



Localworks +

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1. GENERAL

1.1 **Service Definition.** Localworks is an all-in-one platform provided by Yahoo Small Business (YSB) that helps business owners manage their business listings across a network of 70+ directories including digital maps, apps, social networks, GPS systems, and search engines. These networks let business owners manage public information and facts about their businesses. Localworks puts these business owners in control of how their business listings appear when potential customers search for their businesses online. Localworks also enables business owners to see all their consumer reviews, across directories, from a single dashboard.

1.2 Service Features

1.2.1 **Standard Plan.** The Standard Plan includes the following features: enhance listings with pictures and more, manage listings from a single dashboard, lock listing information, exclusive access to control Yahoo Local listing, robust analytics & custom reports, knowledge assistant, 24/7 support, access 70+ online directories from one dashboard, review monitoring, duplicate suppression, social media integration, publisher & consumer suggestions and access to a business plan tool.

1.2.2 **Premium Plan.** The Premium Plan includes everything in the Standard Plan, plus competitive intelligence, sentiment analysis, review insights, review generation through website widgets and the ability to respond to Google and Facebook reviews right from the dashboard.

1.2.3 More information about features, including a side-by-side comparison of the plans, can be found at: <https://smallbusiness.yahoo.com/local>.

2. SUPPLEMENTAL TERMS

2.1 **Terms of Service.** An end user's use of and access to Localworks is pursuant to YSB's Terms of Service (ToS) located at: <https://smallbusiness.yahoo.com/tos>. As part of the registration process, each end user shall agree to YSB's ToS prior to use of Localworks.

3. **FINANCIAL TERMS.** Customer will pay the fees specified in the Agreement, and at the following URL, as applicable: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm.

4. CUSTOMER SUPPORT

4.1 Verizon will provide Tier 1 support for and handle all billing and account management issues (e.g., password resets, profile updates).