verizon

VOICE OVER IP SERVICE

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1. GENERAL

1.1 **Service Definition.** Voice over IP (VoIP) Service enables Customer to make telephone calls using IP (internet protocol) over a data network. Verizon offers two types with Optimized and Non-Optimized Service: IP Integrated Access (for sites with key or PBX systems) and IP Trunking (for premise based IP PBX equipment or cloud hosted calling platforms); and a third type with Non-Optimized VoIP Service: Hosted IP Centrex, where all the features of a PBX or key system reside on Verizon's VoIP network.

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

1.2 **Standard Service Features**

1.2.1 **Calling Capacity.** With VoIP Service, Verizon provides Customer the ability to select its simultaneous calling capacity, measured in Concurrent Calls. When enabling Multi-Connection Enterprise the Enterprise Calling Capacity can be shared across Enterprise Border Connections (EBC).

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1.2.2 **Burstable Enterprise Shared Trunks (BEST).** Customer's VoIP sites that are provisioned with BEST will be able to share the total simultaneous calling capacity purchased by Customer across its enterprise on a regional basis. Thus, simultaneous call units within a region contribute to the total available concurrent call capacity only within that region. Concurrent call pools cannot be regionally shared between the Americas (U.S./Canada/Mexico/Latin America), Europe, and Asia-Pac regions. BEST applies to enterprises in which all locations are on a metered or tiered pricing model. Simultaneous calling capacity can be shared between locations receiving both Local and LD VoIP service, and between locations receiving only LD service, but not across those two kinds of locations.

1.2.3 **Local/National Calling Services**

1.2.3.1 **Outbound Public Service Telephone Network (PSTN or Local) Calls.** Verizon enables Customer to place calls to most PSTN destinations, including but not limited to, local, national, international, fixed-to-mobile, Directory Assistance and non-geographic destinations. For Europe, a list of destinations not currently supported by VoIP Service is available upon Customer's request.

1.2.3.2 **Number Portability.** Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time VoIP Service is made available for use, or delay LNP for up to 10 days afterwards.

1.2.4 **Caller ID Information – Outbound**

1.2.4.1 **Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) Caller ID Information are supported.** Verizon enables Customer to prevent, or control, the presentation of its outbound Caller ID information to call recipients through the Calling Line Presentation (CLIP) and Calling Line Restriction (CLIR) features.

- CLIP presents a default Calling Line Identity (CLI).
- CLIR blocks the presentation of Customer's CLI.

1.2.4.2 **Alternative Caller ID (VoIP IP Trunking only).** Through the Alternative Caller ID feature, Verizon enables Customer to present an alternative CLI to call recipients, e.g., to display a local presence. Details on what types of numbers are supported are available on request.

1.2.4.3 **Elective Calling Number (ECN).** If configuring Alternative Caller ID correctly is difficult on Customer's equipment, ECN may be a better choice because it is configured in Verizon's network. Changes will require a change order. Customer must identify a Primary place of Use per location at time of ordering.

1.2.5 **Directory Assistance.** Verizon provides directory assistance, so that Customer can call the directory assistance operator to request telephone numbers (up to two per call in the U.S.).

1.2.6 **Operator Services.** Verizon provides operator assistance, so that Customer can call to request help to complete a long distance or local exchange telephone call.

1.2.7 **Codecs Support.** Verizon supports calls originating from Customer equipment on any of the following codecs (compression standards): G.711, G.729, T.38, and G.722/H.264. Verizon's VoIP Service transmits faxes sent using the G.711 and T.38 codecs.

1.2.8 **Key Group (IP Integrated Access only).** Verizon supports all features of the Key System at a Customer Site, and Customer can also use the following Verizon VoIP features: Call Return, Call Trace, Call Transfer, Call Waiting, Cancel Call Waiting, Consultation Hold, Hold, Flash Call Hold, Last number redial, Three-way calling, using the Feature Access Codes (as applicable).

1.2.9 **Support Services**

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1.2.9.1 **Online Integrated Administrator Console.** Verizon provides an online VoIP portal known as the Integrated Administrator Console (IAC) which Customer's designated administrator can use to set up and manage VoIP Service-related call routing and restrictions for Customer-defined groups across Customer' enterprise.

1.2.9.2 **Technical Support – Local Helpdesk.** Verizon provides a Helpdesk, which Customer's administrator call for help with VoIP service issues.

