Digital Advisory Services Professional Service Description
Software Defined Networking Strategy and Roadmap

1. Description of Services.

1.1 Software Defined Networking Strategy and Roadmap.

Verizon will provide Software Defined Network ("SDN") Strategy and Roadmap Workshops, as further described below (the "Engagement").

2. Scope of Work.

Verizon will perform the Engagement activities listed in this section and these activities are "in scope" for the SDN Strategy and Roadmap. Any items or actions not specifically identified in this section are out of scope.

2.1 Methodology.
Verizon will perform the Engagement according to the stages set forth in this section. As defined below, Verizon will draft a "Resulting Deliverable" for certain stages, which are subject to Customer's review and approval in accordance with "Deliverable Acceptance".

- **Engagement Initiation**

- **SDN Strategy Workshop**

    o Orientation and requirements gathering

    o Current state discovery and analysis

    o Future state definition

    o Gap analysis

- **SDN Strategy Presentation**

- **Data Validity Checkpoint**

- **SDN Roadmap Workshop**

    o Roadmap timeline development

    o Phase and milestone details

- **SDN Roadmap Presentation**

2.2 Engagement Initiation.
The Verizon Engagement Project Manager, as defined below, will coordinate the engagement kick-off meeting in accordance with "Engagement Management" as defined below.

2.3 SDN Strategy and Roadmap.
Verizon will provide the following SDN Strategy and Roadmap as part of this Engagement:

2.3.1 **SDN Strategy Workshop**. Verizon will deliver an SDN Strategy Workshop ("Strategy Workshop") which is designed to help Customer define an SDN strategy by addressing items such as capturing business and technical drivers and objectives that are important to the delivery of an SDN, defining the network infrastructure future state vision and direction, alignment of the future state to and in support of business

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objectives, identification of key technologies that will add value and enable the future state vision, and capturing associated costs and dependencies in order to transition from current state to the future state (the "SDN Strategy").

The Strategy Workshop will take place on Customer Site over a period as specified in the Engagement Letter and will consist of activities such as key stakeholder interviews, working group meetings and discussion, and documentation and data review. The results of the Strategy Workshop will be delivered to Customer as an "SDN Strategy Document" and through a presentation delivered remotely or on Customer Site, as specified in the Engagement Letter.

Resulting Deliverable – the SDN Strategy Document

2.3.1.1 **Orientation and Requirements Gathering**. Verizon will work with Customer to capture requirements relevant to the development of the SDN Strategy which may include topics such as Customer business and technical drivers and objectives, industry business and technical drivers, identification of key internal organizations, stakeholders, and decision makers, alignment to organizational planning methods, known regulatory compliance requirements, and key performance indicators ("KPI") to measure progress and impact.

Resulting Deliverable – the Statement of Requirements

2.3.1.2 **Current State Discovery and Analysis**. Verizon will work with Customer to capture business and technology current state details such as Customer business and industry, goals and strategy, ongoing and planned initiatives, key limitations and problem areas, network and services architecture, relationship of information technology to business objectives, information technology organizational roles and capabilities, existing budget and investment plans, known constraints, and analysis of key strengths, weakness, opportunities, and threats.

2.3.1.3 **Future State Definition**. Verizon will work with Customer to define the future state SDN architecture vision to include items such as SDN Strategy statement definition, identification of enabling technologies, alignment to business and technology drivers and organizational direction, benefits and estimated costs for execution, and benefits and risks of executing the SDN Strategy, or failing to do so, on the business such as estimated cost savings, enhanced capabilities, opening new markets, and expanding customer base.

2.3.1.4 **Gap Analysis**. Verizon will work with Customer to discover and capture high level gaps and constraints that will impact the execution of the defined SDN Strategy including items such as budgetary limitations, required training and staffing, dependencies to ongoing initiatives, hardware and software lifecycle requirements, and estimated required investment.

2.3.2 **Network Strategy Presentation**. Verizon will provide a detailed Strategy Workshop results review session to participants of the Customers choosing. The review session will be delivered on Customer Site or remotely, as specified in the Engagement Letter.

Resulting Deliverables – the SDN Strategy Presentation

2.4 **Data Validity Checkpoint.** Verizon will determine if the level of detail of the data provided by Customer during the Strategy Workshop is sufficient to proceed with the delivery of the SDN Roadmap and development of the associated Deliverables. Verizon will inform Customer if the detail is deemed insufficient and may advise the

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execution of a change order as an amendment to the SOW or SOF in accordance with the Professional Services Attachment to add recommended SDN Assessment Engagement to the scope of this Engagement.

If Customer elects to proceed with this Engagement absent the recommended SDN Assessment Engagement, Verizon will continue Engagement delivery and will note any impact to the Deliverables caused by lack of detailed data.

2.5 SDN Roadmap. Verizon will provide the following SDN Roadmap as part of this Engagement:

2.5.1 **SDN Roadmap Workshop**. Verizon will deliver an SDN Roadmap Workshop ("Roadmap Workshop") which is designed to help Customer develop an executable plan to transform Customer current state network architecture according to the Strategy as defined within the SDN Strategy Document (the "Roadmap").

