



GOVERNMENT CALLING +

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1. GENERAL

- 1.1 **Service Definition.** Government Calling is a premise-based, managed calling solution that provides the Customer with a secure, on-premises calling service. Government Calling operates within a cyber security boundary established and defined by the Customer (Customer Defined Boundary). The Customer is responsible for any Authority to Operate (ATO) accreditation. Government Calling consists of (1) a premises-based calling software solution, (2) deployment and configuration services, and (3) Day 2 Management Services. Government Calling is sold only on a per-user basis and is only available within the United States.

1.2 **Standard Service Features**

- 1.2.1 **On-Premises Calling.** Verizon will provide Customer with a software-based calling solution leveraging the following components of the Government Calling software bundle as described below.
 - 1.2.1.1 **Session Border Controller.** Provides security, embedded media transcoding, and advanced call routing for Customer's on premises communications via the Government Calling infrastructure.
 - 1.2.1.2 **Application Server.** Provides the session initiation protocol (SIP) interface for the Government Calling solution and is the core engine for the Service's robust telephony and multimedia services, including instant messaging, user availability status, voice/video, and conferencing.
 - 1.2.1.3 **Application Management Server.** A centralized solution for efficient fault, configuration, accounting, performance, and security management of the Government Calling service.
 - 1.2.1.4 **Analytics Based Network Visibility and Protection Services.** Provides advanced unified communications (UC) behavioral analytics to detect and respond to security and network quality incidents relating to the Government Calling solution.
 - 1.2.1.5 **PC/Mobile Soft Client plus Support.** A customized, SIP-based soft client (for Windows, MacOS X, Android, and iOS) with support for basic voice calling features.



1.2.1.6 **Software Updates and Upgrades.** Verizon will offer available software updates and upgrades as requested by Customer.

1.2.2 **Deployment and Configuration**

1.2.2.1 **Project Management.** Verizon will provide remote project management of activities facilitating the Service installation, including the development of a project implementation plan and status updates at Verizon's discretion.

1.2.2.2 **Deployment and Configuration.** Verizon will deploy, integrate and test the Government Calling solution at Customer's defined location(s).

1.2.3 **Day 2 Management Services**

1.2.3.1 **Monitoring and Fault Management.** Verizon provides proactive monitoring and fault management of the Government Calling solution 24x7.

1.2.3.2 **Service Assurance Ticketing and Notification.** Verizon will provide Tier-1 and Tier-2 Support for Government Calling services.

1.2.3.3 **Standard Change Management Activities.** Verizon will provide Standard Change Management Activities in support of the Government Calling solution.

1.3 **Customer Responsibilities**

1.3.1 **Project Lead.** The Customer will appoint a designated project lead to oversee Verizon's deployment of the Government Calling Service.

1.3.2 **Administrator.** Customer will ensure that a designated administrator is in place to oversee the Government Calling Service as of and after installation.

1.3.3 **Premises Equipment.** The Customer will furnish all required equipment, including servers, virtual servers, and endpoints that are required for the Government Calling Service.

1.3.4 **Premises Facilities.** Customer will provide adequate building space, circuitry, facility wiring, temperature, humidity, and power to comply with the standards established by the manufacturer of the equipment for proper installation and operation of the Government Calling Solution. Customer is responsible for any facility issues that may arise (such as, bad or incorrect cabling, not meeting cable plant, environmental or power specifications, lack of rack space) and will correct any issues as quickly as possible. Customer may contract separately with Verizon for resolution of these issues.

1.3.5 **Defined Premises Security Boundary.** The Customer is responsible for any ATO accreditation. The Customer will define, establish, and verify the security environment and boundary prior to Government Calling implementation. This includes confirming all relevant certifications and desired security levels in which the solution will operate.

1.3.6 **Equipment Required for Management Services.** The Customer will provide all equipment and network services required for Verizon to provide Day 2 Management Services. The Customer will also provide Verizon with access to any ticketing systems that are required to carry out Day 2 Management Services.