1.2.10 **Multi-Connection Enterprise (MCE).** A Verizon VoIP Enterprise can share more than one unique connection type between Customer's network and the Verizon Network. Each unique connection type is defined as Enterprise Border Connection (EBC). An EBC will be provisioned with a number of requested sessions (calls) known as Enterprise Border Connection (EBC) Sessions. EBC Sessions allow simultaneous calls at the EBC level, however the enterprise calling capability is limited to the number of billable Concurrent Calls (CCL) for the Enterprise when MCE is selected.

1.3 **Optional Service Features**

1.3.1 **VoIP IP Enterprise Routing (VIPER).** Verizon will complete calls dialed over public numbers between Verizon VoIP Service Customer locations enabled with the VIPER feature without applying per-minute domestic or international usage charges. VIPER is available in the Americas (U.S., Canada, Mexico, Latin America), Europe, and Asia-Pacific (except India).

1.3.2 **Additional Optional Features.** Call Forwarding; Calling Name Inbound (U.S. only; does not show names of wireless callers); Voice Mail (U.S. only); Auto-attendant; Accounting/Authorization codes; Call Intercept.

1.4 **Additional Verizon Responsibilities – Demarcation.** Verizon provides VoIP Service up to the demarcation point, which is the following:

- For VoIP IP Trunking, the Ethernet interface card where Customer's LAN is connected to the IP router.
- For VoIP IP Trunking delivered to Cloud Service Providers, the Verizon managed edge interface device pointing towards the Cloud Service Provider's edge device.
- For IP Integrated Access with a PBX, the back end of the router (to enable Verizon to gain limited access to the gateway to provide limited assistance with repairs).
- For IP Integrated Access with a Key system, the FXS port.
- For Multi-Site IP Trunking Service – If Customer purchases Verizon VoIP IP Trunking Service for a centralized multi-site environment where the Customer WAN connects remote Site(s) through a single site (Hub site) to the Verizon VoIP network, the demarcation for the IP Trunking VoIP Service for each Customer Site in the centralized multi-site environment is the Hub site termination.

1.5 **Customer Responsibilities**

1.5.1 **Transport.** As transport for use with VoIP Service, Customer will, at its discretion, (a) separately purchase Verizon Internet Dedicated, Internet Dedicated Ethernet, Private IP Service, or Ethernet to Private IP Service (the latter two are the only forms of transport in Asia Pacific); or (b) in the case of use in the U.S. or in the Europe, Middle East, and Africa (EMEA) region, provide internet dedicated or internet dedicated Ethernet, service. Customer will contract directly with Verizon Wireless if Customer utilizes Verizon Wireless as access in the U.S. into Verizon's PIP network (available only with Optimized Service).

1.5.2 **Customer Facilities.** Customer will ensure that all Customer Facilities are compatible with VoIP. Customer may meet this responsibility by contracting separately with Verizon to perform associated tasks.

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1.5.3 **Customer Not Ready.** The Customer must provide the order information sought by Verizon (e.g., porting telephone numbers, demarcation information) and, if applicable, provide to Verizon the date the Customer's site will be ready for the service within 10 business days of the date Verizon first contacts the Customer for such information. If the Customer does not provide such information by the 10th business day, then Verizon may cancel your order.

1.5.4 **Emergency Calling Services**

1.5.4.1 **Busy Signal.** If the maximum number of concurrent calls on an IP trunk is exceeded or a Service outage occurs, an end-user may receive a busy signal when the end-user attempts to contact emergency services. Customer will inform its end-users of such possibility as described further in Section 3.8.1 and is responsible for developing and implementing alternative methods for its end-users to obtain access to emergency services.

1.5.4.2 **Customer Relocates IP Phone.** If Customer relocates any of its IP phones to another Customer site or within the existing site (e.g., to another floor), Verizon will have no knowledge of such relocation and will continue to route emergency services calls based on the address associated with the registered ANI or STN the Customer initially provided to Verizon, providing the associated location to public safety. Customer is responsible to inform Verizon of relocation of IP phones through available methods (i.e., service order update or available portal), so that the outbound geographic call routing rules and location data used by public safety can be updated for the relocated phones. Dynamic E911, as provided herein, addresses IP phone relocation so Customers with Dynamic E911 are not subject to this section.

1.5.4.3 **Extension Formats.** Customer must ensure that extension numbers are not formatted using any European emergency number format, regardless of the country in which the end-user is located. (A List of European Emergency Numbers is available to Customer upon its request.) Use of any of those formats may prevent emergency calling from operating properly.

1.5.5 **Disconnection of VoIP Service.** When disconnecting VoIP Service at a Customer enterprise level, or when disconnecting an entire site, Customer must submit a disconnect request via the Verizon Enterprise Center for the enterprise and all related features, or an entire site and all related features, to ensure that billing for related enterprise or site level features will end.

