

Digital Advisory Services Professional Service Description

Awareness Workshop

1. Description of Services.

1.1. Awareness Workshop.

Verizon will deliver an awareness workshop (the "Awareness Workshop"), which is a workshop session for 1 area of network technology as defined in the Engagement Letter lasting no more than four (4) hours. The Awareness Workshop will provide Customer with information and recommendations regarding the network technology area, such as industry trends, relevance to Customer's Information Technology ("IT") infrastructure and business growth, as well as adoption challenges, and industry best practices. The Awareness Workshop will consist of a Verizon-led presentation covering the concepts, history, technical and business drivers for adoption, and the challenges faced in incorporating the network technology into the Customer Network and IT services. The presentation will be followed by a roundtable discussion between Verizon and the Customer-selected stakeholders in attendance.

2. Scope of Work.

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

The Awareness Workshop is conducted during 1 Business Day with duration up to 4 hours. The scheduling of the Awareness Workshop is subject to availability of required Customer and Verizon personnel.

2.1. Engagement Initiation.

- 2.1.1. The Verizon Engagement Project Manager, as defined below, will coordinate the Engagement kick-off meeting and Awareness Workshop as further described below under "Engagement Management."
- 2.1.2. Verizon will gather the list of Customer participants who will take part in the Awareness Workshop from the Customer.
- 2.1.3. Review and finalize the Awareness Workshop agenda with the Customer.
- 2.1.4. Coordinate and schedule a day and time for the delivery of the Awareness Workshop.
- 2.1.5. Prepare the presentation materials, as applicable.

2.2. Workshop.

2.2.1. Verizon will deliver a presentation (the "Presentation") to Customer participants for the area defined in the Engagement Letter. The Presentation will be delivered remotely via an online meeting or an onsite presentation may be provided upon mutual agreement. The Presentation may cover information such as:

- Technical overview;
- Market landscape and adoption in the marketplace;
- Common use cases;
- Currently available solutions;
- Challenges to adoption and/or implementation;
- Industry recognized best practices;
- Reference architecture;
- Supported topologies;
- Implementation / deployment approaches; and
- Steps for successful use, integration, and/or implementation.

2.2.2. The Awareness Workshop session will conclude with additional discussion, focusing on specific

considerations for Customer.

2.3. Engagement Management.

Verizon will designate an "Engagement Project Manager" who will act as the single point of contact throughout the Engagement. The Engagement 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 Awareness Workshop 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 discussion 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 discussion, 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 discussion, Verizon will confirm the resources, date, time, and location for the Awareness Workshop with the Customer.

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:

3.1. The Presentation. The Customer will be provided with a .pdf copy of the presentation given after the Awareness Workshop has been delivered.

4. **Documentation to be produced by Customer and Customer Obligations.** Delivery of the Awareness Workshop 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 delivery of the Awareness Workshop within the mutually agreed timeframes.
- 4.2. Designate, prior to start of the Engagement, a project manager who will function as the single point of contact ("SPOC") to Verizon and must be involved throughout the duration of the Engagement.
- 4.3. Actively participate in all Engagement related meetings and discussions and mutually collaborate with the SPOC designated by Verizon to resolve issues and changes to plan.
- 4.4. Make available, as required, all necessary contacts and stakeholders for input and participation in this Engagement.
- 4.5. Provide the assistance as defined under Customer Obligations section of the SOW.

5. **Assumptions.** In addition to the (i) 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. Should any of these assumptions prove to be incorrect or incomplete then Verizon may modify the price, scope of work, or milestones.

- 5.1. Awareness Workshop will be performed during the hours defined in the Engagement Letter.
- 5.2. Access to the Customer contacts and resources must be provided by Customer during designated time frames, which will be established during the Engagement kick-off meeting. The failure to provide this timely access could delay completion of the Professional Services.
- 5.3. Any Assumptions under the applicable Engagement Letter will also apply to the Awareness Workshop.

6. **Definitions.** The following definitions apply to Awareness Workshop, 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.