



## IP CONTACT CENTER EXPRESS

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### 1. GENERAL

- 1.1 **Service Definition.** Verizon IP Contact Center (IPCC) Express is a portfolio of services that enables Customer's use of IP-based calling services to optimize the experience of callers to Customer's contact center(s). IPCC Express supports IP-originated and IP-terminated calling via an IP service, which must be separately contracted.

- 1.1.1 **Platforms.** These terms apply to Optimized Service.

### 1.2 **Standard Service Features**

- 1.2.1 **IPCC Express VoIP Inbound.** IPCC Express VoIP Inbound (VoIP Inbound) can connect calls to IP terminations in the United States (U.S.). VoIP Inbound can also connect calls to Switched Terminations in the U.S. over the Public Switched Telephone Network (PSTN), as well as to Switched Terminations over the PSTN in World Zone 001 non-U.S. locations. VoIP Inbound supports the following dialed number service types:
  - 1.2.1.1 **IP Toll Free.** VoIP Inbound calls can be received via traditional North American Numbering Plan toll free (8xx) numbers. IP Toll Free is only available for calls originating from World Zone 001: the U.S., Canada, and U.S. Territories (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and US Virgin Islands) and Caribbean Islands (Anguilla, Bahamas, Barbados, Bermuda, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Saint Lucia and Trinidad and Tobago). Inbound calls originating from callers outside of World Zone 001 will be blocked.
- 1.2.2 **IPCC Express VoIP Inbound Functionality.** The following capabilities are available with IPCC Express VoIP Inbound, where available:
  - Network Redirect (In-Line Overflow)



- SIP REFER (RFC 3515). Un-attended SIP Network Transfers, which can be used to transfer calls to IP and Switched Terminations.

1.2.2.1 **IPCC Express VoIP Inbound Tools.** The following tools are available with IPCC Express VoIP Inbound.

- **VEC Traffic Monitoring and Traffic Reporting.** Traffic Monitoring provides summary and call detail information on inbound numbers within one to thirty minutes (near real-time) after calls are completed. Traffic Reporting offers a comprehensive suite of inbound and outbound summary reports.

## 2. SUPPLEMENTAL TERMS

### 2.1 Service Activation Date/Service Term

- 2.1.1 **Service Activation Date.** Customer will be charged for calls placed by or authorized by the Customer after an IPCC Express Service is installed, including those placed prior to the Service Activation Date.
- 2.1.2 **Service Commitment.** Customer will maintain any IPCC Express Service for a minimum of one year from the Service Activation Date.
- 2.1.3 **Early Termination.** In the event Customer terminates an IPCC Express Service prior to the expiration of the one-year service commitment (or longer commitment if a longer commitment was selected by Customer) for reasons other than Cause, or if Verizon terminates an IPCC Express Service for Cause, Verizon reserves the right to bill and Customer will pay to Verizon, in addition to, accrued but unpaid charges, an amount equal to:
- The IPCC Express Minimum Fee, as defined below, multiplied by the number of months or partial months remaining in the applicable service commitment period at the time of termination, plus,
  - Any third-party provider charges (e.g., local loop charges, number reservations costs) incurred by Verizon in connection with the provisioning of IPCC Express Service or as a result of such termination.
  - The termination liability for any partial month shall be calculated on a per diem basis.

### 2.2 Number Requirements

- 2.2.1 **Prohibition on Number Warehousing.** Customer shall not "warehouse" or otherwise reserve telephone numbers (that is, hold without maintaining active, consistent inbound traffic), including but not limited to North American Numbering Plan toll-free (8xx), ITFS, UIFN, Freephone, and International PSTN numbers.
- 2.2.1.1 **Unilateral Retrieval.** Customer acknowledges and agrees that (a) customer acquires no ownership, proprietary, or "grandfathered" rights to any numbers assigned; (b) Verizon may, in its sole discretion and without prior notice to the Customer, immediately retrieve and reassign any number that has failed to process inbound traffic for six (6) consecutive months; (c) Customer expressly waives any claim for damages arising from the loss of numbers retrieved in accordance with this paragraph. Any failure or delay by Verizon to exercise its right to retrieve an inactive number shall not constitute a waiver of such right, nor shall it preclude Verizon from exercising such right at any time in the future.
- 2.2.1.2 **Limitation of Remedies and Customer Indemnity.** In the event of a dispute regarding the retrieval of a number, Customer's sole and exclusive remedy shall be the assignment of a replacement number, subject to availability. Verizon is under no obligation to recover or reinstate a previously reassigned number. Customer expressly waives any right to seek injunctive relief or specific performance to



compel the return of a specific reclaimed number. Indemnification: Customer shall indemnify and hold Verizon harmless from any third-party claims or losses (including marketing costs or loss of goodwill) resulting from number retrieval and reassignment under this Section.

