



ON SITE 5G +

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1. GENERAL

- 1.1 **Service Definition.** Verizon's On Site 5G + (On Site 5G) is a fully managed, private LTE or 5G enterprise solution operating on Customer-provided, privately licensed LTE or 5G spectrum that does not provide access to public cellular networks.

1.2 Service Components

- 1.2.1 **Managed Devices.** This is equipment provided and managed by Verizon that forms the On Site 5G service (e.g. SIMS, edge servers, radio antennae, etc.) that are installed at a Customer Site to deliver On Site 5G.
- 1.2.2 **Professional Services.** Verizon will provide Professional Services for pre-in-service support, including, but not limited to, site preparation and survey, design, installation, commissioning, validation, acceptance, and handover activities. The Professional Services will be outlined in a Statement of Work (SOW) under a separate agreement.
- 1.2.3 **Managed Services.** On Site 5G is a fully managed service supporting standard service features and responsibilities summarized in the table below.

Division of Responsibilities Full Management	
Customer Management Responsibilities	<ul style="list-style-type: none">• Strategic Direction• Security Policy• Customer Equipment

Verizon Management Responsibilities	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Logical • Fault Restoration-Physical • Maintenance-Break/Fix • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Performance Reporting • Security Patching
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1.2.3.1 **Monitoring.** Verizon proactively monitors all Managed Devices up to the Customer Equipment interface of the Managed Device 24 hours a day, seven days a week.

1.2.3.2 **Notification and Resolution.** Verizon provides logical and physical fault detection, isolation, and monitoring services for Managed Devices. Verizon will resolve both logical and physical issues, with Customer's cooperation, either remotely or by dispatching a technician, whether caused by Verizon, Customer or a third party. Verizon will create a trouble ticket and send a notification to Customer's designated point of contact within 30 minutes of Verizon's determination of a Managed Device failure.

1.2.3.3 **Maintenance.** Verizon will repair or replace defective covered Managed Devices. "Managed Devices" in this section includes related parts provided by Verizon (e.g., power modules, interfaces, connectors, cables, etc.).

- Verizon will isolate Managed Device defects of which it has received notice via a Trouble Ticket as outlined in the Service Level Agreement (SLA).
- Verizon will repair or replace defective Managed Devices as needed to support the Time to Repair SLA.
- Where Managed Devices are replaced, Verizon will use new or like new replacements of like kind and functionality.
- Verizon will restore the Managed Device to its prior working condition, except that Verizon will restore software to the last configuration implemented by Verizon, or to a later configuration if provided to Verizon by Customer.
- Verizon will resolve issues remotely, when possible. However, at times, some corrective action is required at a Customer Site. In such case, if no part is required to resolve the issue or Customer has a spare Managed Device on premises, Verizon will dispatch a technician to Customer's premises to address the issue. Customer is responsible for procuring and maintaining spare Managed Devices and Verizon will coordinate the dispatch of the technician with Customer. Customer is responsible for shipping faulty Managed Devices back to the original equipment manufacturer unless Customer desires Verizon to perform such shipping, in which event Verizon will provide Customer with the associated costs.

1.2.3.4 **Change Management Activities.** Verizon will perform the change management activities as defined below:

- Standard Change Management activities as defined within the SLA at no additional Charge.
- Optional Change Management (OCM). Verizon's Professional Services will engage with Customers for OCM requests that are out of scope of normal support work. Additional development and/or charges will apply.

1.2.3.5 **Managed Device Software Release Management.** Verizon will provide relevant software patches and updates as provided by the Managed Device manufacturer from time to time for installation during a fixed update time period, mutually scheduled by the parties.

1.2.4 Managed Services Portal

1.2.4.1 **Verizon Enterprise Center (VEC) Portal.** Verizon will provide a managed services portal on the

Verizon Enterprise Center (VEC) at www.verizonenterprise.com or other website provided by Verizon from time to time. The VEC portal provides the ability for the Customer to electronically interact with Verizon for service management information and reporting 24 hours a day, seven days a week for the On Site 5G.

