

[Contact Center Managed Service +](#)
[Service Level Agreement](#)

1. **Overview.** Verizon Contact Center Managed Service offers Service Level Agreements (“SLA”) for Service Availability, Time to Repair (“TTR”), and Proactive Notification as described below. The SLA sets forth Customer’s sole remedies for any claim relating to Contact Center Managed Services, including any failure to meet any service level set forth in the SLA.
2. **Contact Center Infrastructure Design.** Customer’s choices with respect to Contact Center design architecture determine the applicability of SLAs for Contact Center Managed Service. The Customer’s architecture is reviewed by Verizon during the professional services assessment phase of the engagement (set forth in Part II, Section 2.1 above). Based on Verizon’s architectural guidelines for high availability topologies, Verizon will determine if Customer’s infrastructure meets the High Availability definition required for SLA coverage. If Verizon determines that the customer’s infrastructure does not meet the High Availability definition required for SLA coverage and the customer elects not to remediate their environment Verizon will monitor and manage the Customer’s Contact Center environment without associated SLAs.

Subject to the guidelines stated above, Verizon offers the three (3) SLAs described in Section 4 below for the following CCMS management features (hereinafter collectively referred to as the “Business Critical Services”):

- Inbound Routing & Reporting
- SIP Interaction Routing & Reporting
- IVR & Reporting
- Speech Enabled IVR
- Interaction Recording
- E-mail
- SMS
- Chat
- Co-browse
- Social Media
- Infrastructure Management

The remaining CCMS management features are not defined as Business Critical Services and therefore not subject to SLA guidelines.

- Lab Environment
- SIP Voicemail
- Outbound Routing
- Agent Desktop Software
- Advisor
- Screen Recording
- Quality Management/Optimization
- Interaction Analytics
- Real-time Impact
- Workforce Management
- Encryption
- IVR User Experience Monitoring
- Supplemental Application Assist
- Supplemental Application Management



3. Service Level Agreement Exceptions. Verizon is exempted from providing SLA credits in the following situations:

- i. Customer does not maintain its vendor hardware and software maintenance contracts in good standing.
- ii. Verizon is not accountable for incidents or other issues resulting from inherent deficiencies with the vendor software (Genesys, NICE, Cisco). Verizon will work with third party vendors to trouble-shoot and provide information to assist vendors with their issue resolution processes; however Verizon is exempt from any SLA penalties that are due to an underlying problem with the vendor software.
- iii. Outages related to elements outside of the Contact Center Managed Services parameters, which may include the following:
 - a. Network failure (WAN/LAN devices and transport circuits)
 - b. SBC failure
 - c. Security failure
 - d. PBX failure
 - e. Force Majeure
 - f. Unavailability of original equipment manufacturer support for CPE (hardware and software) at end of life and end of support
 - g. Failures associated with Customer supported functions, such as SAN storage for call recording, storage media for backups
 - h. Failures associated with remediation items identified by Professional Services during SOW for assessment which were not implemented by Customer
 - i. Failures associated with Customer-applied changes (e.g. routing strategies, IVR scripts, etc.)
 - j. Failures related to phones, PC clients and other peripherals
- iv. A SLA is not met because of any act or omission on the part of Customer, its contractors or vendors, or any other entity over which Customer exercises control or has the right to exercise control.
- v. Customer's failure to comply with applicable laws pertaining to Customer's information.
- vi. Customer's failure to meet requirements for any security or related systems that are not controlled or accessed by Verizon.
- vii. Periods of scheduled maintenance by Customer or Verizon.

4. Service Level Agreements ("SLA"). The following SLAs are provided for Contact Center Managed Service features defined as Business Critical Services:

- i. Service Availability
- ii. Time to Repair associated with Priority 1 incidents
- iii. Proactive Notification

SLA	CCMS Business Critical Service	Measurement Period	Performance Metric
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Service Availability	Inbound Routing and Reporting	Monthly	99.99%
	SIP Interaction Routing & Reporting	Monthly	99.99%
	IVR and Reporting	Monthly	99.99%
	Speech Enabled IVR	Monthly	99.99%
	E-mail, SMS, Chat, and Social Media	Monthly	99.99%
	Interaction Recording (data only)	Monthly	99.99%
Time to Repair "TTR" for Priority 1 Tickets	Inbound Routing and Reporting	Per event	6 hours
	SIP Interaction Routing & Reporting	Per event	6 hours
	IVR and Reporting	Per event	6 hours
	Speech Enabled IVR	Per Event	6 hours
	E-mail, SMS, Chat, and Social Media	Per event	6 hours
	Interaction Recording (data only)	Per event	6 hours
Proactive Notification	For incidents proactively identified by Contact Center Managed Service monitoring system	Per event	15 minutes

Note: TTR may be affected when resolution from Customer's third party maintenance provider is required to restore service.

