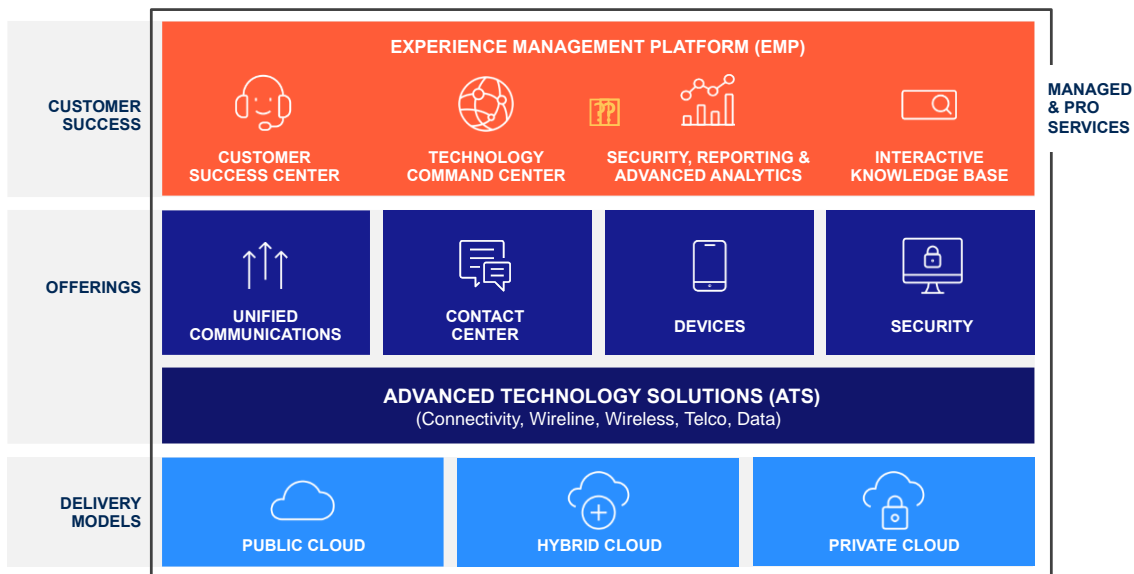# NWN SUNCOM Contact Center Multi-Tenant Service Description

This Service Description Document (SDD) describes offer-specific terms of the Contact Center Services made available by NWN Corporation to our customers ("Subscriber," "you" or "your").

NWN is a technology solution provider that works with customers to understand their current environments and the challenges they face in those environments to then design and deliver technology solutions that address those challenges and deliver positive business outcomes. We organize those technology solutions around 5 core offerings: Unified Communications, Contact Center, End User Devices, Connectivity, and Security. We leverage deep expertise and experience in advanced networking, data center and connectivity technologies to deliver these offerings, and we provide a flexible delivery model that enables customers to consume these offerings based on their preference, whether that is on-premises or hybrid, public cloud or private cloud.

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NWN Contact Center Core Offering

1.1. NWN Contact Center Core Services Overview

NWN provides an intelligent customer experience platform that integrates all channels of customer contact into a unified experience that enables organization to efficiently and effectively meet their customer's demands

NWN delivers the customer experience platform as an integrated solution offering that is easy to setup, use, and manage for organizations of all sizes. NWN has streamlined the implementation and management of contact center services, empowering organization to adopt the latest technology and maximize the benefits provides by these solutions, which include:

- • Improving Customer Experience

- • Reducing Risk and Improving Compliance

- • Optimizing Customer Experience and Support Operations

- • Improving Agent Retention

The NWN Contact Center Core Service is a unified, omnichannel contact center solution powered by Cisco Webex Contact Center and delivered by NWN. NWN provides licensing, setup, adoption, and support services to deliver a predictive customer experience platform that enables organizations to improve customer satisfaction and agent productivity, while enabling customers to manage to a budget. The NWN Contact Center Core service can integrate with NWN's cloud based unified communications offers (Core & Complete). Combined with NWN Unified Communications, customers will experience a fully integrated cloud collaboration offering with access to calling and contact center services.

Designed and built from its foundation as a cloud solution, NWN Contact Center Core brings your business: innovation, flexibility, and the agility of the cloud with security and scalability. As a cloud-based subscription based on the Cisco Collaboration Flex plan, Webex Contact Center enables rapid time to market and time to new revenue while minimizing upfront capital investment.

The Contact Center Core service is offered in a Software-as-a-Service model that provides organizations an easier way to deploy, scale, and innovate their customer experience.

		CC CORE
PLATFORM	Technology & Licensing	X
	Platform Setup & Enablement	X
	Network Assessment & Validation	X
MANAGED SERVICES	Telecom Services*	X
	CC Operational Assessment	X
	Performance Monitoring	X
	Ongoing Service Assurance	X
	Level 2 Support & Management	X
	Customer Experience Optimization	X

1.2. Agent Deployment Model

NWN's Contact Center Core Agents are deployed in the form of subscriptions. Cisco Webex Contact Center is a cloud service available in a Concurrent buying model. Concurrent counts agents by the quantity simultaneously logged into an Automatic Call Distributor (ACD).

Cisco Webex Contact Center supports usage-based overages. Overage SKUs will automatically be added to each order. Cloud usage will be reported on a monthly basis and billed as the committed portion, and any usage above the committed levels will be billed as overage.

Upon reasonable request from Cisco, you will assist and make information available to Cisco to facilitate verification of the number of SaaS or software licenses you have installed, accessed, deployed, or activated.

Agent considerations	Description
Committed agents	Charges are based on a usage model. You have the option to pay for a committed quantity of agents on the order. The committed agent quantity will be used to determine your excess agent usage for each month.
Agent overages	Webex Contact Center allows for agent usage in excess of the committed agent quantity selected on the order. Agent overages are calculated each month when the total number of agents used exceeds the total number of purchased committed agents on the order. On a monthly basis, Cisco will provide an excess usage quote to your reseller for the agents used in excess of the number of committed agents on the order.
Maximum cloud-provisioned users	Under the cloud deployment, you are allowed a maximum number of users capable of being provisioned. Cisco and your reseller configure this value. Contact your reseller if your capacity needs to be increased.

Overages:

- Applies when the total number of agents used in a given month exceeds the quantity of committed Webex Contact Center agents on the subscription.
- Calculated monthly and paid in arrears the following month.
- Can be discounted at a different percentage than committed and purchased agents.
- Customer is charged the full committed amount when monthly usage is below the quantity of committed agents. For example, see the "Overage Bill List Price" calculation in Month 4 in the table above.

1.3. Agent Types

The NWN Contact Center Cloud subscriptions are packaged to include licenses in the form of subscriptions. Businesses can select from two user packages, Standard and Premium.

NWN Cloud CC Standard and Premium Agents

These subscriptions include features as shown in the station feature matrix below. The NWN Cloud-CC Standard Agent subscription provides a complete set of business contact center and customer experience user features. Standard Agent subscriptions is designed for users requiring voice only agents with the ability to provide skills based routing with IVR Menuing, Music in Queue, and customer collected data. The Premium agent subscriptions are perfect for Multi-channel agents and supervisors. Premium agents include all Standard Features designed to support a variety of business user profiles including executives, managers, supervisors, and agents. A Standard Agent Model includes voice only agents with analytics and reporting. A Premium Agent is designed for users engaged in Email and Chat Routing, as well as analytics and reporting

The tables below outline the service features included with each deployment, user and call flow packages that may be selected, and add-on options.

Customer's use of Subscription Services is subject to limitations on the number of Agents authorized to use the Services. Unless the Customer Agreement provides otherwise: (a) a specified quantity of Subscription Services in a Service Order limits the number of Agents and corresponding account logins to the specified quantity; (b) an Agent's login credentials may be used only by the designated Agent until his or her account is reassigned; and (c) an Agent's account login may be reassigned to a new individual only when replacing a previously authorized Agent who will no longer use the Services. Customer may designate as Agents only individuals over whom Customer has sufficient control (contractual or otherwise) to ensure compliance with these Terms, such as employees and consultants.