2. AVAILABLE VERSIONS

2.1 Optimized VoIP Service – Contracted by Customer on or after November 15, 2013

2.1.1 **Service Description.** With Optimized VoIP Service contracted by Customer on or after November 15, 2013, Verizon provides the following optional Service features.

2.1.2 **Optional Service Features**

2.1.2.1 **Verizon VoIP Cloud Connect Solutions**

2.1.2.1.1 **Verizon VoIP for Microsoft Teams Operator Connect** (Where available, Verizon VoIP for Microsoft Teams Operator Connect (Verizon VoIP for Operator Connect) provides a variation of voice over IP service that is integrated with Microsoft Teams Operator Connect. This service allows Verizon to provide telephone numbers and PSTN calling capabilities to Microsoft Teams users. Microsoft Teams is connected to Verizon via the geo redundant, high availability Microsoft Azure Peering Service (MAPS). Enterprise Trunk Premium and Dynamic E911 is included with Verizon VoIP for Operator Connect at no additional cost.

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In addition to the codecs listed above, Verizon VoIP for Operator Connect supports the SILK codec.

The following Standard Service Features or Optional Service Features are not available with Verizon VoIP for Operator Connect:

- Alternative Caller ID
- Elective Calling Number (ECN)
- VoIP Essential Feature Package
- LD-only Service

Customer is responsible to i) obtain all Microsoft licenses and other Microsoft services (e.g., Phone System) necessary for Verizon VoIP for Operator Connect, and ii) configure the Microsoft Teams environment as necessary. Verizon must be selected as the operator in the Teams Administration Center.

2.1.2.1.2 **Verizon VoIP for Webex Calling** provides a variation of voice over IP service that is integrated with Cisco Cloud Connect. This service allows Verizon to connect Webex callers to Cisco using a secure and dedicated Network-to-Network Interface (NNI) for call transmission. Enterprise Trunk Premium and Cisco RedSky E911 is included with Verizon VoIP for Webex Calling at no additional cost.
The following Standard Service Features or Optional Service Features are not available with Verizon VoIP for Webex Calling:

- Alternative Caller ID
- Eelctive Calling Number (ECN)
- VoIP Essential Feature Package
- LD-Only

Customer is responsible to i) obtain all Cisco Webex licenses, where Webex is purchased outside of Verizon, and other Cisco Webex services (e.g., Phone System) necessary for Verizon VoIP for Webex Calling, and ii) and to configure the Cisco Webex environment as necessary.

2.1.2.2 **Dynamic E911 (U.S. and Canada)**. Dynamic E911 enables the routing of emergency calls to the appropriate Public Safety Answering Point (PSAP) based on the user location information dynamically acquired at call set-up in Customer's environment. In addition to emergency call routing, Verizon will provide the dispatchable user location as received from the Customer to the PSAP. Customer is responsible to ensure the proper dynamic emergency calling configuration in Customer's environment. Depending on the quality of the user location information provided to Verizon from the Customer environment, emergency calls will either be directly routed to a PSAP or will be screened by a certified emergency call response center before transferring to a PSAP. Dynamic E911 is currently only supported for Verizon VoIP for Operator Connect.

2.1.2.3 **BEST+.** With BEST+, Verizon enables Customer to burst through and exceed its simultaneous calling capacity should it make or receive a spike in traffic.

2.1.2.4 **Enterprise Trunk Premium.** With Enterprise Trunk Premium, Verizon provides a billable business continuity option if Customer desires session border controller (SBC) geographic redundancy.

2.1.2.5 **Enterprise Route Overflow.** In the event of an IP address being unreachable, thereby causing inbound calls to fail, Enterprise Route Overflow enables all inbound VoIP calls to be automatically redirected to an alternate number (which can be a VoIP or PSTN number), whether or not Verizon-owned and whether or not within the same country. Once connectivity with the original IP address is re-established, the primary route will be resumed (except for those calls that have already been redirected).

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2.1.2.6 **Premium Support Services.** Verizon offers the following post-implementation, supplemental Premium Support Services for VoIP Services:

- **Enterprise Activity.** An enterprise level feature change impacting Customer's entire VoIP enterprise. Charged as an "Enterprise Activity Charge."
- **Administrator Activity.** A location level feature change for one or more Customer VoIP enterprise locations. Charged as an "Administrator Activity Charge."
- **Remote Support.** Customer may request consultation from time to time for activities such as support for on-line management and reporting tools. Charged as "Remote Support Activity Charge."
- **CPE and Local Area Network (LAN) Support (U.S. only).** Premium CPE and LAN support services consists of activities that enable or improve the capabilities provided by Customer's CPE. Charged as "Remote Support Activity Charge."