5. Incident Ticket Priority Levels

Verizon evaluates and prioritizes Incidents according to the following criteria:

IMPACT	URGENCY
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	<ul style="list-style-type: none"> • Immediate response and sustained effort required until service is restored • User(s) unable to perform job • No work around available <p style="text-align: center;">High</p>	<ul style="list-style-type: none"> • Immediate response not required • User(s) unable to perform job properly • Reasonable (acceptable) work around available <p style="text-align: center;">Medium</p>	<ul style="list-style-type: none"> • Service can be scheduled • User(s) can do job, but requires extra effort • Work around may be available <p style="text-align: center;">Low</p>
<ul style="list-style-type: none"> • Business Critical Service or site is unavailable 	P1	P2	P3
<ul style="list-style-type: none"> • Business Critical Service or site is degraded • Non-business critical service or site is unavailable 	P2	P3	P4
<ul style="list-style-type: none"> • Non-business critical service or site is unavailable • Issues affecting single users 	P3	P4	P5

6. SLA Measurement.

6.1 **Service Availability.** The total incident Outage time for all Priority 1 incidents experienced by the Business Critical Services described above is used to calculate the availability of a Business Critical Service for the month. Priority 1 incident Outage time is measured from the opening of the trouble ticket for the Outage to the resolution of the Outage and restoration of the Business Critical Service.

The total Priority 1 incident Outage time in the month is divided by the total time available in the month with the results expressed as a percentage.

The following calculation is used to determine availability for each Critical Business Management feature:

$$100 \times (1 - [(\text{Total Outage time during measurement period}) / (\text{Total time in the measurement period})])$$

The Availability percentage of each Business Critical Service is calculated and reported monthly.

Note: Customer must open a trouble ticket with Verizon while it is experiencing a service problem. The associated trouble ticket(s) will record the calculation of unavailable time attributable to Verizon.

6.2 **Time to Restore (TTR).** TTR is the time to resolve a Priority 1 incident Outage for each separate Priority 1 incident Outage. Priority 1 incident Outage time is measured from the opening of the trouble ticket for the Outage to the resolution of the Outage and restoration of the Business Critical Service.

$$TTR \text{ (Hrs.)} = \text{Length of trouble ticket resolution for Priority 1 incident Outage per outage}$$



6.3 **Proactive Notification.** The proactive notification SLA provides credits if Verizon fails to notify Customer of a trouble ticket opened for a critical alarm. Proactive notification is provided by electronic means (e.g. system e-bond, e-mail). Verizon will provide the ticket number and an initial status. The Notification Period begins with opening of a trouble ticket in response to a critical alarm. Verizon has 15 minutes to notify Customer's primary point of contact from the start point of the notification period.

7. **Service Credits.** For a failure to meet the SLAs described above, upon written request, Verizon will issue a credit to the Customer as follows:

a. **Service Availability.** Where monthly Availability for a Business Critical Service falls below the target of 99.99%, Customer will be entitled to a credit associated with the corresponding availability percentages in the following table. The credit will be calculated by multiplying the Service Availability credit percentage against the MRC for the Business Critical Service feature that failed to meet the target availability of 99.99%.

CCMS Service Availability	
Availability – Less Than	Credit as % of MRC for non-compliant Business Critical Service feature
99.99%	20%
99.50%	25%
99.00%	30%

b. **TTR.** Customer will receive a credit of 10% of the MRC associated with the Business Critical Service for each failure to achieve TTR within the target SLA of 6 hours for one monthly reporting period.

c. **Proactive Notification.** Customer is eligible to receive a credit equal to ten percent (10%) of the MRC for each Business Critical Service which was impacted during an Outage that was not properly notified.

The maximum credit payable in any monthly billing period will not exceed one hundred percent (100%) of the aggregate MRC for the Business Critical Service feature billed to Customer in the month for which an SLA claim is made.

~~8. **Contact Center Managed Service option without SLA – for Customers not meeting High Availability Requirements.** Verizon will, on an individual case basis, agree to manage a Contact Center infrastructure that does not meet minimum requirements for High Availability, but will not offer SLAs as part of the managed service.~~

~~During the Assessment Phase, as part of the services under the assessment SOW, Verizon engineers will review their findings with Customer, and, as appropriate, propose remediation steps required to bring Customer's configuration up to the High Availability defined standard in order to receive Contact Center Managed Service SLA coverage. If Customer elects not to perform Verizon's recommended remediation~~



~~steps, then Contact Center Managed Service can be provided to Customer but will not include SLA coverage. Pricing for Contact Center Managed Service not eligible for SLA coverage will follow the same fee structure described above in Part I.~~