IP CONTACT CENTER SERVICES

1.   GENERAL

1.1   **Service Definition.** Verizon IP Contact Center (IPCC) Services 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 supports IP-originated and IP-terminated calling via an IP service, which must be separately contracted for.

1.1.1   **Platforms**. Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and non-Optimized Service.

1.2   **Standard Service Features**

1.2.1   **IPCC VoIP Inbound.**   IPCC VoIP Inbound (VoIP Inbound) can connect calls to IP terminations in the United States (U.S.), in addition to multiple countries (a list of which can be furnished upon Customer's request). 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 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 and IP Toll Free is available from any location in the U.S., Canada, or U.S. Territories.

1.2.1.2   **Local Origination.**   Calls made to local telephone numbers are enabled with the same capabilities of intelligent call routing, treatment and management typically used to connect toll-free calls to contact centers.   Local Origination is available only in the U.S. for TDM-originated (PSTN) and IP-originated (VoIP) calls.
- **Local Origination Calls to Non-IP Switched Access Locations.**   VoIP Inbound Local Origination calls terminated to non-IP switched access locations will be supported for calls terminated to inter-State Customer locations and to locations served by a rate center in the same local calling area as the rate center associated with the dialed VoIP Inbound Local Origination number.   Intra-State calls

terminated to non-IP switched access locations are not supported by VoIP Inbound Local Origination. In the event such calls are terminated, the appropriate tariff or Guide rate will apply.

- **Local Origination Calls to U.S. Non-IP Dedicated Access Locations (Optimized only).** Customer's VoIP Inbound Local Origination calls can terminate to non-IP dedicated access locations.
- **IP-based Traffic**. Customer's IP-based traffic may originate from Verizon VoIP Service or Verizon's wholesale VoIP service (both services must be separately contracted for) without conversion to TDM service. Local Origination options include directory listings for telephone numbers (TNs). For each TN, Verizon will place one standard listing in the local exchange carrier's (LEC's) White Pages and one in the Yellow Pages to the extent such directory listings are currently offered by the LEC.

1.2.1.3 **International Toll Free Service/Universal International Freephone Numbers.** In countries where Verizon offers International Toll Free Service (ITFS), the service provides calls using one distinct toll free number per country. In countries where Verizon offers Universal International Freephone Number (UIFN) service' IP toll free calls will be provided via one distinct toll free number. The routing number is provided for Verizon internal routing purposes and must not be used by Customer for any other purpose.

1.2.1.4 **Freephone Calls.** Freephone calls originate when a calling party dials a national freephone number in countries where national freephone service is available ("Freephone Calls"). The call is then routed to Verizon's IPCC VoIP Inbound Service.

1.2.1.5 **Public Switched Telephone Numbers.** Public Switched Telephone Number (PSTN) calls (non-Freephone Calls) originate when a calling party dials a national PSTN/geographic number in countries where such service is available. The call is then routed to Verizon's IPCC VoIP Inbound Service.

1.2.2 **IPCC VoIP Inbound Functionality.** The following capabilities are available with IPCC VoIP Inbound (only those marked with an asterisk are available outside the United States):
- Time-of-Day/Time-of-Interval Routing*
- Day-of-Week Routing*
- Exchange Routing (for toll free numbers only)
- Geographic/Point-of-Call Routing (for toll free numbers only)*
- Percentage Allocation Routing*
- Alternate Routing*
- Basic CNAM (query and delivery of Calling Party Name, if found in Verizon's database)
- Enhanced CNAM (query and delivery of Calling Party Name, if not found in Verizon's database) **additional fees may apply
- Call Area Selection/Tailored Call Coverage
- Day-of-Year/Holiday Routing*
- Dialed Number ID Service ("DNIS")*
- Enhanced DNIS*
- Extended Call Coverage
- Geographic or Country of Origin Routing (for ITFS/UIFN only)*
- Super Routing & Set Routing*
- Account ID Supplemental Codes
- Quota Routing
- Disconnect Message Referral ("DMR")
- Supplemental Codes
- Multi-Manager
- Network Redirect (In-Line Overflow)*
- Toll Free Directory Listings

- VoIP Inbound Local Directory Listings –includes non-listed, non-published, and additional listings **additional fees may apply
- Network Transfer/SIP REFER. IPCC supports two types of Network Transfers*:
  - o Verizon's implementation of Internet Official Protocol Standards RFC 3515 – Un-attended SIP Transfers, which can be used to transfer calls to IP and switched terminations; and
  - o Verizon's implementation of Internet Official Protocol Standards RFC 3891 – Attended SIP Transfers (aka REFER with REPLACES Header) – which can only be used to transfer calls to other IP locations that support RFC 3891.

