

**JUN 06 2018**

AMENDMENT NO. 3

**CONTRACT TITLE:** Telecommunications Services: Wireless Digital & Data Services, Associated Services/Equipment

**CONTRACTOR**

Cellco Partnership  
Dba Verizon Wireless  
7600 Montpelier Road  
Laurel, MD 20723

**SUPPLIER ID**

1000011529

**CONTRACT NO.**

4400006679

By mutual agreement, Contract 4400006679 is amended to incorporate additional Service Plans per Attachment 1.

All other prices terms and conditions remain unchanged.

**ACCEPTANCE:**

BY:

  
\_\_\_\_\_  
Signature

Todd Loccisano

Printed Name

Executive Director  
Enterprise & Government Contracts  
Title

June 4, 2018

Date

  
\_\_\_\_\_  
Michelle R. Pratt  
Director

MRP/sm

**DISTRIBUTION:**

Contractor  
FCPS -DIT – Jean Welsh, Melissa York  
FCG - DIT – Tony Cheatham

*Part 6/6/18*



May 22, 2018

Ms. Michelle R. Pratt  
Director, Office of Procurement Services  
Fairfax County Government and Fairfax County Public Schools  
8115 Gatehouse Road, Suite 4400  
Falls Church, VA 22042-1203

Subject: Modification No. 3 to Telecommunications Services: Wireless Digital Voice & Data Services, Associated Services/Equipment **Contract Number - 4400006679**

Dear Ms. Pratt:

This Modification No. 3 ("the "Modification") is made and entered into by and between the Fairfax County Government and Fairfax County Public Schools, Office of Procurement Services and Cellco Partnership d/b/a Verizon Wireless for attachment to and modification of Wireless Digital Voice & Data Services, Associated Services/Equipment Contract Number 4400006679, dated February 24, 2016, as amended (the "Agreement").

1. This Modification No. 3 is an integral part of and modifies the Agreement. The terms used herein which are defined or specified in the Agreement shall have the meanings set forth in the Agreement. If there are any inconsistencies between the provisions of this Modification and the provisions of the Agreement, the provisions of this Modification shall control.
2. The Fairfax County Public Schools/Fairfax County Government Pricing Exhibits have been amended as attached hereto under Attachment 1:
3. This Modification shall be effective on the date signed by the Fairfax County Government and Fairfax County Schools.
4. This Modification shall not be amended or modified unless agreed to in writing by both parties.
5. All provisions of the Agreement, including attachments thereto, not addressed by this Modification remain in full force and effect.

**If you have any questions, please feel free to contact your Business Sales Manager, John Medlock, at 703-795-5242 or via email at [john.medlock@vzw.com](mailto:john.medlock@vzw.com).**

If you are in agreement with this proposed Modification and the attachments hereto, please have the Modification executed by an authorized representative of **Fairfax County Government and Fairfax County Public Schools**.

# Attachment 1

## FAIRFAX COUNTY PUBLIC SCHOOLS/FAIRFAX COUNTY GOVERNMENT – PRICING

Government Subscriber
Monthly Access Fee Discount (on eligible calling plans and data features)
15%

### Activation Fees and Early Termination Fees are waived for Government-liable Subscribers

#### a. FCPS/FCG Pricing

The pricing tables below correspond with the custom pricing that is available to FCPS/FCG under the agreed upon contract.

### WIRELESS VOICE CALLING PLANS

Custom Unlimited Basic Phone Plan for National Security, Public Safety, and Emergency Preparedness Government Liable Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	\$22.99
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	100MB
Domestic Messaging Allowance	Unlimited
Domestic Data Overage	\$10.00 per GB
<b>Notes:</b> Current coverage details can be found at <a href="http://www.verizonwireless.com">www.verizonwireless.com</a> . No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network, and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes: (PP# 16810)	
621910 Ambulance Services	922190 Other Justice, Public Order, and Safety Activities
922110 Courts	928110 National Security
922120 Police Protection	926120 Regulation and Administration of Transportation Programs
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922140 Correctional Institutions	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection	921110 Executive Offices

