



IP CONTACT CENTER

1. GENERAL

1.1 Service Definition

1.2 Standard Service Features

2. SUPPLEMENTAL TERMS

2.1 Service Activation Date/Service Term

2.2 Number Requirements

2.3 Fraudulent Use

2.2.4 Customer Premises Equipment (CPE)

2.3.5 Caller Privacy

2.4.6 Outbound Services Restrictions and Conditions

2.5.7 Cloud Service Provider (CSP) Outbound Calling

2.6 SIP Transfer Restriction

2.7.8 Toll Bypass

2.8.9 India

2.9.10 Acronyms

2.10.11 Responsible Organization

3. SERVICE LEVEL AGREEMENT

4. FINANCIAL TERMS

4.1 General

4.2 Optimized Service

4.3 Non-Optimized Service

4.4 Rates to Non-U.S. Countries

5. DEFINITIONS

1. GENERAL

1.1 ~~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.

1.1.1 ~~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 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

~~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 only available for calls originating from any location in the U.S., Canada, or U.S. Territories— (American Samoa, Guam, Northern Mariana Islands, Puerto Rico, US Virgin Islands, -collectively "World Zone 001"). Inbound calls originating from callers outside of World Zone 001 will be blocked.

~~1.2.1.2~~ Lo

~~1.2.1.3~~ **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.

~~1.2.1.4~~ **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 or more distinct toll free number(s) for each defined 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.

~~1.2.1.5~~ **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.

~~1.2.1.6~~~~1.2.1.5~~ **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.

~~1.2.1.2.2~~ **1.2.2 IPCC VoIP Inbound Functionality.** The following capabilities are available with IPCC VoIP Inbound ~~(only those marked with a single asterisk are, where 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 ~~&and~~ Set Routing*
- Account ID Supplemental Codes
- Quota Routing
- Disconnect Message Referral (DMR)
- Supplemental Codes
- Multi-Manager**
 (additional fees may apply)
- Network Redirect (In-Line Overflow)*~~)~~
- ~~VoIP Inbound Local Directory Listings –includes non-listed, non-published, and additional listings**
 (additional fees may apply)~~
- SIP REFER (RFC 3515). Un-attended SIP Network Transfers, which can be used to transfer calls to IP and switched terminations.

~~• 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 Network 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:
 - ~~Menu Routing,~~
 - ~~Message Announcement, DTMF and SIP Transfers~~
 - ~~Non-Attended and Non-~~
 - ~~Attended~~ Conference Transfers (a.k.a. TNT and SIP REFER) Transfers) using DTMF and SIP
 - ~~Busy-No-Answer Rerouting (BNAR)~~
 - Automated Speech Recognition (ASR), ~~(yes/no, 0-to-9 caller responses)~~
 - Local Database
 - Caller Take Back
 - Announced Connect
 - Basic Customer Call Records (CCRs)
 - Remote Audio Updates
 - ~~Basic Customer Call Records (CCRs)~~
 - ~~Remote Audio Updates~~
 - Speech Services (Hosted and Open Hosted VXML)
 - Network Database
 - Enhanced Customer Call Records (CCRs, incl. Reporting Tags including reporting tags)
 - Host Connect Support, ~~as applicable~~
 - ICR Integration Support, ~~as applicable~~
 - 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:
 - Menu Routing
 - Message Announcement, Audio Play
 - ~~DTMF (TNT) and SIP Transfers~~
 - Non-Attended and Attended/Conference Transfers (a.k.a. TNT and SIP REFER Transfers) using DTMF and SIP
 - Call extension capabilities, including header data manipulation
 - Call disposition handling, Busy-No-Answer Rerouting (BNAR), Overflow Routing
 - Automated Speech Recognition (ASR), simple standard speech composites (press-or-say menus, speak alphanumeric characters, simple word lists, states/state names)
 - Database routing (Standard/Local database and Network database, Dealer Connect, integration to Application Data Library/ADL and Audio Library)
 - Caller Take Back/Give Back
 - Announced Connect (whisper)
 - Enhanced Customer Call Records (CCRs, including reporting tags)
 - Remote Audio Updates

- IP-IVR Premium Network Apps includes the functionality offered with the IP-IVR Standard Network Apps plus the following:
 - Speech Services (Hosted and Open Hosted VXML)
 - 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~~ contact center ~~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~~ 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 with 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, where available. It supports only contact centers that require both IPCC VoIP Inbound and IPCC Outbound calling. IPCC Outbound does not support calls to certain

destinations, including without limitation UIFN, ITFS, premium rate services, shared cost and revenue share services, directory enquiry services, and virtual private networks.

