it until August 1, 2017; thereafter Wi-Fi Access will be fully decommissioned.] When available, enabled and upon Customer's order, Verizon will provide End Users with an Internet Wi-Fi Access service provided by third party providers contracted by Verizon. End Users with an appropriate device with compatible Wi-Fi or a wired Ethernet network card may use the Wi-Fi Access service.

1.3 **Customer Responsibilities**

1.3.1 **End Users.** Customer will set up the System Administrator to administer and maintain End User access, accounts, profiles, security, and support as well as, for its End Users' compliance with the End User terms and conditions.

2. **SUPPLEMENTAL TERMS**

2.1 **End User Terms and Conditions**

2.1.1 **Unique Identification Number (Non-Optimized only).** For Verizon to bill correctly, Customer will assign a unique identification number (following a Verizon-provided structure) to each End User using the Portal and/or using MWM.

2.2 **Domain Names.** Customer will only use NAIs containing a domain name officially registered to Customer.

2.3 **Unauthorized Use.** Customer is responsible for (i) exercising due diligence in protecting Customer systems and information that might be used to access, exploit, or otherwise use MWM, and (ii) promptly notifying Verizon in writing of any security compromise with respect to such information or End User accounts.

2.4 **Wi-Fi.** [Effective January 31, 2017, Wi-Fi Access will no longer be available for new Service Orders. Customers who currently have Wi-Fi Access may continue to use it until August 1, 2017; thereafter Wi-Fi Access will be fully decommissioned.] Wi-Fi access is subject to the MWM End User agreement, if any. Verizon reserves the right to add, change or delete Wi-Fi locations listed on the Hotspot Website and in the Verizon address book from time to time with any new Hotspots subject to the same terms and conditions listed herein. Customer's use of such new Hotspots will be deemed as agreement to any such different terms and conditions.

2.5 **End User Identification in India.** Customer acknowledges that Department Of Telecommunications in India and other Indian governmental authorities may from time to time require Customer to identify the end users of the Service in order to monitor and prevent unlawful activity over the Verizon Network. At all times including but not limited to where Customer uses Wi-Fi connectivity in relation to the Service, Customer shall employ appropriate authentication processes to secure the Verizon Network and retain sufficient records of all End Users of the Service.

2.6 **Restriction on Encryption Functionality in India.** Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India. Customer may use encryption up to 40 bit key length in

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RSA algorithm. If Customer requires encryption higher than this limit, then Customer will obtain approval from the relevant telecom authority.

3. FINANCIAL TERMS

3.1 **Optimized Services.** Customer will pay the charges for Optimized Mobile Workforce Manager + specified in the Agreement and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

3.2 **Non-Optimized Services.** Customer will pay MRCs and NRCs for non-Optimized MWM services as specified in the Agreement. Online pricing for service provided by a U.S. Verizon entity is at www.verizonenterprise.com/us/publications/service_guide/secure/cp_mwm_rates_and_charges_SG.htm

3.3 Additional Charges

3.3.1 **End User MRC, Device MRC, and Wi-Fi Access MRC Generally.** [Effective January 31, 2017, End User MRC will no longer be available as a charging method for new Service Orders. Customers who currently have End User MRC may continue to use it.] Charges will accrue for each Enabled End User or Enabled Device as further described below. For each Service Order, Customer must select a service term and either (i) an End User or (ii) Device Package prior to Service Activation. Customer's selection will be shown on the Contract. Additionally, Customer will be charged a Wi-Fi Access MRC, based on the Customer-selected charging method stated in the Contract. For each Service Order Customer places, Customer will select only one of the following charging methods (i) the End User MRC, or (ii) Device MRC.

3.3.2 **Wi-Fi Access MRC.** The Wi-Fi Access MRC for MWM for Verizon-provided Wi-Fi Access is charged on either (i) a per megabyte transferred basis, (based on the sum of all inbound and outbound Wi-Fi Access traffic generated monthly by End users) or (ii) flat rate per End User basis (based on the total number of End Users having connected at least once to Wi-Fi Access). Customer must select the preferred charging method prior to Service Activation for all users.

3.4 **Non-Verizon Provided Wi-Fi Access.** Customer may incur additional cost by third party network operators if the Wi-Fi access method is used by Customer in locations where the Verizon Wi-Fi Access is unavailable. Customer is responsible for payment of costs to such third party Wi-Fi network operator.

4. **DEFINITIONS.** The following definitions apply to MWM, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

End User(s)	Corporate end users, including agents and contractors that Customer has authorized.
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