1.3.1. Standard Agent

Part Number	Description
A-FLEX-CJNSC	Customer Journey Platform Standard Concurrent Agent

Standard Agent provides essential functionality to voice-only call centers with typical or sophisticated needs. Standard Agent functionality includes browser based agent desktop, inbound and outbound voice, call recording (Webex Contact Center only), touch-tone IVR, web and voice callbacks, and standard CRM connectors.

Features	Standard
Inbound and outbound voice	Included
Intelligent skills-based routing and queuing	Included

Features	Standard
Browser-based agent desktop	Included
Touch-tone IVR	Included
Voice callback[1]	Included
Web callback[1]	Included
Basic outbound (preview dialing)[2]	Included
Call recording (with one month of storage)	Included
CRM connectors for Salesforce, Zendesk, and MS Dynamics	Included
Standard and customizable reporting	Not included
Multi-channel reporting and analytics (Analyzer)	Not included
Real-time and historical reports data storage	Not included
Email and web chat media	Not included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Not included
Speech-enabled IVR	Optional
Additional recording storage	Optional
Campaign management (outbound campaigns)	Optional
Quality Management (QM)	Optional
Workforce Management (WFM)	Optional
Workforce Optimization (WFO) analytics[3]	Optional
Workforce Optimization (WFO) analytics with transcription[3]	Optional
Workforce Optimization (WFO) bundle[4]	Optional

1.3.2. Premium Agent

Part Number	Description
A-FLEX-CJNPC	Customer Journey Platform Premium Concurrent Agent

Premium Agent includes all Standard Agent features and adds omnichannel communication such as chat and email, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

Features	Premium
Inbound and outbound voice	Included
Intelligent skills-based routing and queuing	Included
Browser-based agent desktop	Included
Touch-tone IVR	Included
Voice callback[1]	Included
Web callback[1]	Included
Basic outbound (preview dialing)[2]	Included
Call recording (with one month of storage)	Included
CRM connectors for Salesforce, Zendesk, and MS Dynamics	Included
Standard and customizable reporting	Included
Multi-channel reporting and analytics (Analyzer)	Included
Real-time and historical reports data storage	Included
Email and web chat media	Included
Supervisor privileges (monitoring, barge-in, and coaching of all agents)	Included
Speech-enabled IVR	Optional

Features	Premium
Additional recording storage	Optional
Campaign management (outbound campaigns)	Optional
Quality Management (QM)	Optional
Workforce Management (WFM)	Optional
Workforce Optimization (WFO) analytics[3]	Optional
Workforce Optimization (WFO) analytics with transcription[3]	Optional
Workforce Optimization (WFO) bundle[4]	Optional

1.4. Agent Add-ons

1.4.3. Quality Management

Part Number	Description
CC-3PN-CLOUD-NQM	Calabrio Implementation & Configuration of Quality Management

Features:

Quality management helps Customers measure agent efficiency and performance using tailored evaluation forms.

- Multichannel quality evaluation - evaluate call, email, and chat interactions
- Targeted evaluations - find interactions of interest with pinpoint precision using a combination of transaction data, customer data, speech energy, and other business-related metadata
- Library of customized evaluation forms - percentage or points-based
- Pinpoint evaluation commenting - add comments to a call and search for comments by questions, section, form, or duration
- Gamification of agent KPIs - agents earn badges for quality scores and adherence
- Evaluation calibration - supervisors, managers, and agents can comment on an evaluation for a collaborative approach to quality
- Automated contact queue - contacts are routed to a contact queue according to workflow configuration
- Post-call survey data integration with call data makes playback easily accessible during evaluations
- Export calls - use for training or within e-learning platforms

Deliverables:

Setup, Implementation, & Configuration of up to 200 Agents. This includes a base install fee. This includes up to 6 triggers.

Assumptions:

This does not include server setup, staging, modifications, configurations and connectivity required on the ACD Active Directory, or other system configurations.

1.4.4. Workforce Management

Part Number	Description
CC-3PN-CLOUD-NWFM	Calabrio Implementation & Configuration of Workforce Management

Features:

Workforce management solutions offer contact center supervisors, agents, and staffing analysts the ability to dynamically manage agent schedules, and ensure adherence to schedules. Key features include:
- Dynamic scheduling - allows agents, supervisors, and staffing analysts to collaborate in creating a schedule that meets everyone's needs
- Dynamic intra-day scheduling - enables last-minute scheduling changes

Deliverables:

Setup, Implementation, & Configuration of up to 200 Agents. This includes a base install fee.

Assumptions

This does not include server setup, staging, modifications, configurations and connectivity required on the ACD Active Directory, or other system configurations.

1.5. Platform Setup & Enablement Packages

NWN offers a broad portfolio of professional services that includes onsite and remote implementation services; extended enterprise services including dedicated proactive network monitoring and premium technical support; and consulting. Any such services are governed by this Agreement and the Service

Description document terms.

The onboarding and implementation services tiers include:

NWN Professional Service Packages				
Package Type	Basic	Standard	Advanced	Premium
Number of Sites	1	1	2	3
Number of Agents	Up to 50	Up to 50	Up to 100	Up to 300
Number of Supervisors	Up to 5	Up to 5	Up to 10	Up to 20
Agent, Supervisor, Reporting, and Admin Training	Yes	Yes	Yes	Yes
Agent, Supervisor, Admin, and Call Flow Documentation	Included	Included	Included	Included
Call Flow	1 (7x2)	2 (7x2)	5 (7x2)	7 (7x2)
Skills/Precision Queues	2	5	10	20
Post Cut Support	1 Day	2 Days	2 Days	3 Days
Compliance Call Recording	30 days, Additional Storage Optional Add-on Service			
Transport (NWN or customer provided)	Internet – Over the Top (OTT)			
Calling Integration	NWN Cloud Calling			
Screen Pop --> SFDC, MS Dynamics, or ZenDesk only	Optional Add-on Services Available			
Outbound Dialer (Preview Only)	Optional Add-on Campaign Mgmt			
Omni-Channel / Email or Chat	Optional Add-on Services Available			
Database Dips	Optional Add-on Services Available			

Geo-Redundant Platform Deployment	Included

NWN provides initial platform configuration and setup for Contact Center Core services. NWN offers professional services packages based on number of agents, number of call flows, and number of precision skills.

Customers are required to choose professional service package when purchasing NWN Contact Center Core services. For a customer that may fall in between different packages (Ex. 20 Agents with 5 call flows or 100 Agents with 1 Call flow) they must purchase the higher package.