1.2.3.42 Auto-Dialers. IPCC Outbound supports IP-enabled CPE, including auto-dialers, that is configured by Customer pursuant to Verizon's IPCC-specific interface specifications. Certain countries require special numbers to be used as originating numbers when initiating calls via an automated dialing mechanism. Customer must request such numbers in the countries where this is in force and, when used, Customers must ensure they have the right to use such numbers. This applies to both the registered and the presented telephone numbers sent by Customer, whether the number is provided by Verizon or ported to Verizon. Failing to use such special numbers may result in call blocking and/or a fine that Verizon will pass on. Customer must own the special numbers at all times whether this number is used by them directly or by one of their contractors and may be required, if requested by the Verizon, to provide an attestation of such ownership. If the number is used by a contractor, Customer will need to provide proof that the contractor has a mandate allowing use of such numbers.

1.2.3.53 IPCC Outbound Tools. The following tools are available with IPCC Outbound:

- VEC Traffic Monitoring and Traffic Reporting. VEC Traffic Monitoring and Traffic Reporting as described above is available for IP originations used for IPCC Outbound calling.

1.2.4 Voice Application Programmable Interfaces (API)s. Voice APIs interface with IPCC features and services, where available. The Voice APIs available are Calling API, Traffic Reporting API and Network Management API.

1.2.4.1 With Voice API, Customer may write its own applications to initiate and control outbound calls via the IP-IVR, and control inbound calls to IPCC toll free numbers that terminate to the IP-IVR. API functionalities may include playing prompts, gathering digits, routing the call, transferring, conferencing, and disconnecting.

1.2.4.2 With Traffic Reporting API, Customers can dynamically query call-detail records to analyze patterns and track traffic without logging into the VEC. Customers can create triggered notifications and dashboards to proactively make routing and other IPCC Service decisions.

1.2.4.3 With Network Management API, Customer can manage its IP contact center by examining inventories and making routing changes all determined by Customer's contact center applications. This eliminates the need to log in to Network Manager and manually key in adjustments.

2. ~~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 Number Requirements-

2.2.1.4 **No Inbound Number Warehousing.** Customer may not "warehouse" (i.e., hold without receiving any inbound traffic) North American Numbering Plan toll free (8xx) numbers, ITFS, UIFN, Freephone, and International PSTN numbers. Regulators around the world and foreign carriers do not recognize any concept of number ownership, due in part to number shortages, and will retrieve numbers for re-assignment without warning after a number of months with no inbound traffic. The Federal Communications Commission prohibits warehousing. Customer acknowledges that Verizon may retrieve numbers that have had no inbound traffic for 6 months and Verizon may be unable to provide advance notice of retrieval of numbers as required by regulators.

2.1.52.2 **Number Ownership.** Customer acknowledges that it is the legally designated subscriber to all North American Numbering Plan toll free, VoIP Inbound, ITFS, UIFN, Freephone, and International PSTN numbers provided by Verizon. Customer may not sell, transfer or exchange international Freephone, ITFS, UIFN, or PSTN numbers. For North American Numbering Plan toll free numbers, the Customer may not sell, transfer or exchange to another public or private entity, except in cases where the toll free number has been initially assigned via an FCC-sanctioned competitive bidding event or with explicit approval from the numbering authority's regulatory entity.-.

2.1.62.3 **Obligation to Notify.** Customer is required to notify Verizon in writing within 10 business days of having acquired a North American Toll Free number through a secondary market transaction for numbers originally assigned through an FCC-sanctioned competitive bidding event. Customer will provide the following information: Toll free number, purchaser's name, company name, phone, address, email address; seller's name, company name, phone, address, email address; and the date of the sale.

2.2.4- **Third Party Call Origination and Termination.** Customer is responsible for Charges for services terminated to their terminations even if such services originated from a number owned by another subscriber. Customer may make arrangements with the subscriber related to Charges for such terminations. Verizon has no obligations related to such arrangements.