- 1.2.4.2 **On Site 5G Customer Portal.** As part of the on-boarding process Verizon will provide Customer with the information needed to access to a self-service Customer Portal which supports basic network management tasks and reporting, e.g. Customers may view the status of their network, modify device throughput, or add/remove user profiles. The Customer Portal uses role-based access controls, allowing Customer's end users to access to the data and capabilities as needed for their role in deploying and managing On Site 5G.

1.3 **Customer Responsibilities**

- 1.3.1 **Privately Licensed LTE or 5G Spectrum.** Customers must possess valid licenses from local country regulators permitting the use of their own private wireless LTE or 5G spectrums at the Customer Site. Spectrum usage must comply with local regulatory policies and requirements.
- 1.3.2 **Edge Management Connection.** Customer's IP network and firewalls must support Transmission Control Protocol (TCP) based IP connectivity, with persistent and non-persistent TCP connections, to allow management remote support, software downloading, and status reporting. If the connection is lost, On Site 5G will continue to function, however remote management and servicing capabilities will not be available.
- 1.3.3 **On Site 5G Users.** Customer is responsible for authenticating all users of On Site 5G and for all activities related to any use of On Site 5G.
- 1.3.4 **Interference.** Customer will inform Verizon prior to any deployment of wireless equipment or other equipment or Customer Site conditions that could affect the performance of On Site 5G. Customer agrees to work with Verizon as may be necessary to resolve performance issues or any interference or other issues with local Regulators.

2. **SUPPLEMENTAL TERMS**

- 2.1 **Data Loss.** Neither Verizon nor its vendors are responsible for data or files lost during the performance of On Site 5G.
- 2.2 **Customer Changes.** Changes to Customer's network and/or facilities may affect Verizon's ability to provide On Site 5G in whole or in part. Customer agrees to cooperate with Verizon to remediate the effect of such changes such as a new Customer Site survey and any necessary adjustments are completed at Customer's expense.
- 2.3 **End User License Agreement.** When ordering On Site 5G, Customer acknowledges having read, understood, and agreed to the applicable end user license terms (EULA) for the On Site 5G ordered by Customer. The EULA for On Site 5G that governs Customer's use and access to On Site 5G is found at: www.verizon.com/business/service_guide/reg/cp-onsite-5G-End-User-License-Agreement.pdf unless a different EULA is provided to Customer prior to the execution of this On Site 5G service attachment.
- 2.4 **Reports.** All copies of any reports, recommendations, documentation, VEC or Customer Portal printouts, where applicable, or other materials in any media form provided to Customer by Verizon, are Verizon Confidential Information.

- 3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for On Site 5G is found at the following URL: www.verizon.com/business/service_guide/reg/cp-onsite-5G-SLA.pdf

4. **FINANCIAL TERMS**

- 4.1 **Service Charges.** Charges below are in U.S. dollars and will be billed in the invoice currency. Non-Recurring Charges (NRCs) are based on CPE hardware per device, and deployment services per SOW. Monthly Recurring Charges (MRCs) are based on subscription and managed services per device.
- 4.2 **Administrative Charges.** The following administrative charges are applicable to On Site 5G. Customer will be responsible for additional charges for any additional work effort required, including site cancellations or revisits, as a result of Customer's site not being ready, and the schedule will be adjusted for the resulting delay. Additional administrative charges are found in the Agreement.

Administrative Charge	Charge Instance	NRC
Dispatch Charge	Dispatch/Re-Dispatch	\$300.00
After Hours: Installation	Per site	\$600.00

- 4.3 **Managed Devices.** The size and type of Managed Device apply to the corresponding rates shown in the Order.
5. **DEFINITIONS.** The following definitions apply to On Site 5G, in addition to those identified in the Master Terms and the administrative Charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Customer Network	The Managed Devices and related network located at a Customer Site.
Dispatch Charge	A charge applied when a Customer service request results in Verizon going on to, or attempting to go on to, a Customer Site.
Managed Device	Any On Site 5G equipment managed by Verizon pursuant to the provision of the service as shown in the relevant Order.