**Custom Unlimited Push to Talk Only Plan for  
National Security, Public Safety, and Emergency Preparedness**

Government Liable Subscribers Only

**This plan is not eligible for monthly access fee discounts.**

<b>Monthly Access Fee</b>	<b>\$17.99</b>
<b>Monthly Push to Talk Minutes</b>	<b>Unlimited</b>
<b>Domestic Voice Per Minute Rate</b>	<b>\$0.25</b>

**Notes:** Current coverage details can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes: (PP#96625/4G Only – PP#96625 3G/4G)

621910 Ambulance Services	922190 Other Justice, Public Order, and Safety Activities
922110 Courts	928110 National Security
922120 Police Protection	926120 Regulation and Administration of Transportation Programs
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922140 Correctional Institutions	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection	921110 Executive Offices

## WIRELESS VOICE & DATA BUNDLED PLANS

### Custom 4G Verizon Unlimited Smartphone Plan for Public Sector

Government Subscribers Only

The calling plan below reflects the monthly access fee discount. No additional discounts apply.

Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan.

Monthly Access Fee (Discount Applied)	\$55.25 (13656)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	Unlimited <sup>(1)</sup>
Domestic Mobile Hotspot	Unlimited <sup>(2)</sup>
Domestic and International Messaging Allowance	Unlimited <sup>(3)</sup>

Notes: Current coverage details can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available.

<sup>(1)</sup> In the event of network congestion, after 10GB of data usage on a line during any billing cycle, usage on such line may result in slightly slower download speeds relative to another user. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p.

<sup>(2)</sup> Mobile Hotspot is available on all capable devices and allows Corporate Subscribers to use their device and share data allowance with multiple Wi-Fi enabled devices. If 10GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

<sup>(3)</sup> Unlimited Messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to [www.verizonwireless.com](http://www.verizonwireless.com).

**Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority for  
National Security, Public Safety, and Emergency Preparedness**

Government Liable Subscribers Only

**This plan is not eligible for monthly access fee discounts.**

Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan.

<b>Monthly Access Fee</b>	<b>\$39.99</b>
<b>Monthly Minutes in U.S</b>	Unlimited
<b>Domestic Data Allowance<sup>(1)</sup></b>	Unlimited
<b>Domestic Messaging Allowance</b>	Unlimited

**Optional Features**

<b>Domestic Mobile Hotspot</b>	\$5.00 additional per month
<b>Push-to-Talk</b>	\$2.00 additional per month

**Notes:** Current coverage details can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. <sup>(1)</sup> Data usage on this rate plan is not subject to speed reductions ("throttling") on a monthly basis. In the event a user consumes more than 25GB of data each month for three (3) consecutive months, Verizon Wireless may automatically limit the data throughput speeds upon exceeding 25GB of data usage per month on a go-forward basis. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This service plan includes Mobile Broadband Priority. Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes: (PP# 16807)

621910 Ambulance Services	922190 Other Justice, Public Order, and Safety Activities
922110 Courts	928110 National Security
922120 Police Protection	926120 Regulation and Administration of Transportation Programs
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922140 Correctional Institutions	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

## WIRELESS DATA SERVICES

Mobile Broadband Priority Feature for National Security, Public Safety, and Emergency Preparedness Government Liable Subscribers Only	
Monthly Access Fee	\$0.00
Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This feature is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes:	
621910 Ambulance Services	922190 Other Justice, Public Order, and Safety Activities
922110 Courts	928110 National Security
922120 Police Protection	926120 Regulation and Administration of Transportation Programs
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922140 Correctional Institutions	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection	921110 Executive Offices

**Private Network Core Service for  
National Security, Public Safety, and Emergency Preparedness**  
Government Liable Subscribers Only

**Monthly Access Fee**

**\$0.00**

**Verizon Wireless Private Core Service for National Security, Public Safety, and Emergency Preparedness ("Private Core"):** Private Core extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet (the "Internet"). Customer's use of Private Core is subject to the Private Core Roles and Responsibilities Customer Guidelines, which are available from your sales representative. This service is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes:

**National Security/ First Responders / Public Safety**

- 621910 Ambulance Service
- 922110 Courts
- 922120 Police Protection
- 922130 Legal Counsel and Prosecution
- 922140 Correctional Institutions
- 922150 Parole Offices and Probation Offices
- 922160 Fire Protection (except private)
- 922190 Other Justice, Public Order and Safety Activities
- 928110 National Security
- 921190 Other General Government Support
- 921110 Executive Offices