1.5.5. Basic Setup Package

Part Number	Description
CC-PRO-CLOUD-BAS	Webex CC Basic Professional Services Package (Up to 50 Named Agents (20 Agent Minimum), 1 Call Flows, & up to 2 Skills)

Deliverables:

- Setup
- Configuration
- Project Management
- Installation
- Documentation
- Train the Trainer for Agents & Supervisors
- Up to 50 total Agents
- 1 Day of Post Cut Support
- 1 Call Flow
- Up to 2 Skill Profiles

1.5.6. Standard Setup Package

Part Number	Description
CC-PRO-CLOUD-STDIP	Webex CC Standard Professional Services Package (Up to 50 Named Agents (20 Agent Minimum), 2 Call Flows, & up to 5 Skills)

Deliverables:

- Setup
- Configuration

- Project Management
- Installation
- Documentation
- Train the Trainer for Agents & Supervisors
- Up to 50 total Agents
- 2 Days of Post Cut Support
- 2 Call Flows
- Up to 5 Skill Profiles

1.5.7. Advanced Setup Package

Part Number	Description
CC-PRO-CLOUD-ADV	Webex CC Advanced Professional Services Package (Up to 100 Named Agents, up to 5 Call Flows, & up to 10 Skills)

<u>Deliverables:</u>

- Setup
- Configuration
- Project Management
- Installation
- Documentation
- Train the Trainer for Agents & Supervisors
- Up to 100 total Agents
- 2 Days of Post Cut Support
- 5 Call Flows
- Up to 10 Skill Profiles

1.5.8. Premium Setup Package

Part Number	Description
CC-PRO-CLOUD-PRE	Webex CC Premium Professional Services Package (Up to 300 Named Agents , up to7 Call Flows, up to 20 Skills)

<u>Deliverables:</u>

- Setup
- Configuration
- Project Management

- Installation
- Documentation
- Train the Trainer for Agents & Supervisors
- Up to 300 total Agents
- 3 Days of Post Cut Support
- Up to 7 Call Flows
- Up to 20 Skill Profiles

1.6. Agent Support Packages

Part Number	Description
CC-MSR-CLOUD-PRE	Premium Agent Support Package
CC-MSR-CLOUD-STA	Standard Agent Support Package

NWN provides 24x7x365 Tier 1 Support via Phone, Email and online ticket creation for both Standard and Premium Agents. NWN support includes troubleshooting of the following areas:

- Webex Contact Center Management Platform
- Customer Journey Analyzer
- Tenant Configuration & Settings
- Agent Configuration & Settings
- Agent Desktop

NWN will not provide support for system for the following areas:
- 3rd Party Integrations (Including CRM connectors)
- 3rd Party PBX/PSTN not managed by NWN
- Unsupported devices
- Unsupported configurations

1.7. Virtual Agents (Intelligent Virtual Agent)

Part Number	Description
CC-3PN-ENT-IVA	On-Demand Intelligent Virtual Agent Setup

CC-BUN-ENT-IVA	On-Demand Intelligent Virtual Agent Bundle

Description

NWN's Intelligent Virtual Agent solution is a computer generated, A.I. powered natural language agent that serves as an online customer service representative, which enables government agencies and businesses to provide the latest information quickly and accurately to their customers.

Features

- For customers frequently asked questions, extend to round-the-clock availability without having to hire full-time workers.
- Respond more quickly and more consistently to inquiries or requests by scaling the virtual agents to meet anticipated needs.
- Expedited deployment and configuration, easily make changes to FAQ
- Scale number of agents quickly.
- Ensure compliance with standards as virtual agents follow only programmed set of actions.
- Integrate into existing PBX, IVR & Contact Center solutions.

Deliverables

- Professional services and project management to integrate <u>one IVA Application</u> to an existing call flow based on customer defined requirements.
- Enables Virtual Agents with full multiple language TTS and ASR capabilities for inbound/outbound interactions. Agents are configured with selectable Open Speech / Natural Language Processing (NLP) AI capabilities (Google, IBM Watson).
- Provision Virtual Agent Application
- SIP Trunking configuration & setup
- Virtual Agent Support
- User Acceptance Testing & Deployment
- Training
- 24/7/365 Break/Fix Support of IVA & Application

Assumptions

- Customer has a flow diagram already built.
- Customer to provide recorded prompts (if needed).
- Customer Provides Traffic Resource estimation for IVA ports
- Additional IVR ports not included
- Each Agent requires a port
- Only Agent Licensing & support included in Agent Bundle

- Any Contact Center configuration changes are out of scope
- All API interfaces are over HTTPS and using REST.
- Customer provides test data.
- All work will be performed remote unless deemed necessary between customer
- Direct remote access (e.g. VPN) required to Customer's environment.
- Provide all necessary credentials to required hosts and services.
- Make reasonably available any resources necessary for project completion within project timelines.
- Installed versions of software are compatible with each other.

1.8. Call Flow Add-on

Part Number	Description
CC-PRO-ENT-CFADD	Contact Center Call Flow Add-on

Features

This is intended as an a la carte option to add a call flow to an existing Contact Center deployment (UCCX or UCCE)

Deliverables

- Add 1 Call Flow to an existing contact center deployment
- Call Flow Diagram
- Knowledge Transfer of new Call Flow
- Project Management or CEM & Engineering included
- 1 Call Flow 5 Options Wide x 2 Menus Deep
- Up to 3 skills / precision queues
- 2 Days of Post Cut Support

Assumptions

- Leverage existing CVP self-service applications
- Leverages existing agent teams
- No additional agents or applications configured
- No additional reporting beyond existing capabilities
- No custom reports

1.9. Professional Services (Hourly)

1.9.9. NWN Professional Services Hourly (Regular Time)

Part Number	Description
CC-PRO-PC-S	Hourly PS Engagement - Project Coordinator
CC-PRO-PM-S	Hourly PS Engagement - Project Manager
CC-PRO-SRPM-S	Hourly PS Engagement - Strategic Project Manager
CC-PRO-CON-S	Hourly PS Engagement - Principal Consultant
CC-PRO-SE-S	Hourly PS Engagement - Solutions Engineer
CC-PRO-SRSE-S	Hourly PS Engagement - Senior Solutions Engineer

Assumptions:

- Customer is responsible for providing access to all systems requested by NWN for completion of the project.

- Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.

- Customer will provide a primary point of contact for the NWN Project Coordinator.

- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.

- Customer is responsible for Travel expenses, Travel expenses not included

- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.

- NWN will provide knowledge transfer to Customer staff throughout the engagement.   Knowledge transfer is not intended to replace formal technical training and certification.

- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.

Deliverables:

- Engineering services for the duration set forth.

- Project Coordination will work with project team and client to get project kicked off.

- Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.

1.9.10. NWN Professional Service Hourly (Overtime)

Part Number	Description
CC-PRO-PC-AH	Hourly PS Engagement - Project Coordinator Overtime
CC-PRO-PM-AH	Hourly PS Engagement - Project Manager Overtime
CC-PRO-SRPM-AH	Hourly PS Engagement - Strategic Project Manager Overtime
CC-PRO-CON-AH	Hourly PS Engagement - Principal Consultant Overtime
CC-PRO-SE-AH	Hourly PS Engagement - Solutions Engineer Overtime
CC-PRO-SRSE-AH	Hourly PS Engagement - Senior Solutions Engineer Overtime

Assumptions:

- Customer is responsible for providing access to all systems requested by NWN for completion of the project.

- Customer is responsible for Travel expenses, Travel expenses not included

- Customer is responsible for providing all hardware, software, maintenance and other resources required for the successful completion of the project.

- Customer will provide a primary point of contact for the NWN Project Coordinator.

- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.

- NWN Standard Business Hours are Monday thru Friday, 8am to 5pm. All work effort noted above is estimated to be completed during this timeframe. If after-hours work is required, then a change order will be required.

- NWN will provide knowledge transfer to Customer staff throughout the engagement.   Knowledge transfer is not intended to replace formal technical training and certification.

- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.

Deliverables:

- Engineering services for the duration set forth.

- Project Coordination will work with project team and client to get project kicked off.

- Coordinator will be primary point of contact for NWN/Client and is responsible for scheduling, communications and status for the project.

1.10. Experience Management Platform

1.10.11. Experience Management Portal Essentials Service

Part Number	Description
CC-MSR-EMP-ESS	NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing

The Experience Management Portal Essentials Service transforms the customer experience through access to NWN Offering Knowledge Base, NWN Community, Self-Service and Company Ticketing.