- 2.2.2 **Number Ownership.** Customer acknowledges that it is the legally designated subscriber to all North American Numbering Plan toll free, VoIP Inbound numbers provided by Verizon. For North American Numbering Plan toll free numbers, the Customer may not sell, transfer or exchange to another public or private entity, except in cases where the toll free number has been initially assigned via an FCC-sanctioned competitive bidding event or with explicit approval from the numbering authority's regulatory entity.
- 2.2.3 **Obligation to Notify.** Customer is required to notify Verizon in writing within 10 business days of having acquired a North American Toll Free number through a secondary market transaction for numbers originally assigned through an FCC-sanctioned competitive bidding event. Customer will provide the following information: Toll free number, purchaser's name, company name, phone, address, email address; seller's name, company name, phone, address, email address; and the date of the sale.
- 2.2.4 **Third Party Call Origination and Termination.** Customer is responsible for Charges for services terminated to their terminations even if such services originated from a number owned by another subscriber. Customer may make arrangements with the subscriber related to Charges for such terminations. Verizon has no obligations related to such arrangements.
- 2.2.5 **Port Protection.** Port Protection is auto enabled on toll-free numbers for IPCC Express to safeguard your numbers from unauthorized port requests to move your numbers to another carrier. Authorized users can request to disable port protection at the Service Instance ID level if desired.
- 2.3 **Fraudulent Use.** Verizon may use various tools and processes to try to identify potential fraudulent use of the Service, however Customer remains solely responsible for protecting against any fraudulent use. Fraudulent use indicators include unusual call patterns or call volume variation. If Verizon determines or reasonably believes that there is fraudulent use, Verizon may take immediate action that is reasonably necessary to prevent such use, including suspending the affected Services in accordance with the Service Suspension clause in the Master Terms. Verizon's actions are discretionary and there is no guarantee of prevention or detection of fraud. Customer is responsible for all Charges for the Service, even if incurred as a result of fraudulent or unauthorized use, unless such fraudulent usage results directly from Verizon's gross negligence or intentional misconduct.

## 2.4 **Caller Privacy**

- 2.4.1 For VoIP Inbound Toll Free calls, if the calling party uses a per call or per line blocking feature to designate a call as private, Verizon will deliver the CPN along with a privacy indicator to Customer, subject to FCC restrictions on the use of ANI and charge number services information. Customer is permitted to use the information for billing and collection, routing, screening, and completion of the originating caller's call or transaction or for services directly related to the originating caller's call or transaction. Customer is prohibited from reusing or selling such information without the originating caller's affirmative consent.
- 2.4.2 For called telephone numbers outside of the U.S. for which the caller has selected Call Line Identity Caller Privacy (non-disclosure of calling party number) will be applied consistent with the rules of the country of call origination.