2.1.2.7 **Verizon Wireless Connected VoIP.** If Customer orders the Verizon Wireless Connected VoIP feature, Verizon will complete calls originating from a Verizon VoIP Service Customer location enabled with the VIPER feature in the U.S. to any Verizon Wireless telephone number without applying per-minute U.S.-domestic or international usage charges on the VoIP originating end Applicable Verizon Wireless usage charges may still be charged on the terminating end.

2.1.3 **Optional Feature Package**

2.1.3.1 **VoIP Essential Feature Package (U.S.).** Customer has the option to order a limited feature package that restricts use of certain VoIP features. This optional feature package is only available with location level concurrent calls. If Customer orders this package, the selected customer site will not be able to use the following features: BEST; VIPER; Verizon Wireless Connected VoIP; Alternative Caller ID; Call Intercept; and Accounting/Authorization Codes. Further, the customer will not be able to use the following Enterprise level features: BEST+; Enterprise Trunk Premium; or share tiered long distance minutes across Customer sites.

2.2 **Optimized VoIP Service – Contracted by Customer before November 15, 2013.** The service description, features, and terms and conditions particular to VoIP Service contracted by Customer before November 15, 2013 are set forth here:
www.verizon.com/business/service_guide/reg/cp_voip_plus_voice_over_ip.pdf

2.3 **Non-Optimized VoIP Services**

2.3.1 **Non-Optimized VoIP Service (U.S.).** For Non-Optimized VoIP Service contracted by Customer in the U.S. prior to November 15, 2013, the service description, features, and terms and conditions are set forth here:
www.verizon.com/business/service_guide/reg/cp_voip_voice_over_ip.htm

2.3.2 **Non-Optimized VoIP Service (Non-U.S.).** For Non-Optimized VoIP Service contracted by Customer outside the U.S. prior to November 15, 2013, the service description, features, and terms and conditions are set forth in Customer's Contract and Service Order Form (SOF).

3. **SUPPLEMENTAL TERMS**

3.1 **No Resale.** This VoIP Service offering is not designed for resale as a stand-alone service. If Customer is buying VoIP Service on a tiered or metered pricing plan, Customer may provide and be compensated by end-users for VoIP-based services as a component of a larger service offering provided, for example, to a retirement home, campus-living facility, or hotel.

3.2 **Auto Dialing.** Customer's call capacity is limited to 10 call attempts per second on the Verizon network. If additional capacity is requested by Customer, provided such additional capacity is available, Verizon

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will provide such additional capacity to the Customer.

3.3 **SIP (Session Initiation Protocol) Message Rate Limiting.** To protect Verizon network infrastructure from potential overload conditions (and the resulting impairment of VoIP Service to customers) due to excessive traffic from specific network elements (e.g., traffic floods from misconfigured Customer Equipment), SIP messages from Customer's devices are rate limited in Verizon's network. Received SIP messages that surpass certain thresholds during a thirty-second interval may receive lower-priority treatment or be discarded before processing. The thresholds applicable for any particular device may vary over time, but are designed to be sufficient to allow for Customer's full utilization of its VoIP Service.

3.4 **Service Limitations**

3.4.1 **Modems.** Communications from analog modems may have protocol interaction issues when used over VoIP technology (due to their handshake and error-checking rules) and cannot be assured of the same quality as other communications; modems may not be used on VoIP Service except with Codec G.711 without silence suppression.

3.4.2 **Fax Transmission.** Fax transmission is highly dependent on Customer's facsimile device, its ability to disable error correction, and other factors. Therefore, the VoIP Service SLA does not include fax transmission success.

3.4.3 **Alarm Lines.** Alarm lines (whether or not they use modems) are not supported on, and should not be used with VoIP Service, with respect to both service and wiring, without limitation.

3.5 **Design/Configuration Modification.** Within Customer's Verizon-approved Service design, Customer may, if it chooses, upgrade its CPE configuration to the next-generation configuration of the same combination of manufacturer and design. To avoid disruption to Customer's or other customers' VoIP service, however, Customer will develop a written plan to be approved by Verizon before implementing an entirely new CPE architecture.

3.6 **Call Origination.** Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call.