<u>Experience Management Portal Essentials Features and User Rights:</u>

Self-Service Ticketing
- o Through the EMP Portal, users have access to self-service ticketing to be able to perform the following actions:
    - ▪ Initiate requests and trouble tickets
    - ▪ Update active tickets
    - ▪ View ticket status and history

Self-Service Company Ticketing
- o Through the EMP Portal, administrators have visibility to all tickets for their company and are able to perform the following actions
    - ▪ View company tickets
    - ▪ Update active tickets
    - ▪ View ticket status and history

NWN Knowledge Base
- o The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our solutions.
- o NWN Knowledge Base Content:
    - ▪ Curated content focused on best practices, including the most common questions for each of the NWN offerings.
    - ▪ Learning resources for seasoned administrators and end-users
        - • "How to" articles
        - • Training Documentation & Videos
- o Users are able to perform the following actions:
    - ▪ Search and view articles
    - ▪ Rate article effectiveness
    - ▪ Rate article usefulness

- - Post article comments

NWN Community
The NWN Community feature allows users to engage and strategize with industry peers.
- o Users are able to:
  - - Post a question or comment to start a discussion

    Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:
- • Customer Account Creation
- • Application of entitlements including:
  - o NWN Offerings Consumed
  - o NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - - Administrator
      Access includes:
      - • Self-service Company Ticketing
      - • NWN Knowledge Base
      - • NWN Community
    - - Customer End-User
      Access includes:
      - • Self-service Ticketing
      - • NWN Knowledge Base
      - • NWN Community

Customer Responsibilities
- • It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

1.10.12.   Experience Management Portal Core Service

Part Number	Description
CC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards

The Experience Management Portal Core Service provides users with access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Core Features and User Rights:

Control

EMP Control administration capabilities powered by Cisco's Webex Contact Center Management Portal. Configurable features include:

- Provisioning
- Reporting and Analytics
- Business Rules
- Agent Desktop
- Routing Strategy
- Call Monitoring
- Call Recording
- Recording Management

Additional information on Cisco's Webex Contact Center Management Portal can be found at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/CJP/Webex_Contact_Center_Management_Portal_User_Guide.pdf

Report

Call Center SIP Usage Reporting for NWN provided SIP

Standard Reporting features include

- Date Filtering
- Search within
- Download and Save-as
- Up to 18 months of data available online
- Report Scheduling and Subscription

Invoice Details Reports

- International Call Charges Report
- Toll-free Call Charges Report

Operational Reports

- SIP Usage Report

Service Level Agreement Performance

Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.

The Dashboards include:

- Month to date performance statistics
  - Closed cases
    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - Active Cases

- Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
    - Opened Cases Trends
        - By Case Type
        - By Priority
    - Service Level Agreement Performance Trends
        - By Case Type

1.10.13. Experience Management Portal Complete Service

Part Number	Description
CC-BUN-EMP-COMPLETE	
CC-MSR-EMP-COM	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, Service Level Dashboard, CC Administration, CC Reporting and Dashboards
CC-MSN-EMP-CUST	CC EMP Customization
CC-MSR-EMP-CUST	CC EMP Customization Maintenance

The Experience Management Portal Complete Service layers customer defined customizations such as custom reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting
- NWN will work with customer to define requirements for custom reports
- NWN will develop, implement and maintain the defined custom reports

Custom Dashboards
- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integration
- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Control
EMP Control administration capabilities powered by Cisco's Webex Contact Center Management Portal. Configurable features include:

- Provisioning
- Reporting and Analytics
- Business Rules
- Agent Desktop
- Routing Strategy
- Call Monitoring
- Call Recording
- Recording Management

Additional information on Cisco's Webex Contact Center Management Portal can be found at
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/CJP/Webex_Contact
_Center_Management_Portal_User_Guide.pdf.

Report

Call Center SIP Usage Reporting

Standard Reporting features include
- Date Filtering
- Search within
- Download and Save-as
- Up to 18 months of data available online
- Report Scheduling and Subscription

Invoice Details Reports
- International Call Charges Report
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Through EMP Reporting, users have real-time visibility into service performance through the Service Level
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        - Month to date Case count by priority and case type
        - Month to date Service Level Agreement Performance on closed cases by priority and
          type
    - Active Cases
        - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
    - Opened Cases Trends

- By Case Type
- By Priority
  - o Service Level Agreement Performance Trends
    - By Case Type

1.10.14. Experience Management Portal Upgrades and Add-ons

Part Number	Description
CC-MSR-EMP-ESS2CORE	Upgrade from CC EMP Essentials to Core

Customers may choose to upgrade from the Experience Management Essentials Service to the Core Service. By upgrading to the Experience Management Portal Core Service users receive access to real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Core Features and User Rights:

Control

EMP Control administration capabilities powered by Cisco's Webex Contact Center Management Portal. Configurable features include:

- Provisioning
- Reporting and Analytics
- Business Rules
- Agent Desktop
- Routing Strategy
- Call Monitoring
- Call Recording
- Recording Management

Additional information on Cisco's Webex Contact Center Management Portal can be found at
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/CJP/Webex_Contact_Center_Management_Portal_User_Guide.pdf

Report

Call Center SIP Usage Reporting

Standard Reporting features include

- Date Filtering
- Search within
- Download and Save-as
- Up to 18 months of data available online
- Report Scheduling and Subscription

Invoice Details Reports
- International Call Charges Report
- Toll-free Call Charges Report

Operational Reports
- SIP Usage Report

Service Level Agreement Performance
Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
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   The Dashboards include:
- Month to date performance statistics
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    - Month to date Case count by priority and case type
    - Month to date Service Level Agreement Performance on closed cases by priority and type
  - Active Cases
    - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
  - Opened Cases Trends
    - By Case Type
    - By Priority
  - Service Level Agreement Performance Trends
    - By Case Type

Self-Service Ticketing
Through the EMP Portal users have access to self-service ticketing where they are able to perform the following actions

- Initiate requests and trouble tickets
- Update active tickets
- View ticket status and history

Self-Service Company Ticketing
Through the EMP Portal users have visibility to all tickets for their company and are able to perform the following actions
- View company tickets
- Update active tickets
- View ticket status and history

NWN Knowledge Base
The NWN Knowledge Base empowers customers with the information to maximize adoption and value from our

solutions. The NWN Knowledge Base includes:

- Curated content focused on best practices and the most common questions for each of the NWN offering
  - Learning resources for seasoned administrator and end-users
    - "How to" articles
    - Training Documentation & Videos
- Users are able to perform the following actions:
  - Search and view articles
  - Rate article effectiveness
  - Rate article usefulness
  - Post article comments

NWN Community

The NWN Community feature allows users to engage and strategize with industry peers.
Users are able to:

  - Post a question or comment to start a discussion
  - Follow and participate in discussions

Customers are enabled in the Experience Management Portal as follows:

- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting
      - Customizations
    - Customer End-User
      Access includes:
      - Self-service Ticketing
      - NWN Knowledge Base
      - NWN Community

Customer Responsibilities

- It is the customer's responsibility to notify NWN of any changes in personnel or EMP role assignment.

