

# Digital Advisory Services Professional Service Description

## SIP IP Trunk with Field Trial for Legacy PBX Model

### 1. Description of Services.

#### 1.1 SIP IP Trunk with Field Trial for Legacy PBX

Verizon will assist Customer with the planning, preparation, implementation and migration of voice network traffic to Customer's Verizon-based session initiation protocol (SIP) solution. Verizon will provide Customer with a repeatable methodology that can be used for an enterprise migration to a SIP trunk with legacy private branch exchange ("PBX") model.

2. **Scope of Work.** In collaboration with Customer, Verizon will provide technical expertise, oversight and guidance through a logical sequence of activities designed to migrate from traditional time division multiplexing (TDM) facilities to the Verizon SIP solution.

2.1 **Professional Services Overview.** Verizon will initiate and conduct a kick-off conference call between Customer and applicable Verizon resources. Through collaborative workshop(s) with Customer, Verizon will:

2.1.1 Review Customer's stated business requirements and expectations;

2.1.2 Establish a Project timeline and develop a master Project plan;

2.1.3 Gather pertinent information about the Customer call control system required to create a SIP Trunking services design to support the voice gateway (VGW) configurations (dial-plan, call-flow, codec, redundancy, etc.);

2.1.4 Gather pertinent network infrastructure information (IP addressing, routing, quality of service (QoS), etc.) required to deploy the VGW devices;

2.1.5 Gather SIP trunk services (IP integrated access (IPIA), IP trunk or IP contact center (IPCC)) information from Customer's service provider (simultaneous calls, features, authentication, protocols, etc.) required to deploy the VGW devices;

2.1.6 Lead technical discussions during the planning, design and migration process to help mitigate issues associated with the integration between the Customer call control system, VGW devices and SIP trunk services; and

2.1.7 Create the VGW and SIP trunk low-level-design document.

2.2 **Low-level Design.** Verizon will deliver the low-level design document to Customer and Customer will provide its approval of such design document via email within 5 Business Days after such delivery. Once Customer has reviewed and approved the low-level-design document, Verizon will assist Customer with the analysis, configuration, implementation and testing associated with the migration of the pilot locations to SIP trunking, as specified in the Engagement Letter. Verizon will perform the following activities:

2.2.1 Remotely configure the VGW functionality for the Customer Sites specified in the Engagement Letter; and

2.2.2 Remotely configure the Voice Gateway functionality responsible for the integration with legacy PBX systems.

- 2.2.3 Remotely conduct the field trial;
- 2.2.4 Deploy the pilot locations, as specified in the Engagement Letter, for SIP trunking services. Verizon will:
  - 2.2.4.1 Perform call (SIP, integrated services digital network (ISDN)) traces within the VGW devices as deemed necessary by Verizon to validate interoperability;
  - 2.2.4.2 Provide commercially reasonable efforts to assist Customer with troubleshooting any interoperability issues encountered on the first Business Day following completion of the Professional Services; and
  - 2.2.4.3 Perform tests to confirm that all expected SIP trunk features (within the scope of the Engagement) are working properly.
- 2.2.5 Document the test results and perform the following tasks (based on multiple sites in a centralized call processing model):
- 2.2.6 Consultation related to SIP design, implementation, configuration and testing of SIP trunk services, deploying the number and vendor type of voice gateways (VGW), as specified in the Engagement Letter;
- 2.2.7 Integration of the number of voice gateways, VGW dedicated and shared WAN routers with the number of legacy PBX system(s), as specified in the Engagement Letter. The legacy PBX vendor(s) will be identified in the Engagement Letter.
- 2.2.8 Integration of the number of voice gateways, as specified in the Engagement Letter, with IPIA and IP trunk services;
- 2.2.9 Integration of the number of voice gateways, as specified in the Engagement Letter ,with IPCC services;
- 2.2.10 The number of voice gateways having more than forty six (46) voice channels will be specified in the Engagement Letter;
- 2.2.11 The number of non-U.S. Customer Sites will be specified in the Engagement Letter;
- 2.2.12 Migrate voice and fax traffic to SIP trunk;
- 2.2.13 Provide support for the implementation, testing and porting of direct inward dial (“DID”) numbers for the pilot sites;
- 2.2.14 Gather dial-plan design requirements to plan and configure the voice gateways;
- 2.2.15 Verify off-net and on-net call routing of voice/fax traffic over SIP trunks services;
- 2.2.16 Provide consultation on voice gateway integration with Customer legacy PBX system.