1.2.2.1 Optional IPCC VoIP Inbound Functionality

1.2.2.1.1 **Integrated Call Routing Gateway.** ICR Gateway gives Customers real-time control of the routing for each VoIP Inbound call from an Intelligent Call Router on their premises. ICR Gateway requires the provisioning of high-speed links between the Customers' Intelligent Call Router (also known as Customer Access Point -CAP) and the Verizon Data Access Point (DAP) to route calls within the Verizon network.

1.2.2.1.2 **IPCC Interactive Voice Response Network Application Services – Non-Optimized Only.** IPCC Interactive Voice Response (IP-IVR) Network Applications (Network Apps) provide treatment, routing, and transfers according to specific Customer requirements for VoIP Inbound calls (Toll Free, ITFS/UIFN and Local Origination).
- IP-IVR Network Apps may include any of the following features:
  - o Menu Routing, Message Announcement, DTMF and SIP Transfers – Attended and Non-Attended (TNT and REFER)
  - o Busy-No-Answer Rerouting (BNAR)
  - o Automated Speech Recognition (ASR; yes/no, 0-to-9 caller responses)
  - o Local Database
  - o Caller Take Back
  - o Announced Connect
  - o Basic Customer Call Records (CCRs)
  - o Remote Audio Updates
  - o Speech Services (Hosted and Open Hosted VXML)
  - o Network Database
  - o Enhanced Customer Call Records (CCRs, incl. Reporting Tags)
  - o Host Connect Support, as applicable
  - o ICR Integration Support, as applicable
  - o Voice Call Back Support, as applicable

1.2.2.1.3 **IPCC Interactive Voice Response Network Applications - Optimized only.** IPCC IP-IVR Network Apps functionality includes VoIP Inbound, PSTN and Freephone service, and is available in two types: IP-IVR Standard and IP-IVR Premium, without and with Speech Services, respectively.
- IP-IVR Standard Network Apps include the following functionality in the per-minute usage billing:
  - o Menu Routing, Message Announcement, DTMF and SIP Transfers – Attended and Non-Attended (REFER and TNT)
  - o Busy-No-Answer Rerouting (BNAR)
  - o Automated Speech Recognition (ASR)
  - o Local Database, Caller Take Back
  - o Announced Connect
  - o Basic Customer Call Records (CCRs)
  - o Remote Audio Updates
- IP-IVR Premium Network Apps includes the functionality offered with the IP-IVR Standard Network Apps plus the following:

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- Speech Services (Hosted and Open Hosted VXML)
- Network Database
- Enhanced Customer Call Records (CCRs; incl. Reporting Tags)
- Host Connect Support, as applicable
- ICR Integration Support, as applicable
- Voice Call Back Support, as applicable

1.2.2.1.4 **Host Connect.** Host Connect is an optional IP-IVR feature that allows Verizon's network IP-IVR resources to securely communicate with Customer's intelligent call routing systems to retrieve information that can be announced to callers, and/or be used in subsequent routing of calls to other destinations.

1.2.2.1.5 **Intelligent Call Routing Integration.** Intelligent Call Routing Integration (ICRI) is an optional IP-IVR application that integrates Customer's intelligent call routing systems with Verizon's network resources to provide real-time treatment, routing, and queuing of calls before, during, or after calls are handled by Contact Center agents.