Part Number	Description

CC-MSR-EMP-ESS2COM	Upgrade from CC EMP Essentials to Complete
CC-MSN-EMP-CUST	CC EMP Customization
CC-MSR-EMP-CUST	CC EMP Customization Maintenance

Customers may choose to upgrade to the Experience Management Portal Complete Service. By upgrading to the Complete Service customers layer customizations such as custom reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting
- NWN will work with customer to define requirements for custom reports
- NWN will develop, implement and maintain the defined custom reports

Custom Dashboards
- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integration
- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Control
EMP Control administration capabilities powered by Cisco's Webex Contact Center Management Portal.
Configurable features include:
- Provisioning
- Reporting and Analytics
- Business Rules
- Agent Desktop
- Routing Strategy
- Call Monitoring
- Call Recording
- Recording Management

Additional information on Cisco's Webex Contact Center Management Portal can be found at
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/CJP/Webex_Contact_Center_Management_Portal_User_Guide.pdf

Report

Call Center SIP Usage Reporting

Standard Reporting features include
- Date Filtering
- Search within
- Download and Save-as
- Up to 18 months of data available online
- Report Scheduling and Subscription

Invoice Details Reports
- International Call Charges Report
- Toll-free Call Charges Report

Operational Reports
- SIP Usage Report

Service Level Agreement Performance
Through EMP Reporting, users have real-time visibility into service performance through the Service Level Agreement
Dashboards.
   The Dashboards include:
- Month to date performance statistics
   - Closed cases
      - Month to date Case count by priority and case type
      - Month to date Service Level Agreement Performance on closed cases by priority and type
   - Active Cases
      - Case count by case type and priority
- Service Level Agreement Performance and Case Trending (rolling 12 months)
   - Opened Cases Trends
      - By Case Type
      - By Priority
   - Service Level Agreement Performance Trends
      - By Case Type

Part Number	Description
CC-MSR-EMP-CORE2COM	Upgrade from CC EMP Core to Complete
CC-MSN-EMP-CUST	CC EMP Customization

CC-MSR-EMP-CUST	CC EMP Customization Maintenance

Customers may choose to upgrade to the Experience Management Portal Complete Service. By upgrading to the Complete Service, customers layer customizations for reporting, dashboards and integrations on top of real-time monitoring and reporting, self-service support capabilities such as curated learning resources, access to the NWN Community and self-service ticketing.

Experience Management Portal Complete Features and User Rights:

Custom Reporting
- NWN will work with customer to define requirements for custom reports
- NWN will develop, implement and maintain the defined custom reports

Custom Dashboards
- NWN will work with customer to define requirements for custom dashboards
- NWN will develop, implement and maintain the defined custom dashboards

Custom Integrations
- NWN will work with customer to define requirements for custom integrations
- NWN will develop, implement and maintain the defined custom integrations

Customers are enabled in the Experience Management Portal as follows:
- Customer Account Creation
- Application of entitlements including:
  - NWN Offerings Consumed
  - NWN uses Role Based Access Controls (RBAC) to manage user access. Roles will be applied based on customer defined user role assignments.
    - Administrator
      Access includes:
      - Self-service Company Ticketing
      - Service Level Agreement Dashboard
      - NWN Knowledge Base
      - NWN Community
      - Contact Center SIP Usage Reporting
      - Customizations
    - Customer End-User
      Access includes:
      - Self-service Ticketing
      - NWN Knowledge Base
      - NWN Community

Appendix A. Provisioning and Onboarding Methodology

1.11. Project Management Methodology

NWN manages projects with a documented and proven methodology that aligns with our customer's specific needs. Our project delivery methodology is consistent with the Project Management Institutes PMBOK guidelines.

NWN will assign a Project Manager to manage all aspects of project delivery. The assigned Project Manager will leverage the NWN project methodology, to ensure the successful delivery of the project and will be in contact to coordinate project kickoff activities within two weeks of execution of the Service Contract.

1.12. Assigned Project Manager

The following outlines the roles and responsibilities of the NWN Project Manager:

- Act as a single point-of-contact
- Conduct project kick-off activities and ensure thorough project communication with project stakeholders and team members
- Schedule and facilitate weekly project status meetings with all relevant parties and stakeholders
- Prepare, distribute & communicate weekly status reports, action item, opened and closed issues, critical paths and related project reports
- Develop & maintain a detailed project plan, task plan, schedule & communications plan
- Manage project scope and respond to change requests through the Project Change Request (PCR) process
- Define and manage the escalation process
- Review all project documentation and deliverables
- Oversee knowledge transfer

In addition, a designated NWN Customer Experience Manager will be assigned. Their role is to work hand-in-hand with your designated contacts as your advocate and to initiate activities that allow for a smooth transition from project activities to support activities.

1.13. Assigned Customer Experience Manager

The following outlines the roles and responsibilities of the NWN Customer Experience Manager (CEM):

- Customer advocate for any questions and concerns that may arise during project activities
- Supports onboarding activities (establishing operating process, contacts for support)
- Assures a smooth transition from integration/provisioning phases into the support phases of the

project

1.14. Project Management Process

To deliver the highest quality project implementation, NWN brings a tightly controlled, comprehensive project management process that emphasizes detailed up-front discovery and design to help avoid costly, time-consuming missteps later in the deployment cycle. This approach has a proven record of accomplishment of success.

1.15. Major Milestones/Deliverables

Our documented and proven methodology includes:

- **Initiate** Project Kick Off meetings to review the scope with the project team and develop the project management plan

- **Assess** Current Target Infrastructure

- **Design, Validate, Test and Pilot** the New Environment

- **Prepare** Build the Initial Unit

- **Execute** Production Integrations/Migrations, Cut Over, and Train Users

- **Transition** your New Platform to Customer Support, Knowledge Transfer

1.16. Project Work Breakdown Structure and Timeline

The Project work breakdown structure and timeline is planned and managed in Microsoft Project and is included in the Microsoft Project Task Plan.

Requirements Management Process

The overall requirements management process is focused on handling the requirements after they have been initially approved. This includes maintaining changes or additions to the requirements throughout the entire project and tracking the requirements throughout the lifecycle.

Name	Requirements Management Responsibilities
NWN Project Manager	Manages scope change requirements through leadership of the effort to communicate project requirements, document adjustments to project requirements and facilitates scope change management activities for all approved changes to requirements.
Project Team	Contributes to the identification of project requirements.

1.17. Risk Management Process

The methodology utilized by NWN for risk management includes a progressive approach. As a project begins, many elements of the project are unknown. As the project progresses, more information is gained and project risks become more visible. Performing an initial Risk Assessment will be the responsibility of the Project Manager. The Project Manager will determine the most appropriate method for executing the initial risk assessment. Identified Risks are tracked reviewed throughout project execution.

Funding for risk management is contained in the overall project budget. Changes in Scope due to risk mitigation activities will require change management.

Roles and Responsibilities

Name	Risk Management Responsibilities
NWN Project Manager	Identifies project related risk, documents project risks, leads the effort to mitigate risk, and leads the effort to communicate project risk.
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

Rules and Procedures
Communication
Communication regarding risk will follow the project communications plan.

Tracking
Tracking of risk elements and activities should be documented in the Risk Management Worksheet.

1.18. Risk Impact Analysis Approach

The assigned Project Manager will utilize the initial Risk Assessment to determine the appropriate next steps in analyzing the project risk. The PM will document details regarding the project risks, the probability of occurrence, the anticipated impact to the project, the likely exposure and an agreed upon mitigation plan.

1.19. Change Management Process

The NWN Project Manager will utilize the Change Management Process to manage the lifecycle of all changes. All Change Requests will be documented, assigned and tracked for progress.

Roles and Responsibilities

Name	Change Management Responsibilities

NWN Project Manager	Documents project change requests, facilitate change request review and decision making, leads the effort to communicate change request and their status, escalates if change cannot be resolved by the review team and supports re-baselining activities if necessary
Project Team	Contributes to the identification of project risks. Assist in the mitigation of risks.

Rules/Procedures

Any team member may submit a change request to the Project Manager. The requested change will be clearly documented and will explain any impact that the change will have on the project and associated deliverables. The project manager will review the request and determine if the change is appropriate. If so, it will be forwarded to the project sponsor for final decision.

Change Impact Analysis Approach

Analysis of all requested changes will be performed to identify the impact of the change on the Project Costs, Risks, Schedule and Resources. The results of this analysis will be documented in the NWN Change Control Worksheet.

1.20. Communications Management Process

Properly communicating on a project is a critical success factor for managing the expectations of all stakeholders. This includes reporting from the project team to the Project Manager and reporting from the Project Manager to all stakeholders. The assigned Project Manager is the project communication steward for all project related information exchanges.

