

Digital Advisory Services Professional Service Description

IP Contact Center (IPCC) Services

Route Plan Administration and Migration Management

1. Description of Services.

1.1. Route Plan Administration and Migration Management.

Verizon will work with Customer to migrate an existing Verizon toll free and/or direct in dial (DID) service(s) or port another carrier's numbers to the Verizon IPCC service platform.

2. Scope of Work.

In collaboration with Customer, Verizon will provide technical expertise, oversight and guidance through a logical sequence of activities pertinent to route plan administration and migration management.

2.1. Professional Services Overview.

Verizon will perform one or more of the following tasks:

- 2.1.1. Discover and evaluate Customer's current Verizon number and route plan configurations and make recommendations on industry best-practices for porting and route plans.
- 2.1.2. Where applicable, discuss the North American Numbering Plan 'RespOrg' process, timelines, and Customer's expectations for porting over other carrier's numbers.
- 2.1.3. Research and evaluate existing route plan configurations and discuss Customer requirements for "optimization" and industry best-practice approach to streamline the route plan management and minimize administrative overhead.
- 2.1.4. Discuss, document, and work with Customer to implement complex dialed number identification service (DNIS) routing methodologies in the new IPCC environment.
- 2.1.5. Build route plans using Network Manager from the Verizon customer portal.
- 2.1.6. Integrate Verizon's IP-IVR (IP interactive voice response) application(s) into the overall route plan strategy.
- 2.1.7. Attend migration calls and meetings per agreed upon dates/times and assist cutover activities where applicable.

After the initial installation support, Verizon can assist with ongoing routing plan changes through the Engagement Letter process.

3. Assumptions.

In addition to the (i) above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the SOW or an Engagement Letter, the following assumptions and considerations shall apply.

- 3.1. Customer will provide access to Customer contacts and resources during the time frames designated during the Engagement kick-off meeting. Failure to provide such access could delay completion of the Professional Services.