1.2.2.1.6 **Voice Call Back.** Voice Call Back (VCB) is an optional application that uses Verizon's network resources to automatically offer callers a variety of options when they would normally be asked to hold, for example: a call back to the caller when the next service representative is available; the scheduling of call back for a time that's convenient for the caller; and "Web Call Back" functionality that combines website requests with voice requests in a unified virtual queue.

1.2.2.1.7 **IPCC VoIP Inbound Tools.** The following tools are available with IPCC VoIP Inbound.
- **Network Manager.** Network Manager is a Web-based application available via the Verizon Enterprise Center (VEC) that provides Customers a detailed view of VoIP Inbound routing data and the capability to make quick changes to routing plans.
- **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.

1.2.2.1.8 **Media Forking – Optimized Only**. Media Forking is an optional feature that replicates Inbound calls and routes them to network-integrated cloud-based services and applications selected by Customer from available solutions offered by Verizon. Media Forking is subject to availability by location, may only be used in connection with an integrated Verizon Service offering, such as VoIP Inbound Anti-Fraud and Authentication Service, and shall not be used by Customer to provide transport service to third parties.

1.2.3 IPCC Outbound - Optimized Only

1.2.3.1 **IPCC Outbound.** IPCC Outbound is an IP-based feature that allows outbound calling to U.S. and international telephone numbers. It supports only contact centers that require both, IPCC VoIP Inbound and IPCC Outbound calling in U.S. locations. IPCC Outbound may be used to call 8XX, VoIP Inbound Local Origination, VoIP Inbound Freephone, and VoIP Inbound PSTN telephone numbers; but does not support calls to UIFN or ITFS numbers.

1.2.3.2 **IPCC Outbound Restrictions.** IPCC Outbound does not support such typical features of general purpose outbound calling such as E911 (emergency calling), customer-defined range privileges, or call blocking, and the IPCC Outbound service cannot be used for any calling other than in support of a call center. IPCC Outbound requires compliance with E.164 addressing, the international numbering plan for

public telephone systems in which each assigned number contains a country code (CC), a national destination code (NDC), and a subscriber number (SN).

1.2.3.3 **Closed User Group.** IPCC Outbound shall only be used (i) by Customer agents (ii) as an extension of Customer's closed user group environment (iii) to enable communications between Customer's contact center agents and Customer's customers. If Customer or its agent(s) use IPCC Outbound in any other manner:
- Verizon may immediately suspend IPCC Outbound until Customer's non-compliant use ceases to Verizon's satisfaction; and
- Customer shall defend, indemnify, and hold Verizon harmless from and against any claims arising from such non-compliant use.

1.2.3.4 **Auto-Dialers.** IPCC Outbound supports IP-enabled CPE, including auto-dialers, that is configured by Customer pursuant to Verizon's IPCC-specific interface specifications.

1.2.3.5 **IPCC VoIP Outbound Tools.** The following tools are available with IPCC VoIP Outbound:
- **VEC Traffic Monitoring and Traffic Reporting.** VEC Traffic Monitoring and Traffic Reporting is available for IP originations used for outbound calling.

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 Service is installed, including those placed prior to the Service Activation Date.

2.1.2 **Service Commitment.** Customer will maintain any IPCC Service for a minimum of one year from the Service Activation Date.

2.1.3 **Early Termination.** In the event Customer terminates an IPCC 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 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:
- Customer's MRC at the rate for the commitment period to which Customer subscribed 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, UIFN reservations costs) incurred by Verizon in connection with the provisioning of IPCC 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 Customer Premises Equipment

2.2.1 **Verizon-provided Customer Premises Equipment.** Verizon-provided customer premises equipment (CPE) is required for any IPCC Service and may be purchased from Verizon pursuant to a separate Verizon service attachment for CPE. Customer must properly configure CPE as specified by Verizon to utilize IP VoIP Inbound. Customer may also utilize Verizon-certified CPE purchased from a third party.

2.2.2 **Non-certified CPE.** Customer may use CPE in its IP environment that has not been acquired from or previously certified by Verizon; provided, however, that Customer shall submit to Verizon a list of such non-certified CPE to be used in conjunction with the IPCC portfolio. Such CPE must be approved by Verizon prior to contract execution and if approved, a list of the same will be attached to and made a part of this Service Attachment. Verizon is not responsible for interoperability issues arising from the use of non-certified CPE.