The sample Communications Matrix below provides an example of a project's communications. To keep the communications relevant and timely, we also include plans for collecting and responding to feedback.

Communication Item	Description / Purpose	Frequency	Audience
Project Kick-off Meeting	Meeting to describe a high level view of project, introduce project team members & their roles, communicate project structure & initial high-level business needs & setup future meetings	One-time	Customer, NWN
Project Team Status Meetings	Review project plan, progress & status, log & prioritize Constraints / Assumptions / Issues / Risks items, Critical Path (determine if any obstacles to completing critical tasks, escalate obstacles for resolution), share completed deliverables, discuss topics	Weekly throughout Implementation	Customer, NWN

Design Review Meetings	Team review of specification or technical design, satisfy that all issues are resolved & deliverable contents are complete	As Needed	Customer, NWN
Turnover Meetings	Formal handoff among NWN departments / disciplines	As Required	Project Stakeholders
Lessons Learned Meeting	Review opportunities for improvement & reinforcement of best practices	One-time	Project Stakeholders

1.21. Time Management Plan

The time management plan must describe the process for controlling the proposed schedule and how the achievement of tasks and milestones will be identified and reported. The plan must also detail the process to identify, resolve, and report resolution of problems such as schedule slippage. The time management plan will include:

1.22. Time Management Process

The NWN Project Manager is responsible for breaking down the implementation into measurable tasks and milestones. The work breakdown structure is applied to the project schedule and allows the Project Manager to closely monitor project timelines to avoid schedule overruns. Project Timeline health is reviewed in weekly status meetings to allow for timely identification of schedule slippage. If schedule slippage occurs, The Project Manager is responsible for planning steps for resolution with the Project Team and communicating the plan and progress.

Roles and Responsibilities

Name	Time Management Responsibilities
NWN Project Manager	Responsible for Time Management during the implementation phase of the SOW.

Provisioning Process

Project Provisioning Flowchart

Initiate	Assess	Design	Prepare	Execute	Transition
* Discovery * Define project scope	* Collect data * Document environment * Review findings	* Design sessions * Documentation * Integration plan	* Staging * Pre-production integration * 1st Unit build	* Train users * Production integrations	* Day 2 support * Transfer to customer support
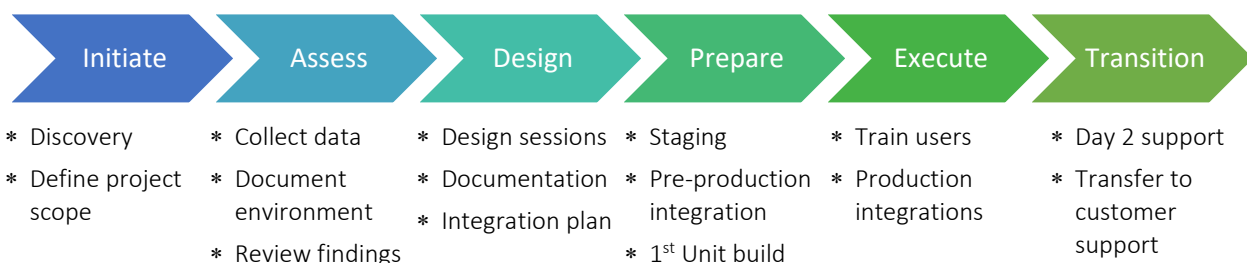
* Form project team	* Data validation	* Test plan		* Phased cutover/migration	*
* Project Kickoff		• *GATE REVIEW Design Sign off*		• *GATE REVIEW Functional Sign off*	
* Create project package					

Initiate Phase

Form Project Team – NWN will organize project team including project management, engineering and support resources.

Project Kickoff (Internal & External) – NWN will host a Project Kickoff meeting with the customer to review project timeline, requirements, goals, and customer stakeholders in order to have a successful implementation. The Customer is required to have the correct stakeholders in the Project Kickoff meeting. It is highly suggested the following customer stakeholders attend this meeting:

- Project Sponsor
- Contact Center Administrator
- Network Administrator
- Security Administrator
- Project Team

Scheduling Design & Status Meetings - NWN and client will work together to identify resources for project and coordinate schedules for the Design and Status meetings

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Milestones & Deliverables:

1. Project Kickoff Meeting Notes, including communication plan
2. Schedule for Design & Status Meetings
3. Project Work Schedules & Related Meetings

Assess Phase

End User Requirement Definition and Configuration Database Gathering – NWN will provide User Database form to be completed by the Customer and reviewed at the Design Meeting. These topics will include:
- o Coordinate with Customer to plan, design, and implement all station and telephone programmable features.
- o Perform Customer interview and key-sheet preparation/configuration database of Agent Station requirements to be used for system programming and station deployment.
- o Create worksheets to guide Customer representatives to plan and design features
- o Agent/Site Information - Customer is to provide detailed, accurate, and current information to avoid delays in the above schedule, which may require a Change Request correction.

Milestones & Deliverables:
1. End User Requirement Definition

Design Phase

Circuit design overview & planning – NWN will work with the Customer to integrate any contracted circuits into the network topology. The Client will be included on communication and planning events including:

- o   Scheduling and completion of vendor site survey
- o   Installation of circuit
- o   Extension of point of demarcation
- o   Installation and testing of Out-of-Band access solution.

Network Design Meeting – Review with Customer the network infrastructure requirements document and answer any Customer questions that have arisen. See Customer Expectations "Assumptions, Requirements, and Terms" section below.

NWN Unified Communications Design Meeting(s) – After the completion of the network design meetings, NWN and Customer's team will hold a series of design meetings to discuss the technical aspects of the NWN Hybrid Unified Communications Solution. NWN expects the Customer will come prepared with documentation and resources necessary to cover all topics. These topics will include:

- o   Architecture and software version features review
- o   Unified Communications device compatibility check
- o   Migration strategies
- o   User database review
- o   Call flows
- o   Queues
- o   Dial Plan
- o   Discussion of downtime and risks
- o   Customer responsibilities
- o   Integration into other systems
- o   Application integration planning
- o   End-user training requirements and training plan.

Contact Center Design Meeting(s) – If applicable, in addition to the NWN Contact Center Design Meetings, NWN and the Contact Center stakeholders will meet to review and discuss the functional requirements for each of the individual Contact Center groups and the configuration of the new Contact Center System. NWN expects the Client will come prepared with documentation and resources necessary to cover all topics. These topics will include:

- o   Contact Center groups operations and personnel
- o   Contact center call flows
- o   Multi-channel strategy
- o   Integration of 3rd-party applications (CRM, ERP, Ticketing System, Databases, etc.)
- o   Discussion of downtime and risks
- o   Historical and real-time (Live Data) reporting requirements
- o   Prompts and greetings administration

- o Emergency call routing
- o Agent and Supervisor Training requirements and Training plan.

<u>Existing Telephony Integrations</u> – NWN will work with Customer' IT staff to integrate the existing telephony solutions with NWN's hosted environment. A plan will be created that outlines system will co-exist in both environment (if possible) during the migration period.

<u>Vendor Communications</u> - Once cutover strategy is defined, NWN and Customer will meet with NWN Contracted 3rd party vendors to establish, review and agree on cutover plan, if required. If other 3rd party vendors need to involved, then the Customer must coordinate the schedules for those vendors.

<u>"Fallback Plan"</u> – NWN and Customer will build into the design a fallback plan for each stage of the migration. Being that the rollout will be a phased migration, dial plans and network connectivity will be in place for the migration, thus making a fallback plan easier to execute on.

<u>Gate Review</u> – At the end of this Design meeting, NWN has gathered enough information to create final design document for the installation of the equipment. The design document will include configuration parameters specific to the install and any key technical decision made during design. The design will conform to Cisco guidelines and recommendations and the completed design document will be submitted for customer approval prior to proceeding with the install.