**Water**

- 924110 Water Infrastructure
- 221320 Sewage Treatment Facilities
- 221310 Water Supply and Irrigation Systems

**Transportation**

- 482111 Railway Transportation
- 481111 Passenger Air Transportation
- 481112 Freight Air Transportation
- 483111 Shipping Transportation
- 926120 Transportation Administration
- 491110 Postal Service
- 926120 Public Transportation
- 926120 Regulation and Administration of Transportation Programs

**Information Technology**

- 541512 Computer Integration
- 541519 Computer Disaster Recovery

**Chemical**

- 561612 Protective Services
- 541330, 541690 Chemical Engineering and Consulting
- 239210 Pharmaceutical

**Communications**

- 517110 Telecommunications, Wired
- 517212 Cellular and other Wireless Telecommunications
- 238210, 334290 and 561620 Alarm Systems

**Critical Manufacturing**

- 237310 Highway, Street and Bridge Construction
- 811310 Industry Equipment Repair
- 236210 Industrial Building Construction
- 211113 Extraction; 236220 Construction Management
- 926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors

**Energy**

- 333611 Wind Turbine
- 221111 Hydroelectric Power Generation
- 221122 Electric Power Distribution
- 221118 Other Electric Power Generation
- 221210 Natural Gas Distribution
- 926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities
- 221113 Nuclear Electric Power Generation
- 562211 Hazardous Waste Treatment and Disposal

**Healthcare and Public Health**

- 621112 Health Care Practitioners
- 923120 Public Health Programs

## ADDITIONAL WIRELESS SERVICES

Private Network/Dynamic Mobile Network Routing (DMNR)/Service Based Access(SBA) Static IP – Isolated Pool w/Fixed End System (FES) [Internet Restricted]				
The Account Set-Up Fees below reflect any applicable discount. No additional discounts apply.				
Mobile Broadband and NationalAccess plans or features only				
Configuration	Cost			
Per Account FES Connect Set-Up (One time fee)	\$1500.00			
	Private Network Only	Private Network with DMNR	Private Network with SBA	Static IP Only
Per Account Level Set-Up (One time fee)	Waived for Fairfax County Government and Fairfax County Public Schools subscribers	\$250.00	\$250.00	Waived for Fairfax County Government and Fairfax County Public Schools subscribers
DMNR or SBA (Per build)	\$250.00 (Adding to existing Private Network Only)			
Public Safety Subscribers Account Set-Up: Verizon Wireless will waive all account set-up fees including the \$1500.00 connection fee, \$500.00 Account Set-up Fee and the DMNR/SBA for new Public Safety builds classified with the following NAICS (formerly SIC) Codes only.				
<div><div><ul style="list-style-type: none"><li>• 621910 Ambulance Services</li><li>• 922110 Courts</li><li>• 922120 Police Protection</li><li>• 922130 Legal Counsel and Prosecution</li><li>• 922140 Correctional Institutions</li></ul></div><div><ul style="list-style-type: none"><li>• 922160 Fire Protection</li><li>• 922190 Other Justice, Public Order, and Safety Activities</li><li>• 928110 National Security</li><li>• 922150 Parole Offices and Probation Offices</li></ul></div></div>				
<b>Note:</b> Set-Up fees apply to new Private Network/DMNR/SBA builds (Verizon Home Agent Portal (VHAP)). This applies to New Private Networks built as Standard, Parent or Child. Subscribers that are placed into this pool will be limited to utilizing the Verizon Wireless Network for transport to and from their FES connections to the Verizon Wireless Network. Static IP addresses will be available on remote access, Mobile Broadband and Unlimited NationalAccess plans or features only. Fees may not apply in certain VPN environments. Fees are per account level (regardless of the number of IPs ordered) selecting Static IP, and may apply in addition to \$1500.00 Connect Fee in certain configurations. Does not include MPLS.				
<b>Static IP:</b> Fees are per account level (regardless of the number of IPs ordered). Static IP addresses will be available on remote access, Mobile Broadband and NationalAccess plans or features only. Static IP addresses may be reserved and should be assigned to the mobile numbers within 90 days. De-activated Static IP addresses will go into an "ageing pool" for 24 hours. After 24 hours, these Static IP addresses will be returned to reserved status for the account. Reserved Static IP addresses will be shown at the account level and can be viewed from the billing system. Feature activations will be stored in the "data warehouse" database along with the Static IP Address for reporting. A Static IP address is associated with the device's MDN (Mobile Dialing Number). Each time the subscriber initiates a data session the Static IP address that is associated with their MDN is assigned to their device for each session. Subscribers completing an ESN (Electronic Serial Number) change will retain their Static IP address.				
Eligible 3G/4G data service: Mobile Broadband, Mobile Broadband Wireless Router, Telemetry (M2M), Wireless Email, or usage-based Megabyte pricing. DMNR and SBA are optional features that can co-exist on a Customer's Private Network profile.				