**2.3 Device Implementation and Integration.** Verizon will perform the following tasks:

- 2.3.1 Implement and configure VGW devices based on design engineer design documents;
- 2.3.2 Provide VGW configuration for management network connections;
- 2.3.3 Provide VGW configuration to integrate to SIP trunk services (IPIA, IP trunk or IP contact center);

- 2.3.4 Provide VGW configuration to integrate to the Customer call control system (legacy PBX);
- 2.3.5 Configure VGW for basic call routing related to all SIP trunk service locations;
- 2.3.6 Test basic calls through the Verizon SIP trunk service call path;
- 2.3.7 Provide failover testing for VGW integration with the Customer call control system; and
- 2.3.8 Configure the VGW device to integrate with the Customer call control system (legacy PBX) and SIP trunk services.

The VGW device implementation will be conducted at a day/time agreed to by both Parties.

**2.4 Testing and Validation.** Verizon will assist Customer to define a comprehensive set of test cases designed to validate the solution design and will lead Customer through the test cases. Customer will perform various tests using such test cases. Customer will require access to at least 2 IP endpoints during the testing. Verizon will document the test results performed during the testing.

Verizon will perform the following tasks:

- 2.4.1 Assist Customer with the execution of the test cases, but Customer will perform the tests;
- 2.4.2 Document test case results;
- 2.4.3 Work remotely with Customer during the testing to monitor the SIP traffic within the Verizon Network and answer questions that may arise during testing; and
- 2.4.4 In the event any issues arise during testing, Verizon will use commercially reasonable efforts to provide guidance to Customer regarding how to correct the issues.

Verizon will communicate to Customer any mitigation and interoperability issues encountered with the Customer call control system after completion of the Professional Services along with re-testing requirements.

**2.5 Voice Gateway Integration with Legacy PBX.** As part of the Professional Services, Verizon will participate in technical meetings with Customer to discuss how to integrate the Verizon SIP trunk services (IPIA, IP trunk or IPCC) and VGW device(s) with the Customer call control system(s) (legacy PBX). These discussions should provide information to enable Customer to configure its call control system to integrate with the SIP trunk services. These discussions will focus on: ISDN protocol, SIP header, early offer, delay offer, CODEC design, call forward design, call transfer, transcoder resources, dual tone multiple frequency (DTMF) issues, digit manipulation, calling-ID information, 911 integration and call control system redundancy/failover when integrating with Verizon SIP trunk services, 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 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 SIP IP Trunk with Field Trial for Legacy PBX 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 SIP IP Trunk with Field Trial for Legacy PBX with the Customer.

All Engagement Management activities and duties will be delivered remotely.

**3. Deliverables and Documentation to be produced by Verizon.** 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 Project timeline;
- 3.2 Low level design;
- 3.3 Master Project plan; and
- 3.4 Solution test case results.

**4. Documentation to be produced by Customer and Customer Obligations.** Delivery of the SIP IP Trunk with Field Trial for Legacy PBX 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 SIP IP Trunk with Field Trial for Legacy PBX 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 Configuring its legacy PBX system.
- 4.6 **Customer's Third Party Vendors.** Unless otherwise stated in the Engagement Letter, Customer's Project lead will coordinate all activities between Verizon and any third party vendors used to fulfill Customer's responsibilities set forth herein. This includes, but is not limited to, third party vendors used for:
  - 4.6.1 Upgrade of Customer PBX/IPPBX;
  - 4.6.2 Electrical power systems;
  - 4.6.3 Data/voice cabling systems;

- 4.6.4 Carrier services;
- 4.6.5 Equipment (software and hardware);
- 4.6.6 Implementation and professional services; and
- 4.6.7 Maintenance services.

4.7 **Field Trial Test Requirements.** Customer is responsible to provide the following in their call control system in order to enable Verizon to perform the Field Trial tests.