Milestones & Deliverables:

1. Design meeting and updated project plans for implementation of the Hosted Communications Solution.
2. Design Document(s) and Acceptance

Prepare Phase (implementation and Testing)

<u>Provisioning</u> – NWN will provision the Solution which and all of its applications in NWN's Datacenters. The NWN Solution will include the following components:
- o Contact Center Application Servers - These will provide Call Flow & IVR processing
- o Call Control Integration– This will provide unified pstn calling services.
- o NWN's service assurance, monitoring and management suite

<u>Standard Agent Features</u> - NWN will configure and test all station equipment. The list below is a sample of the features NWN will configure. The final list of features and configurations are determined during the design phase.

Milestones & Deliverables:

1. Provision Solution and Applications in NWN Datacenters
2. Configure, Test and Label Station Equipment

Execute Phase (Cutover and Testing)

<u>Phased implementation</u> – NWN, working with the Customer's technical team, will implement the new solution in phases as defined in the Design Phase

Train the Trainer / End User Training - The training to be provided as part of this project in the form of "self-paced user training" for which NWN will be responsible for:

o   Provide Customer with the training material in the form of Quick User Guides and/or Web Based Tutorial for future use.

Administration Training – NWN will provide training for each implementation. The exact type of training required will be determined during Service Contract negotiations.

Network/System Troubleshooting – NWN will troubleshoot and diagnose technical issues associated with this project. Any issues that arise from Customer provided or owned devices and/or configurations related to the NWN Solution will require a change order and may affect the schedule of events planned for this project. NWN will work with Customer to isolate and identify network/system issues as well as provide assistance within reasonable boundaries. Any issues outside the scope of this project are the responsibility of Customer.

GATE REVIEW: Production readiness acceptance – NWN will review the production cutover and implementation with the customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier Gate Review.

First Day in Service Support – NWN will remain on site to help address and diagnose any problems that arise during the Contact Center deployment within the scope of this project. NWN will troubleshoot configuration and integration issues arising from this project. NWN will review the production cutover and implementation with the customer to verify that the solution is functioning in their environment as presented in this scope and the detailed design from the earlier acceptance task. First Day Support does not include additional Moves, Adds, or Changes. NWN and the Client will formalize a detailed list of open items. Open items within the scope of this project will be addressed and resolved. Open items deferred due to Client availability will require a change order to complete.

Milestones & Deliverables:

1.   Delivery of the detailed Bill of Materials (BOM) equipment &/or software components as identified in the Reference Materials section of this document
2.   Installation and Configuration of the NWN Solution based on parameters referenced in the approved Design Document
3.   Train the Trainer / End User Training
4.   Solution Goes Live, Start Transition to Post Cut Over, Start of Invoice Date
5.   First Day Support

Transition Phase (Transition to Support)

Day 2 Support – NWN provisioning team remains on site to address and diagnose any problems that arise due to the migration to the new environment. NWN works with assigned persons as noted in "Assumptions and Requirements" section below to troubleshoot issues. Once the new system is agreed to be stable by NWN and Customer Designation Staff, NWN will start the process to finalize the documentation for the project.

Knowledge Transfer – NWN's technical team on the project conducts a solution orientation session and knowledge transfer with the Customer Designated Staff. This does not replace manufacturer specific technical training on the specific equipment but provides a solid overview of the final design

and configuration and how to manage the environment using NWN's hosted collaboration administrative portal. Details of this session are:

- o   One session with up to four Customer staff at the Customer or NWN location.

<u>Transition Meeting to Support</u> – NWN conducts a provisioning phase review, gains customer acceptance and transitions to the support phase of the SOW.

Milestones & Deliverables:

1. Project documentation, to include:
    a. Action item list & Issues reports
    b. Support 'Welcome Letter'

Onsite engineering is now complete. Engineers will be focused on completing technical documentation and a review with the support team. The Project Manager will verify approval for final billing, schedule and complete Project Review, and Closure meetings with Customer to acquire final Approval Signatures.

The project now enters into the Support and Management phase for the duration of the Service Contract.

Appendix B. Ongoing Management and Support

1.23. Management and Support Onboarding Process

NWN's setup (or on-boarding) process for management & monitoring support services starts with the Transition phase of the Project (See Appendix A.) NWN begins supporting customers early during by providing Day 2 support services first and ramping monitoring and pro-active support services up as the project completes Transition. The NWN Project Manager will coordinate with NWN Assigned Customer Experience Manager (CEM) to transition the project to support with a Welcome Email

The NWN project team works closely with the customer support team to document and understand the operating environment.

1.24. Assigned Customer Experience Manager

The following outlines the roles and responsibilities of the NWN CEM:

- Schedules monthly meetings which include the following:

    - o   Review SLA reports

    - o   Review all tickets that have been open and closed during a month

    - o   Review any tickets that remain open

    - o   Review changes to the "Customer's" environment that may affect our service

- o Review upcoming upgrades and new features/functionality they may provide
  - o Review upcoming scheduled maintenance or upgrades
- Manage new customer orders
- Program management of the contact between the "Customer" and NWN
- Manages change orders and completion sign-offs
- Manages customer relationship
- Provides overall service/support management

1.25. Assigned Solution Engineer

A Solution Engineer is a level 2 engineer with a broad set of experiences. For all levels of support, a Solution Engineer is assigned to your environment to facilitate a deeper understanding of your environment to assist in troubleshooting issues. In addition, they represent an additional point of contact into the managed services organization and a single point of escalation. In addition to a Solutions Engineer, a Backup Solution Engineer is assigned to every environment.

1.26. Monitoring and Incident Support

NWN will monitor the health and performance of the NWN Solution and NWN-managed devices on Customer network. NWN will respond to alerts according to the Incident support information below. Examples of incidents NWN will resolve include:

- Communications Manager/Unity hosted solution performance issues
- Gateway faults or performance issues
- Connectivity incidents or performance issues
- SIP or PRI Telco Connectivity
- User Administration (Moves, Adds, Changes and Deletes)
- RMA Processing (for covered devices)

Incidents are escalated based on Severity. Severity is defined in the below "Services Level Agreement" section.

Priority Level	Definition
Priority 1	• A critical system or service is unavailable, causing a severe impact on operations. There is no alternative, redundant or back up to this system or service.
Priority 2	• A critical system or service is slowed or interrupted, however a work-around is in place so that operations can continue. • A service interruption is occurring on a non-critical system or service.

| Priority 3 | • The functionality of a non-critical system or service has been degraded. |
| | • An error has been detected that is not affecting service performance or availability. |

- Should a Level 1 issue be identified, NWN will focus an engineer or team of engineers to fix the problem.

- Vendor escalation will, many times, be immediate. For Level 2 and Level 3 situations, the Customer and NWN will agree upon an action and escalation plan based upon criticality and resource availability.

- Customer will designate a list of authorized callers that NWN will validate for security purposes upon opening a new case. It is Customer's responsibility to notify NWN should this contact list change. Notifications should be emailed and all urgent changes should be followed up via a phone call to the NWN Command Center.

- For Customer-managed devices and applications that are part of the voice infrastructure (notably, switches & cabling), it is the Customer's responsibility to resolve incidents and to ensure compliance with individual vendor's requirements regarding version supportability. If NWN is asked to assist in troubleshooting Customer-managed devices and applications, additional hourly charges may apply.

- The Customer or desktop support partner will be responsible for physical movement, return, and replacement of handsets as well as providing appropriate switch connectivity and PoE for handsets.