3.7 **Emergency Calling Access Limitations.** Customer is responsible for notifying its end users of the following common events that can limit access to emergency calling via VoIP Service:

- **Loss of Power.** VoIP Service will be interrupted if there is a loss of electricity/power supply.
- **Loss of Broadband Service.** VoIP Service will be interrupted if the attendant broadband connection is not available.
- **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways, etc.) can limit access to emergency services.
- **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).
- **LD-only Service.** Emergency calling is not available with LD-only service.
- **IP phones connected to an IP PBX indirectly.** Emergency services cannot be reached from IP phones connected to an IP PBX indirectly connected to Verizon's VoIP Network (e.g., IP phones at Customer's internal remote sites as part of an IP PBX Centrex installation) that are not subscribed to an IP Trunking centralized multi-site environment.

3.8 **E911 Regulatory Requirements – U.S.** A provider of interconnected VoIP service, as defined by the

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Federal Communications Commission (FCC), is required by the FCC to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available.

3.8.1 **End-User Notice Requirements.** Customer will notify all of its end-users of VoIP Service of the interaction and/or limitations of Dynamic E911 and E911 with VoIP Service as set forth in the Service Terms for VoIP Service. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.

3.8.2 **E911 and VoIP IP Trunking Service.** Customer's IP Trunking may permit end-users to use VoIP Service at locations other than Customer's or the end-users' primary service location. If using Dynamic E911, the user location information is dynamically acquired at call set-up in Customer's environment when a VoIP phone (i.e., any device used for VoIP calling) uses the service at a non-primary service location. However, without Dynamic E911 in use, Customer will be responsible to:

- detect when an end-user has moved a VoIP phone to a non-primary service location, and suspend VoIP Service unless and until either Customer (a) verifies that the end-user is at the location for which the VoIP phone is registered for service with Verizon or (b) use a third-party service to enable the conveyance of E911 calls to the location appropriate PSAP from the end-user's current location;
- only permit such nomadic service when E911 calls made via the nomadic service include the information needed to route a 911 call to the PSAP serving that location in the manner required by the FCC's E911 requirements for interconnected VoIP service; and
- otherwise block all VoIP calls attempted to be made via the nomadic service.

3.8.3 **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the NET 911 Improvement Act – and with respect to the provision of Verizon VoIP Service, Verizon is an IP-enabled voice service provider.

3.9 **Access to CPNI in U.S.** Verizon shall provide CPNI related to Customer's use of VoIP Service only to the CPNI authorizers selected by Customer and designated in writing to Verizon.

3.10 **Alternative Caller ID.** Certain country regulations prohibit presenting an alternative CLI to call recipients. When making a call into a country with such restrictions, Customer must use and present active call back numbers. Additionally, certain countries that allow alternative CLI nonetheless have regulations that require active call back numbers. 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.

3.11 **Number Porting and Allocation.** Verizon will port numbers in compliance with the relevant regulations and industry processes. In certain cases, Customer will be required to port full number ranges and maintain such number ranges until such time as the numbers are ported out in their entirety. Customers must be able to prove, at all times, that the number used by them directly or by one of their contractors or affiliates has been issued by Verizon or has been legitimately ported in. If the number is used by such a contractor or affiliate, Customer will need to provide proof that the contractor or affiliate has a mandate allowing use of such numbers.

3.12 **Numbering Plans.** Customer must ensure that numbers used comply with E.164 addressing and international numbering plan for public telephone systems in which the number is used i.e., each assigned number contains a country code (CC), a national destination code (NDC), and a subscriber number (SN).

3.13 **Regional-Specific Terms (Europe).** The following regional-specific terms apply to Customer's sites using VoIP Service in Europe.

3.13.1 **Emergency Calling.** VoIP Service enables Customer to access the Emergency Service Answering Point (ESAP) in its respective country using the appropriate numbers. The calling number transmitted

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to the ESAP will be the number stored in the Verizon SIP servers. Customer will keep all numbers up-to-date at all times. Emergency call routing and back-tracking (silent emergency calling) are only supported for calls from Customer sites that are identified by a Service Order issued under this Service Attachment.

3.13.2 **Onward Routing.** When a call originates in a European country other than one of the Verizon VoIP-eligible countries, and is handed over to Verizon in one of the Verizon VoIP-eligible countries for onward routing to a PSTN destination, VoIP Service is unable to correctly identify the call's originating location and the CLI format will instead identify the call as originating in the eligible country where the call is handed over to Verizon. Furthermore, Customer will not hand over such calls to Verizon for onward routing to a PSTN destination where this is prohibited or restricted by law or regulation.

3.13.3 **Auto Dialing Limitations.** 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.

3.14 **Regional-Specific Terms (Asia-Pacific).** The following regional-specific terms apply to Customer's sites using VoIP Service in the Asia-Pacific region.