- 2.5 **Cloud Service Provider (CSP) Outbound Calling.** Customers may originate calls via a CSP that has been connected to Verizon's IPCC Express Service upon approval from Verizon and the CSP. In this case, the Customer and the CSP are responsible for all aspects of the outbound service (e.g., 911, regulatory requirement, etc.). Verizon will pass on the STIR/SHAKEN Attestation level assigned by the CSP if any, otherwise, Verizon will sign Customer's CSP outbound calls with Attestation Level B.
- 2.6 **Toll Bypass.** Customer will not, and will ensure that its Affiliates and end users will not, use IPCC Express and the underlying IP service upon which IP Telephony is provided to bypass international/long distance charges in any country where any part of the Service is used.
- 2.7 **Responsible Organization.** IP Contact Center Express is designed to support Customers that choose Verizon as the designated Responsible Organization (RespOrg) for the Customer's North American Toll free number/s. Customer may choose their preferred RespOrg for one or more of their North American Toll free numbers, as supported by regulatory definitions; however, the routing support and service testing responsibilities will primarily fall to the designated RespOrg, if the RespOrg is not Verizon. If Customer elects to be their own RespOrg, the Service Level Agreement will not apply.
3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for IPCC Express Service may be found at the following URL: [www.verizon.com/business/service\\_guide/secure/cp\\_ipcc\\_sla\\_SG.pdf](http://www.verizon.com/business/service_guide/secure/cp_ipcc_sla_SG.pdf)
4. **FINANCIAL TERMS**
- 4.1 **General.** Certain U.S. rates or charges may be designated in the Order as either USA or National.
- 4.1.1 **VoIP Inbound Charges.** VoIP Inbound charges include the following, as applicable:
- 4.1.1.1 Usage, MRC and feature charges for IP Toll Free.
- 4.1.1.2 **IPCC Express Minimum Fee.** When the usage and MRC total is less than \$25.00 USD for a given billing cycle, there will be an IPCC Express Minimum Fee added to bring the total to \$25.00 USD per Service Instance ID before taxes and fees. This fee will apply as soon as one of the customer's numbers is in working status, even if other numbers the customer ordered are still being provisioned.
- 4.1.2 **Usage Assessment.** Customer will be charged the applicable per-minute usage rates based on the origination and termination of the dialed number type identified in the Agreement. The usage rates are assessed as follows:
- 4.1.2.1 **IP Toll Free Billing Increments**
- In 6-second increments (partial increments round up to the next 6-second increment, i.e., 0-to-5 seconds up to the next whole 6-second increment).
  - An 18-second minimum charge will apply to each call with a duration of 18 seconds or less.
- 4.1.2.2 **IPCC Express Inbound (IP Toll Free) and CSP Outbound.** IPCC Express CSP Outbound is billed at a per-minute rate, according to the number dialed and the origination and termination types. Calling rates are determined by the country dialed – U.S. or international telephone numbers – and the termination type: switched wireline, switched mobile, or IP. Usage rates are assessed as follows:
- In 6-second increments (partial increments round up to the next 6-second increment).
  - An 18-second minimum charge will apply to each call to a Domestic U.S. telephone number with duration of 18 seconds or less.



- A 30-second minimum charge will apply to each call to an international (non-USA) telephone number with duration of 30 seconds or less.
- Each rounded call duration is billed to 4 decimal places, and the charges for each call are shown only in the call detail report.
- All 4-decimal billed calls, for each terminating location, are aggregated and rounded to 2 decimal places on the Invoice Summary.

4.1.3 **Optimized Service.** Customer will pay the charges for IPCC Express Service specified in the Agreement, including those below, and at the following URLs:

[www.verizon.com/business/service\\_guide/reg/applicable\\_charges\\_toc.htm](http://www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm)

Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

Carrier Access Charges (CAC) (U.S. Only):

[www.verizon.com/business/service\\_guide/reg/m\\_cac.htm](http://www.verizon.com/business/service_guide/reg/m_cac.htm)

Payphone Use Surcharge:

[www.verizon.com/business/service\\_guide/reg/m\\_puc.htm](http://www.verizon.com/business/service_guide/reg/m_puc.htm)

4.1.3.1 Other charges, surcharges, and fees may be applicable based upon local law or regulation. For Outbound Services, where countries have introduced new charges based on certain originating and terminating number combinations, Verizon may increase Customer's country-specific outbound rates to cover such costs.

4.1.3.2 Administrative Charges.

| Administrative and Supplemental Charges                                                              | Amount (USD)       |
|------------------------------------------------------------------------------------------------------|--------------------|
| <b>Service Change</b><br>(For example, bill payer name/address change, new number reservation, etc.) | \$70.00 per change |

4.2 **Rates to Non-U.S. Countries.** Customer understands that current rates to non-U.S. countries are based on current economic conditions in those countries and that Verizon may need to increase rates if those conditions change.

5. **DEFINITIONS.** The following definitions apply to IPCC Express Service, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL:

[www.verizon.com/business/service\\_guide/reg/definitions\\_toc\\_2017DEC01.htm](http://www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm)

| Term                          | Definition                                                                                                               |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>IP Toll Free</b>           | VoIP Inbound Toll Free calls that are received via traditional North American Numbering Plan toll free (+1-8XX) numbers. |
| <b>Cloud Service Provider</b> | A virtual connection to a Cloud Contact Center platform, such as Genesys Cloud or Verizon Contact Center (VCC).          |
| <b>Switched Termination</b>   | Terminates inbound traffic to a telephone number over the Public Switched Telephone Network.                             |
| <b>Service Instance ID</b>    | Service identifier to which the IP Contact Center services are attached.                                                 |