

# Digital Advisory Services Professional Service Description

## Network Design

### 1. Description of Services.

- 1.1. **Network Design.** Verizon will perform Network Design services pertaining to Customer Network. “Network Design” as used herein means that Verizon will provide a high level and low level future state network architecture and design for the Customer Network, as further defined below.

### 2. Scope.

Verizon will perform the Engagement activities listed in this section and these activities are “in scope” for the Network Design. Any items or actions not specifically identified in this section are out of scope.

#### 2.1. Engagement Initiation.

During the initiation phase, Verizon will work with Customer to identify critical personnel who will interface with Verizon and provide the business and network technical environment information reasonably required by Verizon for its performance of the Engagement. Verizon will use this Customer-provided information to align the Engagement with Customer’s disclosed current and future business needs.

- Verizon will coordinate the Engagement kick off meeting in accordance with “Engagement Management” as defined below.
- Verizon will establish a preliminary project plan for the Engagement (the “Engagement Project Plan”), and provide a work breakdown structure that outlines the work effort required for the network discovery.

#### 2.2. Orientation and Requirements Gathering.

Verizon will work with Customer to capture the relevant requirements to develop the network design which may include standard site types, key location identification, network protocols, network traffic prioritization, convergence, network security, site resiliency, scalability, hardware, network functionality, network peering, regulatory compliance, and IP addressing plan, and document the requirements in a statement of requirements (“SOR”), for Customer review and approval.

#### 2.3. High Level Design.

Verizon will develop a high level design (“HLD Document”) which will summarize the proposed network infrastructure and concepts to ensure the design achieves the requirements captured in the Customer approved SOR as well as validating the compatibility of the individual components within the Customer Network.

- Document the high level design. Prepare the HLD Document delivered in a network diagram format, which may include additional documentation if deemed necessary by Verizon, for Customer review and approval.

#### 2.4. Low Level Design.

Verizon will develop a low level design (“LLD”) that will translate the Customer approved HLD into the functional technical specifications required for implementation of the proposed network.

- Document the low level design. Prepare the “LLD Package.” The LLD Package will consist of a LLD document and the LLD network diagrams as described in the “Deliverables” section below. Verizon may provide additional documentation if necessary due to the design complexity and requirements.

## 2.5. Final Design Review.

Verizon will provide a detailed design review session to participants of Customer's choosing. The review session will be at Customer's site, at a Verizon site, or remotely, as mutually agreed to and as applicable to the scope of the Engagement.

- Develop and deliver a presentation (the "Design Review Presentation") providing an orientation on the design, a deep dive into the technical details, and a review of the supporting LLD Package.
- Close the Engagement.

## 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 Network Design 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 meeting 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 meeting, 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 meeting, Verizon will produce an agreed Engagement Project Plan, which specifies resources, dates, times, and locations for the tasks described in the Engagement Project Plan.

All Engagement Management activities and duties will be delivered remotely.

3. **Deliverables.** 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 the following Deliverables:

### 3.1. Engagement Project Plan.

- 3.2. Statement of Requirements. The SOR document will capture the Customer's stated requirements for the network design as well as identifying any outstanding Customer items that Verizon needs to complete the design. The SOR document will be provided electronically in an editable format once the Customer provides approval and acceptance of the PDF version. The SOR documentation may include supporting information in the form of Microsoft Visio diagrams or Microsoft Excel workbooks.

- 3.3. The HLD Document. The HLD Document will be delivered in a network diagram format containing a level of detail required to accomplish the stated purpose of the HLD and may consist of additional documentation if deemed necessary by Verizon. The HLD Document will be provided electronically in an editable format once the Customer provides approval and acceptance of the PDF version.

- 3.4. The LLD Package. The LLD Package will consist of the LLD document and LLD network diagrams.

- The LLD document will provide technical detail on the specification, functionality, and resulting operation of the components of the network design including such information as network components, utilized features, network protocols, protocol interactions, enterprise configuration standards, standard site type identification and definition, key site identification and definition, site-specific deviations from the standard, logical addressing, and macro and micro network functions.

- The LLD network diagrams will provide graphical technical depictions of logical and physical network functions and components including such information as network infrastructure, network protocols, protocol interactions, traffic forwarding, network component functionality, key site design, and standard site type design, and macro and micro network functions.

3.5. Design Review Presentation. The Design Review Presentation will provide an orientation on the design, deep dive into the technical details, and a review of the supporting LLD package.

4. **Documentation to be produced by Customer and Customer Obligations.** Delivery of the Network Design 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 completion of the Engagement within the mutually agreed timeframes
- 4.2. Actively participate in all Engagement related meetings and discussions and mutually collaborate with the Verizon Engagement Project Manager to resolve issues and changes.
- 4.3. Provide Customer's future state network vision to include physical architecture, network components, business continuity requirements, capabilities, functionality, technologies, and features.
- 4.4. Provide a network resource with sufficient knowledge of the current network environment with sufficient network infrastructure knowledge to review recommendations and design options with Verizon.
- 4.5. Provide internet access that will enable Verizon to access external systems using virtual VPN capability, if necessary. Provide remote VPN access to applicable systems.
- 4.6. Retain responsibility for the implementation of any changes under to applications or devices managed by Customer's service providers.
- 4.7. Provide device configuration files, as reasonably required by Verizon.
- 4.8. Provide the assistance as defined under the "Customer Obligations" section of the SOW.

5. **Assumptions.** In addition to (i) the above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the Statement of Work, the following assumptions and considerations shall apply. Verizon's provision of the Network Design 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. Network Design will be performed during the hours defined in the Engagement Letter.
- 5.2. Access to the Customer contacts and resources must be provided by Customer during designated time frames, which will be established during the Engagement kick-off meeting. The failure to provide this timely access could delay completion of the Professional Services.
- 5.3. Device and network information will need to be verified as part of the Engagement initiation.

6. **Definitions.** The following definitions apply to Network Design, in addition to any other definitions that are available in the Contract or these terms:

- 6.1. **Customer Network:** A mutually agreed list of managed or unmanaged network devices, and the network to which they are connected.