3.14.1 **Australia, Hong Kong, and Singapore**

3.14.1.1 **Scope.** IP Trunking Service enables a Customer end user to access the Emergency Service Answering Point (ESAP) in the end user's respective country using the appropriate numbers where IP Trunking Service includes local termination. Emergency calling is not available to Customer if it has Site-to-Site-Only Service and also is not available on outbound-only IP Trunking Service.

3.14.1.2 **Limitations.** Verizon routes emergency calls to its subcontractors for onward routing to the correct ESAP. Only (i) fixed PBX phones (in the case of IP Integrated Access), (ii) fixed IP phones connected to an IP PBX of a Customer Site directly connected to the Verizon VoIP network, or (iii) fixed IP phones directly connected to an IP PBX of a Customer Site and indirectly connected to the Verizon VoIP network in a centralized multi-site environment can connect to emergency calling. Emergency calling is not enabled from IP phones connected to an IP PBX indirectly connected to the Verizon VoIP network (i.e., Customer internal remote sites of an IP PBX Centrex installation that are not within an IP Trunking centralized multi-site environment).

3.14.2 **India.** This clause applies if VoIP will be accessed from India.

3.14.2.1 **OSP Only Service**. VoIP 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.

3.14.2.2 **No Emergency Calling in India.** Customer will not use IP Trunking Service for emergency calling in India. Customer will notify its end users in India of the limitations in relation to emergency calling via VoIP Service (including those detailed above).

3.14.2.3 **Additional Documentation**. Prior to the Activation Date Customer will complete and sign, or will

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procure the completion and signing by its Indian Affiliate (or other end user) receiving IP Trunking in India, the VoIP Inspection Pro Forma document found here: www.verizon.com/business/service_guide/reg/voip-proforma.pdf

3.14.3 **Japan.** The following terms apply if Customer's enterprise network using VoIP Service includes a site in Japan, the Verizon entity providing VoIP Service to Customer is in Japan, or as otherwise specified below.

3.14.3.1 **No Emergency Calling in Japan.** Customer will not use IP Trunking Service for emergency calling in Japan. Customer will notify its end users in Japan of the limitations in relation to emergency calling via VoIP Service (including those detailed above).

3.15 **Regional-Specific Terms (Canada).** The following regional-specific terms apply to Customer's Sites using VoIP Service in the Canadian region.

3.15.1 **Emergency Calling.** Unless Customer has Dynamic E911 as outlined above, Verizon Canada VoIP Service includes basic 911 capabilities which have certain limitations relative to the enhanced 911 capabilities that are available on most traditional telephone services. For more information on Verizon Canada basic 911 go to www.verizon.com/business/en-ca/support/

4. SERVICE LEVEL AGREEMENT (SLA)

4.1 **SLA.** The SLA for VoIP Service applicable to Customer sites in the respective regions is set forth at the following URL for U.S/Canada/Mexico and Asia-Pac Services: www.verizon.com/business/service_guide/reg/cp_voip_sla.pdf

4.2 **SLA Credits.** Information provided to Customer through the VEC or through the IAC is for Customer information purposes only and is not used to calculate any service credits that Customer may be entitled to pursuant to an applicable VoIP Service SLA. Under these SLAs, the maximum amount of credit available to Customer for any calendar month is the simultaneous calling capacity monthly recurring charge (MRC) plus the applicable MRC for the related Internet Dedicated service under the Agreement.

4.3 **Enterprise Trunk Premium.** If Customer purchases Enterprise Trunk Premium (ETP), the standard VoIP Network Availability SLA threshold is enhanced to 100%. To make an ETP SLA claim for credit, Customer will request such credit within 30 business days after the month in which the ETP Network Availability SLA was not met in accordance with the standard VoIP Service SLA process guidelines at www.verizon.com/business/terms/ For ETP-related SLA claims, Customer will note in the Comments section of the on-line credit request form that it is an ETP SLA Network Availability credit request.

5. FINANCIAL TERMS

5.1 **Optimized Service.** Customer will pay the charges for Optimized VoIP 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.