2.3 **Fraudulent Use.** Verizon may use various tools and processes to try to identify potential fraudulent use of the Service, however Customer remains solely responsible for protecting against any fraudulent use. Fraudulent use indicators include unusual call patterns or call volume variation. If Verizon determines or reasonably believes that there is fraudulent use, Verizon may take immediate action that is reasonably necessary to prevent such use, including suspending the affected Services in accordance with the Service

Suspension clause in the Master Terms. Verizon's actions are discretionary and there is no guarantee of prevention or detection of fraud. Customer is responsible for all Charges for the Service, even if incurred as a result of fraudulent or unauthorized use, unless such fraudulent usage results directly from Verizon's gross negligence or intentional misconduct.

2.4 Customer Premises Equipment (CPE) Customer Premises Equipment (CPE)

2.4 ~~2.2~~ Customer Premises Equipment (CPE)

2.2.1 Certified CPE. Customer may purchase CPE from Verizon pursuant to a separate Verizon service attachment for CPE. Customer must properly configure CPE as specified by Verizon to use IPCC. Customer may also use 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. 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.

2.35 Caller Privacy

2.35.1 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.

2.35.2 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.

2.35.3 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.

2.46 Outbound Services Restrictions and Conditions. IPCC Outbound and Voice API, (collectively Outbound Services) are subject to the following Restrictions and Conditions.

2.46.1 Outbound Services Restrictions. Outbound Services do not support typical features of general purpose outbound calling such as E911 (emergency calling), other N11 services, operator services, directory assistance services, customer-defined range privileges, and call blocking. Customer may not

use Outbound Services for any purpose other than in support of a call center for outbound calling or otherwise approved in writing by Verizon in advance. Outbound Services require 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).

- 2.46.2 IPCC Outbound Services Conditions.** ~~IPCC Outbound Services~~ 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 (iv) from numbers that Customer has been specifically assigned by a RespOrg (for toll free numbers in the U.S.) or other service provider authorized by a numbering authority to assign those numbers (for all other numbers). When originating calls from outside the U.S., Customer must present active numbers that called parties can use to call Customer back; Customer also must use a P-Asserted Identity that is a Verizon-owned telephone number in the country where the originating equipment is located unless local regulations dictate otherwise. Failure to follow these requirements may result in call blocking and/or a fine being applied. Should this be the case, Verizon will pass on the fine. Additionally, Customer acknowledges that international carriers' network blocking rules change over time, and that some ~~IPCC Outbound Services~~ calls may be unexpectedly blocked. If Customer or its agent(s) use ~~IPCC Outbound Services~~ in any other manner:
- Verizon may immediately suspend ~~the relevant IPCC Outbound Service~~ 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.
 - In the event Customer breaches subsection (iv), Verizon may sign Customer's ~~IPCC Outbound Services~~ calls with Attestation Level B instead of Attestation Level A.

Provided Customer complies with the requirements of this Section, for calls with a valid North American Numbering Plan number, Verizon will sign Customer's ~~IPCC Outbound Services~~ calls with Attestation Level A as part of the STIR/SHAKEN Caller ID authentication industry solution upon Verizon's launch of the capability. However, if Verizon begins using a third party number verification database (such as CTIA's Registered Caller), Verizon will continue to sign Customer's calls with Attestation Level A only if Customer registers its numbers with that database and notifies Verizon that it has done so. Verizon reserves the right to charge for elevating Customer's calls to Attestation Level A when using a third party number verification database.

- 2.57 Cloud Service Provider (CSP) Outbound Calling.** Customers may originate calls via a CSP that has been connected to Verizon's IPCC Service upon approval from Verizon and the CSP. In this case, the Customer and the CSP are responsible for all aspects of the outbound service (e.g., 911, regulatory requirement, etc.). Verizon will pass on the STIR/SHAKEN Attestation level assigned by the CSP if any, otherwise, Verizon will sign Customer's CSP outbound calls with Attestation Level B.

~~2.6 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.~~

~~2.72.8~~ **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.

~~2.89~~ **India.** This clause applies if IP Contact Center will be accessed from India or there are any IP terminations in India.

