



UC Management Toolkit +

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Verizon Responsibilities
 - 1.4 Customer Responsibilities
2. SUPPLEMENTAL TERMS
 - 2.1 Services Disclaimer
3. FINANCIAL TERMS
 - 3.1 Rates and Charges
 - 3.2 One-Time Management Charges
 - 3.3 Managed Implementation Charges
 - 3.4 Managed Implementation Charges
 - 3.5 Change to Service
4. DEFINITIONS

1. GENERAL

1.1 **Service Definition.** The UC Management Toolkit product is a catalog of Software as a Service (SaaS) tools and support/migration services that can be sold with various Verizon Unified Communications (UC) solutions to enhance customer experience by providing the tools and services necessary for implementing and managing a customer's UC environment. These tools and Services offer management, monitoring, reporting and recording capabilities as well as Verizon support and implementation services for our UC products.

1.2 Standard Service Features

1.2.1 **Support Services.** Verizon will perform unlimited monthly administrative move, add, change, delete (MACD) support for Customer's end user base. Verizon will also perform other MACD functions such as setting up Auto Attendants, Call Queues and other telephony related functions (Support Services). Support Services provide unlimited monthly MACD support. Will perform all MACD changes via the Self-Management Portal (sold separately), which is required for this service.

1.2.2 **Migration Support.** Verizon will provide migration support for Customer migrating from an existing UC environment to a new UC service sold by Verizon. The migration support will include assistance with setup of the new environment and the migration of end users from the old UC service to the new one. Migration Support will be sold as Basic or Enhanced as defined in Exhibit A.

1.2.3 **Telephony Tenant Management (Microsoft Only).** Verizon will perform administrative unlimited monthly move, add, change, delete (MACD support for Customer. These MACDs and any associated tenant management are limited to voice configurations only. Administrative access to Customer's Microsoft Tenant is a requirement for this feature. Verizon will perform all MACD changes via the Self-Management Portal (sold separately), which is required for this service.

1.2.4 **Self-Management Portal (Kurmi).** Verizon will provide a management portal for customers with multiple UC environments (Microsoft Teams, WebEx Calling, etc.) for ease of management. This portal is also available for customers needing a more powerful management portal than Microsoft Teams Admin Center or Cisco Control Hub that will allow for Number management, MACD changes, bulk administration, role based access controls, log tracking, and many more features.



- 1.2.5 **Reporting and Analytics.** Verizon will provide a Reporting and Analytics portal that will allow customers to track and monitor call sessions, identify points of failure, and provide customized views that allows customers to hedge against call failure. Customers can also create reports and a custom dashboard to monitor their Microsoft Teams or WebEx Calling environments.
- 1.2.6 **Call Recording.** Verizon will provide a Call Recording feature with two options: basic (smart); and compliance recording of voice and/or meetings or messaging (UC recording). In addition to recording, Verizon will also provide Artificial Intelligence (AI) to analyze recorded conversations for predetermined users, translation, transcription and storage options as add-ons to the Call Recording solution.

1.3 **Verizon Responsibilities**

- 1.3.1 **Demarcation.** For all SaaS/PaaS based solutions within the Service, Verizon will provide basic setup and access to the solution. Any additional setup, configuration or deployment of the Service will be an additional charge.
- 1.3.2 **Migration Support.** Verizon will provide migration support on a per user basis, based on the standard migration activities defined in Exhibit A.

1.4 **Customer Responsibilities**

- 1.4.1 **Access.** For the UC Management Toolkit services to be provisioned and set up, customer must provide Verizon with access to their environment(s). Customer must also provide a Point of Contact (POC) for all activities related to setting up the Service.
- 1.4.2 **Documentation.** For Migration support services, Customer must provide information on their current UC environment as well as a list of users to be migrated. Verizon will also need information on numbers assigned to users if numbers are being ported or migrated to the Service.
- 1.4.3 **Artificial Intelligence.** As with all AI techniques, the AI aspect of the Business Assistant uses probabilistic techniques and may not always be accurate. You understand and agree that Verizon is not responsible for inaccurate determinations made by the AI system, including but not limited to answers generated by the AI system. The AI System may sometimes provide inaccurate or offensive content. Use discretion when relying on AI generated content. The AI System provides information about call analysis and does not pool any generic or general information from other sources. Do not use generated answers to provide medical, legal, financial, or other professional advice.