5.1.1 Administrative Charges

Administrative and Supplemental Services	Nonrecurring Charge (NRC)
Expedite Fee During Normal Working Hours Outside Normal Working Hours	 $700.00 per event per location $1,050.00 per event per location
Cancellation (cancellation of VoIP Service post-Order, prior to completion of Installation)	$800.00 per location

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Premium Services – Americas (U.S./Canada/Mexico/Latin America) Locations	
Enterprise Activity Charge	$100 per change
Administrator Activity Charge	$50 per change
Remote Support Activity Charge	$90 per hour
Premium Services – Europe, Asia-Pacific Locations	
Enterprise Activity Charge	$200 per change
Administrator Activity Charge	$100 per change
Remote Support Activity Charge	$175 per hour
Service Establishment Fee – Americas (U.S./Canada/Mexico/Latin America) Locations	
During Normal Working Hours	$100.00 per location
1 – 500 telephone numbers	$500.00 per location
> 500 telephone numbers	
Outside Normal Working Hours	$150.00 per location
1 – 500 telephone numbers	$750.00 per location
> 500 telephone numbers	
Service Establishment Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
1 – 500 telephone numbers	$250.00 per location
> 500 telephone numbers	$500.00 per location
Outside Normal Working Hours	
1 – 500 telephone numbers	$375.00 per location
> 500 telephone numbers	$750.00 per location
Dispatch Charge For dispatch of Verizon technician to make Customer-requested changes – charged per occasion:	
During Normal Working Hours	$500.00 per event
Outside Normal Working Hours	$750.00 per event
Service Change Fee – Americas (U.S./Canada/Mexico/Latin America) Locations	
During Normal Working Hours	
Simple	$100.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$150.00 per event per location
Complex	$450.00 per event per location
Service Change Fee – Europe, Asia-Pacific Locations	
During Normal Working Hours	
Simple	$250.00 per event per location
Complex	$300.00 per event per location
Outside Normal Working Hours	
Simple	$375.00 per event per location
Complex	$450.00 per event per location
Porting Charge per Order	
Finland	$250 per order per location
Portugal	$500 per order per location
Singapore	$1,250 per order per location
Slovakia	$100 per order per location

5.1.2 **Pricing Options.** VoIP Service is available with Tiered and Metered pricing options. Rates and charges will apply for International calls, national (in-country) calls, certain Local Service features, Directory Assistance, and related items. In the case where VoIP Service is purchased with Virtual Communication Express (Virtual Communications Express over VoIP), the pricing is as set forth in

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Section 5.1.2.3.

5.1.2.1 **Tiered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise),
- an allotment of inter-enterprise VoIP minutes (termination is outside Customer's enterprise), based on Customer's tier selection, which further includes –
  - for U.S./Canada/Mexico/Latin America VoIP locations, an allotment of domestic long distance (LD) minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer;
  - for Europe and Asia-Pac VoIP locations, an allotment of national minutes to enable calls to non-mobile terminations. National calls to mobile terminations are subject to per-minute usage rates.

Customer will pay a per-minute charge for all minutes in excess of its allotment of inter-enterprise VoIP minutes.

If simultaneous calling units are provisioned at the location level (level available with Non-Optimized VoIP Service and Optimized VoIP Service), a minimum of one unit must be purchased for each location and allotted minutes cannot be shared between locations, nor can they be rolled over from month to month.

If the simultaneous calling capacity is provisioned at the enterprise level (level available with Optimized VoIP Service), minutes can be shared between Customer locations (with like Services, e.g., Local and LD to Local and LD), but they cannot be rolled over from month to month. Tiered simultaneous calling units cannot be provisioned at the enterprise level in the Europe and Asia-Pac regions.

Calls to international locations can also be made but are billed at metered rates.

5.1.2.2 **Metered Pricing – Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's enterprise), and
- for U.S./Canada VoIP locations, local calling if Local service is offered in the affected region and purchased by Customer.

Inter-enterprise VoIP calls (termination is outside Customer's enterprise), including LD or national calls, as applicable, are billed a per-minute charge. Calls to international locations can also be made but are billed at metered rates.

Simultaneous calling units can be provisioned for metered pricing at both the location and enterprise levels for Optimized Service and at the location level for Non-Optimized Service. If simultaneous calling units are provisioned at the location level, a minimum of one unit must be purchased for each hub and remote location.

5.1.2.3 **Virtual Communication Express over VoIP Pricing - Simultaneous Calling Capacity Charge.** Customer will pay an MRC per simultaneous calling unit multiplied by the number of simultaneous call units Customer selects when Customer implements Virtual Communication Express over VoIP at sites in the U.S. Each such simultaneous calling unit includes:

- unlimited intra-enterprise VoIP calls (VoIP origination and termination within Customer's

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enterprise); and
- Unlimited U.S. domestic LD minutes and unlimited Local calling if Local Service is offered in the affected region and purchased by Customer.

Virtual Communications Express over VoIP may only be installed in sites in the U.S. Unlimited concurrent calls are only available when the U.S. site (i) uses location level concurrent calls; and (ii) implements Virtual Communication Express with VoIP.