~~2.89.1~~ **OSP Only Service.** IPCC may only be used by Customers and Customers' Affiliates in India who are OSPs as described in the "Revised Guidelines for Other Service Providers (OSPs)" released by the Indian Department of Telecommunications (DoT) on 23 June 2021 as amended from time to time. Customer or Customer Affiliates using IPCC in India must comply with all regulatory requirements applicable to OSPs.
~~Customer or Customer Affiliates using IPCC in India must comply with all regulatory requirements applicable to OSPs.~~

~~2.8.2~~ **Additional Documentation in India.** ~~Prior to the Service Activation Date, Customer will complete and sign, or will procure the completion and signing by its Indian Affiliate (or other end user) receiving the IP Contact Center Service in India, the Contact Center Pro Forma document found here: <https://www.verizon.com/business/service-guide/reg/contact-center-proforma.pdf>~~

~~2.9~~

~~2.10~~ **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.

~~2.4011~~ **Responsible Organization.** IP Contact Center is designed to support Customers that choose Verizon as the designated Responsible Organization (RespOrg) for the Customer's North American Toll free number/s. Customer may choose their preferred RespOrg for one or more of their North American Toll free numbers, as supported by regulatory definitions; however, the routing support and service testing responsibilities will primarily fall to the designated RespOrg, if the RespOrg is not Verizon. If Customer elects to be their own RespOrg, the Service Level Agreement will not apply.

3. ~~3.~~ **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for IPCC Service may be found at the following URL:- www.verizon.com/business/service_guide/secure/cp_ipcc_sla_SG.pdf.

4. ~~4.~~ **FINANCIAL TERMS**

4.1 **General.** Certain U.S. rates or charges may be designated in the Order as either USA or National.

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

4.1.1.1 Usage, MRC 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 ~~Billing Increments~~ Billing Increments

- 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 ~~Billing Increments~~ Billing Increments

- 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 a 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 (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 decimal places, 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 decimal places on the Invoice Summary.

4.1.2.4 Voice API Usage Assessment. Voice API 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 (1 to 5 rounds up to a whole 6-second increment).
- ~~—~~Each rounded call-duration is billed to 4 decimal places, and the charges for each call are shown only in the call detail section of the Invoice.

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.verizon.com/business/service_guide/reg/m_cac.htm—~~

Carrier Cost Recovery Charge (CCRC) (formerly Federal Annual Regulatory Fee (FARF) (U.S. Only):

~~–www.verizon.com/business/service_guide/reg/m_ccrc.htm–~~

Federal _____ Universal _____ Service _____ Fund _____ (FUSF) _____ (U.S. _____ Only):

~~–www.verizon.com/business/service_guide/reg/m_fusf.htm–~~

Paper Invoice _____ Charge _____ (subject _____ to _____ limitations in _____ Austria _____ and _____ Germany):

~~–www.verizon.com/business/service_guide/reg/m_paper_invoice_charge.htm–~~

Payphone Use Surcharge:

~~–www.verizon.com/business/service_guide/reg/m_puc.htm–~~

- 4.1.3.1 Other charges, surcharges, and fees may be applicable based upon local law or regulation. For Outbound Services, where countries have introduced new charges based on certain originating and terminating number combinations, Verizon may increase Customer's country-specific outbound rates to cover such costs ~~upon 30 days' notice to Customer.~~

- 4.1.4 **Additional Telephone Number Listings (U.S. Local Originations (VILO) Only).** Additional and alternate listings are available for an additional charge.

- 4.1.5 **IP-IVR Network Apps Menu Routing and Message Announcements.** Charges for these features will be based on Customer requirements.

- 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.verizon.com/business/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 Charges¹ Normal Business Hours After Hours	\$700.00 per expedited activity \$1,100.00 per expedited activity
After Hours Charge	\$400.00 per occurrence
Dispatch Charges¹ Normal Business Hours Extended Office Hours After Hours	\$500.00 per dispatch \$750.00 per dispatch \$750.00 per dispatch

¹Depending 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

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.verizon.com/business/service_guide/reg/cp_ipcc_ip_contact_center_services.htm.

4.4 **Rates to Non-U.S. Countries.** Customer understands that current rates to non-U.S. countries are based on current economic conditions in those countries and that Verizon may need to increase rates if those conditions change.

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.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

~~6. 4.4 Rates to Non-U.S. Countries. Customer understands that current rates for calls to non-U.S. countries are based on current economic conditions in those countries and that Verizon may need to increase rates if those conditions change.~~

~~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.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.~~

Term	Definition
IP Toll Free	VoIP Inbound Toll Free calls that are received via traditional North American Numbering Plan toll free (8xx) numbers.
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.