The Roadmap Workshop will take place on Customer Site over a period as specified in the Engagement Letter and will consist of activities such as key stakeholder interviews, working group meetings and discussion, and documentation and data review. The results of the Roadmap Workshop will be delivered to Customer as a SDN Roadmap Document and through a presentation delivered remotely or on Customer Site.

Resulting Deliverable – the SDN Roadmap Document

2.5.1.1 **Roadmap Timeline Development**. Verizon will work with Customer to develop a Roadmap sequencing the phases and milestones required to enable the execution of the SDN Strategy within a Customer-defined time frame. The Roadmap development efforts will include items such as detailing actionable milestones ("Milestone"), identifying Milestone and priorities, grouping of Milestones into Roadmap phases ("Phase"), Phase time frames, and associated requirements such as budget, training, alignment and impact to ongoing initiatives, and alignment to business objectives.

2.5.1.2 **Phase and Milestone Details**. Verizon will work with Customer to define and document details applicable to the execution of each Phase and associated Milestones to include items such as key stakeholders and responsible parties, required budgetary investment and level of effort, dependencies on other Phases or Milestones, risk identification and mitigation, assumptions, KPI's, constraints, and impact of Milestone completion.

2.5.2 **SDN Roadmap Presentation**. Verizon will provide a detailed Roadmap Workshop review session to participants of the Customers choosing. The review session will be delivered on Customer Site or remotely, as requested by Customer.

Resulting Deliverables – the SDN Roadmap Presentation

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 Engagement are agreed to and documented in writing.

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Verizon will work with Customer to schedule a kick-off discussion to initiate the Engagement. Verizon and Customer will collaborate to determine required stakeholders and other attendees, agenda, and kick-off meeting location (i.e. on site or virtual). At or before the kick-off discussion, 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 discussion, Verizon will confirm the resources, date, time, and location for the Engagement with the Customer.

All Engagement Management activities and duties will be delivered remotely.

3. **Deliverables and Documentation to be produced by Verizon.** 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:

   3.1 The Statement of Requirements;The SDN Strategy Document;

   3.2 The SDN Strategy Presentation;

   3.3 The SDN Roadmap Document; and

   3.4 The SDN Roadmap Presentation.

All documentation will be delivered to the Customer electronically in the Adobe Portable Document Format ("PDF") or Microsoft Office formats.

4. **Documentation to be produced by Customer and Customer Obligations.** Delivery of this Engagement by Verizon is dependent on Customer's performance of the following:

   4.1 General Obligations.

   4.1.1 Provide the necessary commitment of resources and timely response to requests for information to achieve the delivery of the SDN Strategy and Roadmap within the mutually agreed timeframes.

   4.1.2 Designate, prior to start of the Engagement, a project manager who will function as the single point of contact ("SPOC") to Verizon and must be involved throughout the duration of the Engagement.

   4.1.3 Actively participate in all Engagement related meetings and discussions and mutually collaborate with the SPOC designated by Verizon to resolve issues and changes to plan.

   4.1.4 Make available, as required, all necessary contacts and stakeholders for input and participation in this Engagement.

   4.1.5 Provide the assistance as defined under Customer Obligations section of the SOW.

   4.2 Engagement Prerequisites. Customer will provide the following:

   4.2.1 Current Customer network architecture to include physical architecture, network components to include make, model, and software revision, network protocols, functionality, technologies, identification of existing issues or areas for improvement, current network documentation, current IP addressing plan.

   4.2.2 Customer future state network vision to include physical architecture, network components, business continuity requirements, capabilities, functionality, technologies, and features.

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4.2.3 Customer business requirements, drivers, and objectives that will be supported or impacted by the Strategy and Roadmap.

4.2.4 Customer security and regulatory compliance requirements.

5. **Assumptions.** In addition to the (i) above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the SOW, the following assumptions and considerations shall apply. Verizon's provision of the Engagement 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 Engagement 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 Engagement.

5.3 Any Assumptions under the applicable Engagement Letter will also apply to this Engagement.

6. **Acceptance Criteria for the Engagement or Deliverable(s).**

   6.1 Deliverable Acceptance.

   6.1.1 Customer will have five (5) business days after receipt of a Deliverable to evaluate that Deliverable (the "Evaluation Period"). Customer may request changes via an email to the Verizon Engagement Project Manager, who will evaluate the request, make any mutually-agreed changes, and resubmit any modified Deliverable.

   6.1.2 Customer must accept each Resulting Deliverable prior to the start of the next Engagement stage by Verizon, as detailed in section "Methodology". The Customer will send an e-mail to Verizon Engagement Project Manager, with the specified Deliverable attached, stating acceptance of attached deliverable.

   6.1.3 If Customer has not provided acceptance or a requested change within the Evaluation Period, the Deliverable shall be deemed accepted by Customer.

   6.1.4 Scope changes may be identified during the development of the Deliverables. Required adjustments will be made per the mutual execution of a new Engagement Letter documenting the change.