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Customer is solely responsible for interoperability issues arising from the use of non-certified CPE. When contacting Verizon Customer Support for troubleshooting purposes or Customer support for CPE, Verizon will not provide troubleshooting or Customer support for CPE which has not been Verizon-approved or Verizon-certified.

2.3 **Caller Privacy**

2.3.1 For VoIP Inbound Local Origination calls, if the calling party uses a per call or per line blocking feature to designate a call as private, Verizon will not deliver the Calling Party Number (CPN) to the Customer.

2.3.2 For VoIP Inbound Toll Free calls and Local Origination (calling party and called number in the U.S.), 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.

2.3.3 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.

2.4 **SIP Transfer Restriction.** The Two-Channel Agent-attended SIP Transfer feature (IETF SIP "Replaces" Header, RFC 3891) shall not be used by Customer agents except to transfer a caller to another Verizon IP-served location. If Customer or its agent(s) use the SIP Transfer feature for any other purpose, Verizon may immediately suspend this Service Attachment until the non-compliant use ceases to Verizon's satisfaction.

2.5 **Toll Bypass.** Customer will not, and will ensure that its Affiliates and end users will not, use IPCC 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.

2.6 **India**

2.6.1 ~~**Pro Forma Documentation.**~~ **No Internet Telephony in India.** Verizon's license from the Indian Ministry of Communications, Department of Telecommunications (DOT) requires Verizon to restrict use of IPCC for Internet telephony. Customer ~~will~~shall not use, or permit others to use, ~~the Service~~IPCC for Internet telephony except in one of the following three ways: (i) personal computer (within or outside India) to personal computer (within or outside India); (ii) personal computer (within India) to the public switched telephone network (PSTN) outside of India (PSTN connection gateway located outside India); or (iii) IP-based H.323 or SIP terminal connected directly to a licensed ISP within India to a H.323, SIP, or similar terminal connected directly to a licensed ISP anywhere in the world (including India).

2.6.2 **Additional Documentation in India.** Prior to any IP terminations in India, Customer must complete the necessary Pro ~~F~~forma documentation as required under the Private IP Service Attachment.

2.6.3 **India Call Detail Records.** In accordance with regulatory requirements as applicable to Other Service Providers (OSP) in India, OSP registered Customers, and Customers' Affiliates in India, accessing IPCC Services in India shall be responsible for retaining the call detail records onsite in India as per the time period mentioned in OSP guidelines, as may be amended from time to time.

2.7 **Acronyms.** The acronyms used in this Agreement for services and/or features described herein are not trademarks or the name of the Service which they represent, but instead are references only for this Agreement.

3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for IPCC Service may be found at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_ipcc_sla.pdf.

4. **FINANCIAL TERMS**

4.1 **General**

4.1.1 **VoIP Inbound Charges.** VoIP Inbound charges include the following, as applicable:

4.1.1.1 Usage and feature charges for IP Toll Free, Local Origination, ITFS, UIFN, Freephone and PSTN.

4.1.1.2 NRC for installation, MRC for maintenance, plus a per-minute usage charge for IPCC IP-IVR Network Apps, both Standard and Premium.

4.1.1.3 Charges for the following Optional Network Features:
- Local Directory Listings (U.S. only)
- Enhanced CNAM (U.S. only)
- ICR Gateway

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 and Local Origination**
- In 6-second increments rounded up to the next 3-second increment, i.e., 0-to-3 seconds rounds down; 4 seconds or more rounds 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 **UIFN ITFS, Freephone and PSTN**
- In 6-second increments rounded up to the next 3-second increment, i.e., 0-to-3 seconds rounds down; 4 seconds or more rounds up to the next whole 6-second increment.
- A 30-second minimum charge will apply to any call with duration of 30 seconds or less.