4.7.1 Phone call types.

4.7.1.1 Phones able to receive inbound calls with Caller ID:

- 4.7.1.1.1 Ability to call a number that is not registered;
- 4.7.1.1.2 Ability to call a number that does not answer;
- 4.7.1.1.3 Ability to call a number that is busy; and
- 4.7.1.1.4 Phone on public switched telephone network (PSTN) able to make these calls.

4.7.1.2 Phones able to make outbound calls to (country dependent):

- 4.7.1.2.1 Local;
- 4.7.1.2.2 Long distance/national fixed and mobile;
- 4.7.1.2.3 International fixed and mobile;
- 4.7.1.2.4 Local services;
- 4.7.1.2.5 Emergency services;
- 4.7.1.2.6 Operator assisted / directory assistance calls;
- 4.7.1.2.7 Privacy enabled calls; and
- 4.7.1.2.8 Phone on PSTN able to receive these calls.

4.7.1.3 Fax machine on the PSTN able to send an outbound fax.

4.7.1.4 Fax machine on the PSTN able to receive an inbound fax.

4.7.1.5 Transfers (REFER or REINVITE or both):

- 4.7.1.5.1 Two phones on SIP side able to transfer to each other and PSTN;
- 4.7.1.5.2 Two phones on PSTN side able to take calls and be transferred;
- 4.7.1.5.3 Ability to test attended transfer type;
- 4.7.1.5.4 Ability to test semi- attended transfer type; and
- 4.7.1.5.5 Ability to test blind transfer type.

4.7.1.6 Features:

- 4.7.1.6.1 Ability to place a call on hold;

- 4.7.1.6.2 Ability to place music on hold;
- 4.7.1.6.3 Ability to conference two callers together;
- 4.7.1.6.4 Ability to test dual-tone multi-frequency signaling (DTMF) in both directions; and
- 4.7.1.6.5 Ability to test alternate caller ID (ACID) feature.

4.7.1.7 Hardware and Configuration Support:

- 4.7.1.7.1 Ability to test failover capabilities by disabling SBCs, private branch exchanges (PBXs), routers and/or switches;
- 4.7.1.7.2 Ability to test all types of endpoints including any voice gateways and voice mail servers where required;
- 4.7.1.7.3 Ability to test G.711 and G.729 calls; and
- 4.7.1.7.4 Ability to test with ambient background noise.

4.8 Provide internet access that will enable Verizon to access external systems using VPN capability, if necessary.

4.9 Provide remote VPN access to applicable systems.

4.10 Provide relevant supporting documentation, as requested by Verizon including without limitation, system management and administrative documents.

4.11 Rack and stack and connect all equipment to the network.

4.12 Acquire, install, and configure any client software on any PCs (for example Wireshark) within the scope of this Engagement.

4.13 Procure, design, install, configure troubleshoot, manage, and support all Customer-owned CPE. The applicable CPE may include, but is not limited to, the call control device (PBX/IP PBX), SBCs, LAN switches, routers/gateways, and telephony devices.

4.14 Confirm that all CPE devices are configured, installed and tested prior to the start of the field trial testing.

4.15 Additional Customer responsibilities consist of:

4.15.1 Connecting the PIP circuit and configuring applicable CPE devices to support the IP connectivity and IP/SIP Trunk(s).

4.15.2 Customer will perform packet captures of the SIP traffic during the field trial testing, using WireShark or an equivalent packet capturing product. Upon completion, the Customer will provide the packet capture files to Verizon.

**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. Verizon's provision of the SIP IP Trunk with Field Trial for Legacy PBX 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 SIP IP Trunk with Field Trial for Legacy PBX will be performed during the hours defined in the Engagement Letter.

- 5.2 Any Assumptions under the applicable Engagement Letter will also apply to the SIP IP Trunk with Field Trial for Legacy PBX.
- 5.3 Customer's network will be "stable" during the data gathering period, which means no fundamental changes and/or equipment deployments during the discovery window as agreed upon between Verizon and Customer prior to field trial commencement.
- 5.4 The dial plan design for this engagement is specifically to allow for SBC integration with the Customer's IPPBX. Any dial plan design outside of this integration is not included in the Engagement.