2. **SUPPLEMENTAL TERMS**

- 2.1 **Services Disclaimer.** Verizon makes no warranties, guarantees, or representations, express, or implied that (i) the Service will protect Customer's network from intrusions, viruses, Trojan horses, worms, time bombs, cancel bots or other similar harmful or destructive programming routines; (ii) any security threats and vulnerabilities will be prevented or detected; or, (iii) the performance by Verizon of the Service will render Customer's systems invulnerable to security breaches.
- 2.2 **Network and Location Information Configuration.** Verizon will configure network settings and Location Information Service to create a network/emergency location map per Microsoft Teams instructions based on information Customer provides. Verizon hereby disclaims any liability caused by inaccurate or lack of information provided by Customer, its end users, or any third party on Customer's behalf, including without limitation, Customer's inability to reach emergency service responders or access the Public Safety Answering Point associated with the Customer's location.



- 2.3 **Emergency Calling Testing.** Emergency calling testing for both native and ported numbers must be performed by Customer unless additional professional services are ordered via a separate Professional Services Order. Customer must ensure that a test emergency call is placed and that the address as shown in the relevant local emergency number management system is validated as being correct.
- 2.4 **End User Notification.** Customer is solely responsible for informing its end users about any emergency calling restrictions. Customer's failure to do so may result in emergency calls failing to be delivered or being sent to the wrong location and thus delay or preclude emergency service response, which could result in injury or death.

3. FINANCIAL TERMS

- 3.1 **Rates and Charges.** Customer will pay the per-user monthly recurring charges (MRCs) or non-recurring charges (NRCs) for UC Management Toolkit as specified in the applicable Agreement and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm and Customer's Service Commitment and/or Volume Commitment will be as specified in the applicable order. Customer will pay additional MRCs and NRCs, as applicable, for any equipment management required or for optional services or features that may be ordered by Customer under the Agreement. The Service MRCs are fixed for the Service Commitment. The charges are quoted in United States dollars and will be billed in the invoice currency.
- 3.2 **Service Commitment.** Customer will be billed for the number of configured users immediately after the users are provisioned for the Service for a minimum 1 year term.
- 3.3 **One-Time Management Charges.** Optional Change Management (OCM) provides additional remote change management support for UC Management Toolkit. Customer can order specific OCM activities through the Verizon Enterprise Center (VEC).
- 3.4 **Managed Implementation Charges.** Depending upon network readiness, additional equipment or equipment upgrade may be required. Equipment and equipment management costs are not included in the MRC shown in a Contract. Any additional Customer Premise Equipment (CPE) required for this Service will be provided under a separate agreement.
- 3.5 **Change to Service.** Verizon reserves the right to modify and/or update the Service and/or any components thereof, the documentation, its support policies, its security and privacy policies and any other information and/or policies at Verizon's sole discretion and without notice; provided that such changes shall not materially decrease the functionality of the Service that Customer has subscribed to during the then current Term. Notwithstanding the foregoing, the parties acknowledge that the Services will evolve over time and consequently Verizon may introduce new services to replace existing Services or cease to offer new instances of a Service in whole or in part. Accordingly, Verizon may terminate Services without liability upon not less than three months' written notice in the event that it generally decommissions any Services (that is, ceases to provide such Services on a commercial basis to its customers). Verizon may cease to offer new instances of a Service in whole or in part at any time. Where available, Verizon will advise Customer of any alternative service offerings that have comparable technical characteristics.
4. **DEFINITIONS.** The following definitions apply to the Service in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm



Term	Definition
Microsoft Phone System	Microsoft's technology for enabling call control and PBX capabilities in the cloud with Microsoft Teams.
Microsoft Tenant	The set of services assigned to the customer's organization. Typically, it is associated with one or more public DNS domain names and acts as a central and isolated container for subscriptions and licenses within them that the customer assigns to user accounts.
Cisco Control Hub	The central hub for all your Webex services. It is your secure gateway to analytics for usage, troubleshooting, and performance.
Microsoft Teams Admin Center	A web-based portal that allows administrators to manage and control the various aspects of their Microsoft Teams environment.
Location Information Services	Microsoft Teams feature that provides the capability to configure and route emergency calls and notify security personnel based on the current location of the Microsoft Teams client.



Exhibit A

Migration Support:

Basic -This support level supports the following activities:

- Dial Plan Configuration
- Voice Routing Policy Configuration
- Location Information Services (LIS) configuration (E911)
- End User configuration
- Number assignment

Enhanced – This support level supports the following activities:

- All Basic Migration Support activities
- Hunt Group Configuration
- Call Queue Configuration
- Auto Attendant Configuration
- Advanced Routing Configuration