

## Cover Letter and Inspection Pro Forma from the Indian based Entity

### Verizon Communications India Private Limited (Verizon)

Unit No. 305, 3<sup>rd</sup> Floor, Aero City, Asset No. 7  
Worldmark 3, Indira Gandhi International Airport,  
New Delhi – 110037, India.

Email: [nodalofficer@verizon.com](mailto:nodalofficer@verizon.com) (please send completed form to this email address)

### TO WHOM IT MAY CONCERN

We refer to the Order entered into between Verizon and **Enter Customer Name from Order**. Pursuant to the Order, Verizon will be providing contact center platform services accessed in India (Services).

As the beneficiary of the Services in India we now provide the attached Inspection Pro Forma signed and completed.

We represent and warrant that we:

- a. are an OSP as described in the Revised Guidelines for Other Service Providers (OSPs) released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time; and
- b. will comply with all regulatory requirements applicable to OSPs including but not limited to maintaining Call Data Records (CDRs), Usage Data Record (UDR) and System logs for all customer calls for the required period and submit to LEAs/DoT if requested.

We will cooperate with and provide to Verizon all such information, records and other relevant materials, access to the location of Services, access to equipment and software directly or indirectly connected to or interfacing with Verizon Facilities as may be reasonably required for Verizon to comply with local requirements including its License terms and conditions and/or applicable laws in India.

We understand that the completion of the Inspection Pro Forma and receipt of the relevant documentation is a critical annual compliance activity for Verizon in accordance with its License terms and applicable laws.

Agreed for and on behalf of:

ENTER CUSTOMER'S INDIAN BASED ENTITY DETAILS

By its authorized signatory

Name: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

## INSPECTION PRO FORMA

CUSTOMER/END USER DETAILS		
Serial Number	Information Required	Details/Response
1	Verizon Entity on Order	Verizon Communications India Private Limited
2	Corporate Identification Number (CIN) (CIN of the Customer's <u>Indian based</u> recipient of the Service)	Corporate Identification Number (CIN)
	Registered Name	Registered Name
	Registered Office Address	Registered Office Address
3	Customer/User Authorised Signatory (Details of the Authorised Signatory of the Customer's <u>Indian based</u> recipient of the Service)	Customer/User Authorised Signatory Name
	(Name, designation and Mob No)	Designation and Mob No
4	Customer/User Operational Contact Person (Details of the Authorised Signatory of the Customer's <u>Indian based</u> recipient of the Service)	Customer/User Operational Contact Person
	(Name, designation and Mob No)	Designation and Mob No
5	Nature of business of the Customer/User (Details of the business of the Customer's <u>Indian based</u> recipient of the Service)	Nature of business of the Customer/User
6	Service	<input type="checkbox"/> Genesys Cloud  <input type="checkbox"/> IP Contact Center  <input type="checkbox"/> Unified Customer Experience  <input type="checkbox"/> Contact Center as a Service – Virtual Contact Center

7	Usage	What is the customer using the service for? a. Data only; b. Voice only; c. Both data and voice
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