4G LTE Private Network Traffic Management (PNTM) Private IP Only (fixed WAN) Government Subscribers Only Metered Data Pricing only. Not compatible with Unlimited Data Plans			
The plans below reflect any applicable discount. No additional discounts apply.			
Class of service ("CoS")	Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected.		
Mission Critical CoS Applications	Recommended for video, Voice over IP, interactive services, and other mission critical applications.		
Best Effort CoS Applications	Suitable for best effort applications (e.g. email, web browsing)		
PNTM Service Options:	Enhanced (Entry Level)	Premium (Mid Level)	Public Safety (Highest Level) (Qualifying Public Safety NAICS Only)
Monthly Access Fee (per line)	Waived - \$0.00	Waived - \$0.00	Waived - \$0.00
Mission Critical CoS Speeds	Mapped Up to 0.5 Mbps	Mapped Up to 2 Mbps	Mapped Up to 2 Mbps
Best Effort CoS Applications Speeds	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth
RF Priority on access network	N/A	N/A	During heavy network usage periods
<b>Qualifying Public Safety NAICS:</b> Public Safety Subscribers classified with the following NAICS codes, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.			
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection	922190 Other Justice, Public Order, and Safety Activities 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921190 Other General Government Support 921110 Executive Offices		
Notes: 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)			

Verizon Mobile Device Management (MDM): Government Subscribers Only	
Verizon MDM is not eligible for the monthly access charge discount. No additional discounts apply.	
Verizon MDM Feature	Access Fee
Enterprise Firmware Over the Air (FOTA) Management <sup>1</sup>	\$0.00 (license requirement with service)
Device Diagnostics <sup>2</sup>	\$0.99 / per device per month
Broadband Hotspot Management <sup>3</sup>	\$1.49 / per device per month OR \$15.00 / per device per year
Unified Endpoint Management	\$1.00 / per device per month OR \$10.00 / per device per year
Notes: See attached Calling Plan and Feature Details for important information about calling plans, features and options. MDM supports select devices and operating systems and may require installation of a software agent. MDM features are billed separately; however, all supported options will appear and cannot be blocked. Due to a number of features that require HTML 5, Verizon MDM requires Internet Explorer Version 10 and above to work efficiently. <sup>1</sup> Enterprise Firmware Over the Air (FOTA) Management supports Android devices, including Jetpacks and USB devices. <sup>2</sup> Device Diagnostics supports Verizon Android devices operating on OS 4.0 and higher excluding Apple IOS and Google Pixel/Nexus Devices. <sup>3</sup> Broadband Hotspot Management currently supports the MiFi 7730L, AC794L, Jetpack MiFi 6620L, and USB730L.	

## One Talk Solution: Government Subscribers Only

The plans/features below reflect any applicable discount. No additional discounts apply.

**One Talk** is a business telephone system that combines landline and mobile phone capabilities into a fully integrated mobile and office solution providing a **single telephone number ("Mobile Data Number/MDN")** with the same mobile and landline features.

### One Talk Solution: Desk Phone/Mobile Client

Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide Plans)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk Price Plan (100 MB Data)	\$10.00	\$0.00 (the new Verizon Plan)
One Talk Feature	\$15.00	\$15.00
One Talk Line Access Charge	N/A	\$10.00

### One Talk Solution: Auto Receptionist (AR) /Hunt Group (HG)

Each One Talk solution **includes one (1) Auto Receptionist and one (1) Hunt Group** at no cost per Customer.

Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide Plans)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk AR/HG Price Plan (100 MB Data)	\$10.00	\$0.00
One Talk AR/HG Feature	\$10.00	\$10.00
One Talk AR/HG Line Access Charge	N/A	\$10.00

### One Talk Solution: Additional Features

One Talk Premium Voicemail for Android	\$2.99	\$2.99
One Talk - Talk to Text for iOS	\$2.99	\$2.99

### Additional Devices

A maximum of up to seven (7) devices can share one (1) MDN as follows: Up to 2 desk phones and up to 5 mobile clients; limit one (1) MDN per Government Subscriber line.

Primary One Talk MDN Device	Desk Phone <sup>1</sup>	Mobile Client <sup>2</sup> (Includes Smartphones and Tablets)	Auto Receptionist/ Hunt Group
Additional devices per MDN: Monthly Access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialer client)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialer client)	N/A

Once a number is provisioned into an Auto Receptionist or Hunt Group, the phone number cannot be moved to a different One Talk device (i.e. desk phone or Smartphone).

**Notes:** One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is **not** compatible with Fax machines, credit card POS solutions, or Security Systems. 4G LTE Coverage: Similar to Advanced Calling, One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. Mobile client is the One Talk client. <sup>1</sup>One (1) additional Desk Phone can be added as an additional device per MDN. <sup>2</sup>Mobile Client eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialer client), wireless and WiFi tablets; limit five (5) total per MDN (including primary device). Not currently available for Smartphone devices with One Talk Dialer client. Installing the One Talk Mobile client consumes an estimated 15MB of data. For additional information regarding One Talk please visit: <http://www.verizonwireless.com/onetalk>

## One Talk<sup>SM</sup> and Message+ from Verizon - Government Terms of Service

One Talk from Verizon, together with its related devices, software and applications ("Service" or "One Talk"), is a commercially available business telephone solution that brings together the functions of office phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features. (See <https://www.verizonwireless.com/support/one-talk-features/> for a listing of features currently available with the Service.)

The following terms of service apply to the One Talk Service. "Customer" means the eligible entity purchasing the One Talk service under the Contract along with any Customer end users using the Service.

1. **Customer Agreement.** Customer's use of the Service is subject to all Contract terms. This applies regardless of whether the end user device is on the Customer's account or paid for by the end user (e.g. a Bring Your Own Device arrangement between Customer and end user).

2. **How the Service Works.** For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared with up to eight (8) devices (which can include one (1) smartphone using One Talk in Basic Dialer mode (if available), five (5) smartphones and/or tablets using the One Talk Mobile App, and two (2) desk phones. (Note that desk phones are not required for the Service.) You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

Customer is solely responsible for managing its end user access to the One Talk Service, management of end user devices and management of information transmitted via the Service. Addition of devices and associated Service features is managed and administered by the Customer through Verizon Wireless' web portal.

### A. One Talk Components

**One Talk Basic Dialer.** If available, the One Talk Basic Dialer adds various business features to a compatible device's native dialer, which on a compatible smartphones (see <https://www.verizonwireless.com/support/compatible-one-talk-devices/> for a current list of supported devices.) With One Talk in Basic Dialer mode, Customer's One Talk phone number will be the same as its Verizon Wireless phone number. Other devices that you select will share the same One Talk phone number.

**One Talk Mobile App.** The One Talk Mobile App is available for smartphone and tablets either from the Google Play<sup>TM</sup> Store for devices with Android<sup>TM</sup> 5.0 or higher or from the Apple<sup>®</sup> App Store for devices with iOS 9.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers – one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number. Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

**Message+ App.** The Message+ App provides an integrated and customized messaging experience across an end user's mobile phone, tablet, PC, and other devices, and an integrated calling experience across a user's mobile phone and tablet. (Note that integrated calling is not part of the One Talk Service.) An end user can also send group, location and other multimedia messages ("MMS") in addition to traditional text messages. The Message+ App includes an Integrated Messaging feature that lets users send and receive text and multimedia messages on an end user's smartphone, tablet, computer or the web using a user's Verizon One Talk mobile telephone number. The service syncs up to 90 days of messages across an end user's devices.