- 1.3.7 **Configuration Confirmation.** Customer will confirm that Government Calling is configured in accordance with Customer's preferences prior to and after activation of Government Calling. Customer may not modify the Verizon installed design and/or configuration without the previous written consent of Verizon and Customer expressly acknowledges that any violation of the foregoing restriction will result in the immediate termination of Government Calling.
- 1.3.8 **System Outages.** Customer will schedule and inform Verizon and its users of any planned system outages that may impact Government Calling.

2. SUPPLEMENTAL TERMS

- 2.1 **Cooperation.** Customer agrees to provide working space, facilities, and any other assistance and support that Verizon may reasonably request in order to perform the Government Calling Services.
- 2.2 **Emergency Calling.** Government Calling may include the installation and/or configuration of equipment and software that provides Customer with Emergency 911 Service with the addition of other services, including without limitation, local exchange service. Customer acknowledges that Government Calling alone does not provide Emergency 911 Service. Customer is responsible to take the steps necessary to establish Emergency 911 Service.
- 2.3 **Disclaimer.** Government Calling may be interrupted or degraded by certain conditions, including without limitation when Verizon relies on Customer's domain name server (DNS Server) and LAN. For LAN and WAN networks not managed by Verizon, Verizon will not be responsible or liable if Customer's DNS Server or LAN fails or performs poorly. Network-related outages also may occur, and service restoration intervals may vary from those associated with traditional telecommunications service. Communications from analog modems may have protocol interaction issues when used over VoIP technology (due to their handshake and error-checking rules) and cannot be assured of the same quality as other communications. Government Calling is provided without any warranty whatsoever with respect to modems. Modems may not be used on Government Calling except with Codec G.711 without silence suppression. Alarm lines (whether or not they use modems) are wholly unsupported on Government Calling. Customer will be responsible for all inside wiring and special construction charges.

3. FINANCIAL TERMS

- 3.1 **Minimum Requirements.** Customer must order Government Calling for at least 5,000 users in its initial Order and must maintain a minimum of 5,000 Government Calling users during the Service Commitment (Service Minimum). Customer may add users to its Service Minimum in increments of at least 1,000 users per Order. If Customer terminates Government Calling prior to the end of the Service Commitment, then Customer shall pay 100% of the Charges that would have been payable for the remaining part of the Service Commitment.
- 3.2 **Initial Service Commitment and Auto-Renewal.** The Government Calling initial Service Commitment period will be for a minimum of 36 months years. Thereafter, the Service Commitment period will auto-renew for 1 year periods at the end of the then current Service Commitment period unless Customer provides written notice of non-renewal at least 60 days prior to the end of the then Service Commitment period at which point Government Calling Service terminate at the end of the current Service Commitment.
- 3.3 **Non-Standard Hours.** If Customer requests that Verizon perform Standard Change Management Activities outside of Business Hours (unless planned and agreed to in advance) then Customer will incur additional charges for such activities in accordance with Verizon's prevailing labor rates.



3.4 **Rates and Charges.** Customer will pay the monthly recurring charges (MRCs) for Government Calling as specified in the applicable Order and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm and Customer's Service Commitment will be as specified in the applicable Order.

4. **DEFINITIONS.** The following definitions apply to the Government Calling +, in addition to those identified in the Master Terms of your Agreement.

Term	Definition
Day 2 Management Services	Ongoing, continuous processes required to maintain the Government Calling solution after it has been initially set up and deployed.
Emergency 911 Service	The functionality to enable Customer to have "911" calls routed to the local Public Safety Answering Point (PSAP) with associated caller phone number and location information.
Standard Change Management Activities	Administrative and non-design affecting configuration changes for managed applications requested by the Customer.
Tier-1 Support	The first line of technical support and assistance for Customer's end-users. It is the initial point of contact for routine issues and service requests.
Tier-2 Support	Tier-2 support acts as the escalation point for unresolved Tier-1 tickets.