

Verizon Wireless Network Performance Service Addendum

1. **Service Description.** Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the “Service”). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.
2. **Service Features.** The Service includes basic and premium features. Premium can be added for an additional fee.
 - 2.1. **Basic features.** Basic features include the following:
 - 2.1.1. **Ticket Tracking.** Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
 - 2.1.2. **Unplanned Events.** Near real-time network events displayed on a map, hover over to get more details.
 - 2.1.3. **Planned Maintenance.** Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
 - 2.1.4. **Data Usage.** Shows the enterprise level data usage for the time period of the 15th to the 14th of each month.
 - 2.1.5. **Device Models.** Bar chart for the top 10 devices used by the enterprise customer.
 - 2.1.6. **Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.
 - 2.2. **Premium features.** Premium features include all of the basic features in addition to the following:
 - 2.2.1. **Experience.** Single device’s overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.
 - 2.2.2. **Site Proximity.** Shows the azimuth and approximate distance for the nearest servicing nodes
 - 2.2.3. **Near-Real Time LTE coverage.** Provides map of LTE network coverage, updated about every 15 minutes.
 - 2.2.4. **Device Location.** Shows the general location (within 1000 meters) of connected 3G and 4G devices
 - 2.2.5. **Connected Devices.** Number of devices connected to the network in the last one hour.
 - 2.2.6. **Weather Overlays.** Provides weather overlays, including radar from last 2 hours.
 - 2.2.7. **Custom map Analytics.** Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).
 - 2.2.8. **Service Notifications.** Virtualized self-portal for setting up custom alert on different features.
 - 2.2.9. **Service Diagnostics Tool.** Device level troubleshooting reports.
3. **Service Limitations.** The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

4. **Customer Obligations.**

- 4.1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool.
- 4.2. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.

5. **Fees.** Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.

6. **Privacy; Notice and Consent. "Mobile Device"** (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. **"End User"** means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. **"Location Information"** means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.

- 6.1. **Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information.** Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties (as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users.

Depending upon the type of service and the means by which the notices can be presented to the End User, the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.

- 6.2. **Revocation of Consent.** As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.
 - 6.3. **Use and Storage of Location Information.** Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.
 - 6.4. **Privacy and Safeguard Considerations.** Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.
 - 6.5. **Record Retention.** Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.
7. **Customer Representations and Warranties.** Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and supplemental to Customer's compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location-Based Services.

Exhibit A
Wireless Network Performance Fees

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

The licenses are not eligible for further monthly access discounts.						
Description	SKU Name	Perpetual Plan ID	Monthly Plan ID	Tiers	Monthly Cost	Annual Cost
WNP-BASIC-GOV	WNP-BASIC-GOV	709053	709052	1-499	\$ 7.70	\$ 88.55
				500 – 999	\$ 11.55	\$ 123.20
				1,000 – 4,999	\$ 19.25	\$ 207.90
				5,000 - 9,999	\$ 38.50	\$ 415.80
				10,000 – 99,999	\$ 57.75	\$ 616.00
				100K -5M	\$ 77.00	\$ 770.00
Premium License						
WNP-PREMIUM-GOV	WNP-PREMIUM-GOV	709103	709102	1-499	\$ 77.00	\$ 770.00
				500 – 999	\$ 385.00	\$ 4,158.00
				1,000 – 4,999	\$ 770.00	\$ 8,316.00
				5,000 - 9,999	\$ 1,925.00	\$20,790.00
				10,000 – 99,999	\$ 3,850.00	\$41,580.00
				100K -5M	\$ 7,700.00	\$80,850.00
<p>Note: Verizon's Wireless Network Performance (WNP) is a central portal that will provide two broadband capabilities that can be leveraged:</p> <ul style="list-style-type: none"> • Analytics • Mapping <p>Customers will be able to access WNP through My Business after purchase and must be subscribed to the MyBiz portal to use these licenses. Customer's Tier is determined by the number of active lines in service at the time of purchase. See your account representative for additional information.</p>						