**One Talk Desk Phones.** One Talk desk phones are Voice-over-Internet Protocol (VoIP) devices, that must be purchased from Verizon Wireless. At your location, you will need separate broadband service (from Verizon or another ISP), either Ethernet or Wi-Fi connectivity, and AC power. Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

**Auto Receptionist: Hunt Group.** In order to utilize either of these features, Customer must activate a new Verizon Wireless line or port in a line from another carrier. The settings for the line must be configured using the One Talk section of the My Business web portal.

## **B. Charges**

For each One Talk line, you will be charged a monthly recurring fee for the Service, in addition to the charges for data, voice, and messaging based on your service plan. Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

**Desk Phones.** Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection.

The following applies if you use the VZW network to connect to the Service:

**One Talk Basic Dialer.** Adding the One Talk feature to a smartphone does not consume any data. If you have a device that supports video calling, the voice portion will be billed as minutes of use and the video portion will be billed as data. Voice calls will be billed as minutes of use only.

**One Talk Mobile App.** Your download of the One Talk Mobile App will consume approximately 30 MB of data. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data.

**Auto Receptionist; Hunt Group.** You will be charged a monthly recurring fee for each Auto Receptionist and Hunt Group line in your company's profile.

**Integrated Calling Charges (Message+).** Integrated Calling does not have a separate monthly service fee, but data usage charges will be incurred in accordance with Customer's service plan. If a call is transferred among connected devices, each transfer will be billed as a separate call. Also, depending on the service address, Customer may be assessed an additional 911 charge if required by law. Any call made from a tablet to a U.S. number will be treated as a domestic call, no matter where the call originates. Any call made from a tablet to a non-U.S. number will be treated as an international long distance call that originates in the U.S., which is subject to U.S. taxes, fees and Verizon surcharges, no matter where the call actually originates. These calls will be billed in accordance with Customer's international calling plan and/or international Contract rates.

3. **Emergency 911 Calls.** End users can make a 911 call over a Wi-Fi connection when using the Service, but whenever possible, end users should avoid doing so because 911 calls over a Wi-Fi connection will not work if there is a failure of your broadband connection or electrical power, or if the 911 system doesn't recognize the address. In addition, when using a One Talk desk phone, voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, broadband connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. (Note: With a smartphone using the One Talk Mobile App, emergency services will use the 911 address only if you use Wi-Fi to make the 911 call. If end users are using the Verizon Wireless Network, their smartphone's built-in capabilities will provide the location of the end user's device.)

4. **Integrated Messaging Text Message Feature.** To send and receive SMS messages, Mobile devices associated with either One Talk Basic Dialer (if available) or One Talk Mobile App must download the Message+ App to the device. The Integrated Messaging functionality of Message+ enables you to synchronize messages across multiple devices, including smartphones, tablets and the web. Text messages sent and received while using the Service are separate from the native texting app (dual numbers) and are only temporarily retained on the One Talk message platform in the cloud. End users with access to the Service on a Smartphone or the Mobile Client can retrieve/download any text message sent or received using the Service.

5. **HIPAA.** Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of

2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to <https://web.vma.vzw.com/BusinessProduct>. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

6. **Service Limitations.** The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

7. **Important Service Disclosures.** CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. CUSTOMER IS SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS CUSTOMER MAY HAVE. CUSTOMER AGREES TO USE THE SERVICES IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICES IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON VERIZON WIRELESS, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

CUSTOMER IS ON NOTICE THAT ANY TEXT MESSAGES DELIVERED TO A DEVICE USING THE SERVICE WILL REMAIN ON THAT DEVICE, EVEN AFTER THE MESSAGING FEATURE IS REMOVED OR END USER IS DEREGISTERED AND NO LONGER HAS ACCESS TO THE SERVICE. END USERS CONTROL THE DELETION OF MESSAGES RECEIVED ON THEIR DEVICES.

8. **Software.** In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("Software"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum.

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9. **Disclaimer of Warranty.** THE SERVICE AND SOFTWARE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VERIZON WIRELESS, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "VERIZON PARTIES"), INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU DOWNLOAD THE ONE TALK MOBILE APP WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOUR USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.