5.1.2.4 **BEST+.** BEST+ is an optional billable feature available if Customer (i) purchases Optimized VoIP Service via a right to buy arrangement, and (ii) purchases a minimum of 200 simultaneous calling units at the enterprise level. With BEST+, Customer can exceed (or burst) its simultaneous calling capacity if, for example, it experiences an unplanned burst of inbound/outbound voice calls. To enable BEST+, Customer will be charged an MRC based on its simultaneous calling capacity purchased at the enterprise level and its selected tier of burstable simultaneous calling units (see table below). Customer also will be charged an NRC for the maximum number of bursted simultaneous calling units attained during the affected billing period.

Simultaneous Calling Capacity		
BEST+ Tier	**Per Enterprise***	**Maximum Additional Simultaneous Calling Capacity**
1	200 – 399	+ 50
2	400 – 799	+100
3	800 – 1,199	+ 200
4	1,200 – 1,599	+ 300
5	1,600+	+ 400
*Customer may purchase at its Per Enterprise level or below. For example, if Customer purchases a Simultaneous Calling Capacity of 1,000 calls, it is in BEST+ Tier No. 3. It can purchase the Maximum Additional Simultaneous Calling Capacity for Tier Nos. 3, 2, or 1. It cannot purchase at Tier Nos. 4 or 5 (unless it subsequently purchases additional Simultaneous Calling Capacity to advance into either of those Tiers).		

5.1.3 **Alternative Re-routing (Non-Optimized Service only)**

5.1.3.1 **Conditions.** Alternative Re-routing is limited to 50 TNs per plan and 100 TNs per location, all TNs that Customer desires to include in the pre-defined plan must be served by the same Class 5 switch, and a plan must be invoked in its entirety when it is activated. Customer must open a trouble ticket with Verizon to invoke Alternative Re-routing.

5.1.3.2 **Charges**
- Set-up/Configuration: 5.5 Premium Services Remote Support hours per plan.
- Enterprise Activity Charge applies per plan activation on demand.
- Enterprise Activity Charge applies per plan de-activation on demand.

5.1.4 **Class 5 Diverse Provisioning (U.S. and Non-Optimized Service only).** A one-time charge of two Premium Services Remote Support hours will apply for each block of 150 DIDs provisioned to an alternate Class 5 Central Office.

5.1.5 **Installation.** If Customer requests an expedited installation at a Customer Site or requires installation at a Customer Site outside Verizon's Normal Working Hours in the applicable country, such installation shall be subject to a site survey and then will be performed on an expedited basis, if practicable, pursuant to Customer's request. As applicable, Customer shall pay an additional

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expedited install fee (Expedite Fee) or any applicable Service Establishment Fee (e.g., After Hours or Extended Office Hours (Extended Hours)) or both (see Rates and Charges in Part I, above). If Customer's request involves expedited services or Extended Hours or both from a third party provider (e.g., a Telco), Customer shall pay the associated third party provider charges.

5.1.6 **Billing Initiation.** Billing for VoIP Service will begin on the Service Activation Date, even if Customer's numbers have not been ported to the VoIP Service.

5.2 **Non-Optimized Services.** Customer will pay the charges for Non-Optimized VoIP Service as specified in the Agreement (including any SOF). Online pricing for Services provided by a U.S. Verizon entity is at: www.verizon.com/business/service_guide/reg/r_voip_rates_and_charges.htm Billing begins when Non-Optimized VoIP Service is available for use, even if Customer's numbers have not been ported to the VoIP Service.

6. **DEFINITIONS.** The following definitions apply to VOIP, 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 Facilities	Customer equipment, software, wiring, power sources, telephone connections and/or communications services necessary for Customer to use VoIP Service.
Interconnected VoIP Service	Means the VoIP service (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the end-user's location; (3) requires IP-compatible CPE; and (4) permits end-users generally to receive calls that originate on the PSTN and to terminate calls to the PSTN.
Simultaneous Calling Capacity	The maximum number of concurrent calls available at a site or enterprise, as applicable. Simultaneous calling capacity for Non-optimized VoIP Service is purchased at the location level, i.e., per Customer site. Simultaneous calling capacity for Optimized Service may be purchased at the location level or the enterprise level. For Non-Optimized Service, only off-net calls (i.e., calls that do not remain IP end-to-end, e.g., a call that terminates to the PSTN) count against Customer's simultaneous calling capacity. For Optimized Service, off-net and on-net calls count against Customer's simultaneous calling capacity.
Virtual Communications Express Over VoIP	Means Verizon's cloud based PBX Virtual Communication Express that uses Verizon IP Trunking for transport.

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