4.1.2.3 **IPCC Inbound (IP Toll Free, Local Origination, UIFN, ITFS, Freephone, and PSTN) and Outbound - Optimized Service only.** IPCC 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, rounded up from 1-to -5 to a 6 second increment, i.e., 1-to-5 rounds up to a whole 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 telephone number with duration of 30 seconds or less.
- Each rounded call-duration is billed to 4-decimals, and the charges for each call are shown only in the call detail section of the Invoice.
- All 4-decimal billed calls, for each terminating location, are aggregated and rounded to 2-decimals on the Invoice Summary.

4.1.3 **Miscellaneous Charges, Surcharges, and Fees.** IPCC Services may be subject to the following charges, surcharges, and fees, without limitation:

- Carrier Access Charges (CAC) (U.S. only):
www.verizonenterprise.com/external/service_guide/reg/m_cac.htm
- Carrier Cost Recovery Charge (CCRC) (formerly Federal Annual Regulatory Fee (FARF) (U.S. only):
www.verizonenterprise.com/external/service_guide/reg/m_ccrc.htm)
- Federal Universal Service Fund (FUSF) (U.S. only):
www.verizonenterprise.com/external/service_guide/reg/m_fusf.htm
- Paper Invoice Charge (subject to limitations in Austria and Germany):
www.verizonenterprise.com/external/service_guide/reg/m_paper_invoice_charge.htm
- Payphone Use Surcharge: www.verizonenterprise.com/external/service_guide/reg/m_puc.htm

Other charges, surcharges, and fees may be applicable based upon local law or regulation in Europe and Asia-Pacific.

4.1.4 **Additional Telephone Number Listings (U.S. only)**. Additional and alternate listings are available for an additional charge.

4.2 **Optimized Service.** Customer will pay the charges for Optimized IPCC Service specified in the Agreement, including those below, and at the following URL: www.verizonenterprise.com/external/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.

4.2.1 **Administrative Charges**

Administrative and Supplemental Charges	Amount (USD)
Service Change (For example, bill payer name/address change, or adding a trusted entity to the Service Controller table.)	$60.00 per change
Expedite Charges[1] Normal Business Hours After Hours	$700.00 per expedited activity $1,100.00 per expedited activity
After Hours Charge	$400.00 per occurrence
Dispatch Charges[1] Normal Business Hours Extended Office Hours After Hours	$500.00 per dispatch $750.00 per dispatch $750.00 per dispatch
Premium Services – U.S. Locations Enterprise Activity Charge Administrator Activity Charge User Activity Charge Onsite Support Remote Support	$100.00 per instance $50.00 per instance $25.00 per instance $125.00 per hour[2] $90.00 per hour[2]
Premium Services – Non-U.S. Locations Enterprise Activity Charge Administrator Activity Charge User Activity Charge Onsite Support Remote Support	$200.00 per instance $100.00 per instance $50.00 per instance $125.00 per hour[2] $175.00 per hour[2]

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> 1. Depending on Customer's request, Expedite Charges and Dispatch Charges may apply. For example, if Customer orders:
>   - Installation before the normal business interval (e.g., 20 days instead of 45 days) [Expedite Charge applies],
>   - Installation outside Normal Business Hours [Expedite Charge After Hours applies], and
>   - The expedited installation requires the assistance of a Verizon technician on site in the U.S. [Dispatch Charges applies], the charges will be:
> $1,100 – Expedite Charge (After Hours)
> $750 – Dispatch Charge (After Hours)
>   ---
> $1,850.00   TOTAL
>
> 2. These charges will be rounded and billed to the next higher 30-minute increment. For example, 1 hour and 32 minutes of Onsite Support will be rounded and billed to Customer at 2 hours.

4.3 **Non-Optimized Service**. Customer will pay the charges for Non-Optimized IPCC Service specified in the Agreement. Online pricing for Service provided by a U.S. Verizon entity is at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_ipcc_ip_contact_center_services.htm

5. **DEFINITIONS.** The following definitions apply to IPCC Service, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Local Origination	Verizon VoIP telephone numbers or numbers that have been ported to Verizon which enable inbound calls provisioned with the features described in Section 1.2.1.2.
IP Toll Free	VoIP Inbound Toll Free calls that are received via traditional North American Numbering Plan toll free (8xx) numbers.