1.27. MACD Definitions

Priority Level	Definition
MACD	Move, Add, Change or Deletion (MACD) process is intended for sites that are already deployed. MACD is related to the following: Physical device or "soft" device (Jabber, IP Communicator) End user (including voicemail PINs and passwords) Site based numbers (Extensions, Direct Inward Dial numbers and Auto Attendants). MACD SLA is for up to five users or end user devices and is intended for those sites that are already deployed
MACD - Move	A programmatic relocation of a device, end user or number. Examples: Move a phone from Location A to Location B Move an end user from Location A to Location B Move a DID or DN from Location A to Location B
MACD - Add	A programmatic addition of a device, end user or number. Examples: Add a phone and/or end user to Location Add Extension Mobility to an end user Add a VM box to an end user
MACD - Change	A programmatic manipulation of existing configuration of a device, end user or number. Examples:

	Change a phone model for an existing device Change a VM box PIN Change where an inbound DID or DN terminates
MACD – Delete	A programmatic removal of existing configuration. Examples: Delete a phone Delete an end user Delete a DID or DN
Priority 3 - MACD	All Move, Add, Change or Deletions

1.28. Monthly Management Reporting

Tracking and reporting are key components of the support services. On a monthly basis, NWN will provide a summary report of the work performed on the customer's behalf. This will include:

- Service Availability

- Incident Management

- MACDs

- Change & Service Request Management

1.29. Monthly Analysis Reports

On a monthly basis, the Customer will receive an analysis report of NWN's performance against agreed upon Service Level Agreements (SLAs). NWN reviews monthly performance and YTD trending information.

1.30. Notification Process

1.30.15.   Scheduled System Maintenance

NWN will perform maintenance on the Hosted Solution and supported client devices in order to keep the system healthy, backed up, and functioning optimally. Should a scheduled system maintenance activity result in system unavailability, NWN will perform that maintenance during an off-hours window and will provide a minimum of 1-week notice to Customer designated contacts.

NWN has industry standard defined and documented change windows. These windows are subject to change but can be reviewed with the customer at any time during the term of this SOW.

1.30.16.   System Upgrades

NWN will schedule to upgrade the Customer environment for Major Releases within 18 months of release. Allowances may be made for 3rd party applications that are integrated with the Customer environment. Customers will upgrade integrated Customer environments to compatibility to major OEM releases within 24

months. NWN will upgrade Customer environments to Minor Releases upon agreement and as necessary.

1.30.17.   Emergency System Maintenance (Un-scheduled)

NWN reserves the right to perform emergency maintenance on the Hosted Solution and supported client devices in order to keep the system operational and functioning optimally. Should an emergency maintenance activity be required to either prevent or resolve an emergency, NWN will notify the appropriate customer contacts as soon as possible before actions are taken.

1.31. Supported Devices

Devices not supported by the Cisco powered solution will not be supported by NWN's Contact Center solution.

1.32. Upgrades and/or Features (Change Orders)

A signed Change Order Form and new Purchase Order for such change(s) for the following:

- Moves of and Incremental Additions (including onsite Spare Devices) to device counts

- Additions of Solution Features

- Customer changes to implementation dates

- Customer changes to the scope of the Services to be performed

- Customer request for NWN to assist in or with

    o   Troubleshooting Customer-managed devices and applications

    o   Configurations on customer owned or provided devices

    o   Physical movement, return, and replacement of handsets

    o   Providing appropriate switch connectivity and PoE for handsets

Changes that do not increase device count require a signed Change Order and Amended or New Purchase Order. Examples of changes include but are not limited to bandwidth, additional circuits, and/or number of users.

Change Order requests should be emailed, and all urgent changes should be followed up via a phone call to the NWN Command Center. Billing changes will be affected at the next billing cycle.

Appendix C. General Customer Requirements & Assumptions

1. **Customer Designated Representatives.** Customer to assign a Dedicated Representative(s) for the following activates:

    *   Project Implementation – Responsible for coordinating installation activity with the NWN dedicated Project Manager. Customer will provide NWN with their current and accurate information as well as other contact(s) necessary for access to Customer's Premises.

    *   Transition Phase – Responsible for coordinating activities of transition and will have Troubleshooting Knowledge of Network, Software Applications and End User Devices.

    *   Support Phase – Responsible for coordinating activities of support of solution during the SOW term. Customer will provide a list of authorized callers that NWN will validate for security purposes upon opening a new case. It is Customer's responsibility to notify NWN should this contact list change. The Customer is also responsible for providing business hours and other information in an effort to collectively identify escalation and customer notification procedures.

2. **Customer-Managed Devices and Applications.** For Managed Devices and Applications that are part of the voice infrastructure (notably, switches & cabling), the Customer is responsible to resolve incidents and to ensure compliance with individual vendor's requirements regarding version supportability before implementation starts and during the support of the SOW.

3. **Premises.** Customer will maintain the Premises and any other location where System may be located in a safe and secure manner, in accordance with recommended industry standards and conditions, and in a manner as required by the specifications accompanying the System and/or as may be advised by NWN. Such requirements include but are not limited to ensuring use of the appropriate power requirements, data communications equipment, network and/or using cabling.

4. **Work Place and Use of System.** Customer will provide NWN with a safe place to work. Customer will comply with any and all Local, State, and Federal work place laws and regulations regarding the working conditions on the Customer Premises and use of System. System may not be used for any purpose other than that for which it is provided to Customer under this SOW. Customer may require any NWN personnel to leave its premises provided that if Customer has not provided reasonable grounds for requiring the personnel to leave, then NWN shall not be liable of its obligations under the Agreement to the extent it is delayed in performing them by reason of the removal.

5. **Hold Harmless.** Customer agrees it will not engage in the following activities and will hold NWN harmless in the event that the Customer or one of the Customer's users:

    *   Utilize the service to commit a fraud upon another party

    *   Unlawfully uses the service

    *   Abuses or misuses NWN's network or service

6. **Customer Equipment.** Customer shall notify NWN promptly of any changes in Customer's hardware or software that may affect Service provided by NWN.

    *   Customer will not permit any person other than Customer's Designated Representative to rearrange, disconnect, remove, relocate, attempt to repair, or otherwise tamper with any System without the prior written consent of NWN.

- If Customer wishes to relocate System, Customer shall provide written notice (subject to NWN approval) thirty (30) day prior written notification to NWN. Relocation may only occur within the country of original delivery.

7. **Access.** Customer will allow, or will secure permission, for NWN and its underlying suppliers, sub-contractors or agents to access Premises and/or System for the installation, maintenance, repair, replacement, relocation, inspection, monitoring, identification, or repossession of the System and performance of the Service from time to time as may be determined is necessary or desirable by NWN. NWN will use commercially reasonable efforts to notify Customer regarding timing and implementation of any replacement System (hardware or software) that will occur on the Premises.

8. **Work Area.** Customer to provide a work area for NWN to use during on-site activities to include Internet and public phone network access including but not limited to:

   - Parking passes and adequate parking for the NWN project team.

   - Outside phone and Internet access, at no additional charge, for all NWN staff when onsite

9. **Notices.** Each party shall appoint a Designated Representative(s).

10. **Work Hours.** Normal working hours for implementation services are normal business hours (8:00 am to 5:00 pm EST), Monday through Friday with no limitations of access to the workplace. Work performed after normal business hours will be billed at an additional charge.

11. **Pre-Implementation.** Customer will come prepared with documentation and resources necessary to cover all topics including but not limited to:

   - **Port information that is accurate and complete before NWN can properly schedule Implementation. Inaccurate and/or Incomplete Port data can lead to delays with implementation.**

   - Quality of Service (QoS) and Security Best Practices

   - Accurate, Complete, and Documented

     - Hardware/Software versions

     - IP Routing and IP Addressing

     - VLAN Layout

     - WAN Circuit Design and Sizing

     - PSTN Connectivity Design

     - Existing Application Server and Gateway Design.

   - Design/technical components as part of the delivery of this project:

     - Provide current network design.

     - Provide IP address schema and design specs.

     - Participate in all design and planning sessions and be prepared to sign off on all milestones.

     - Third party delays are recognized and accounted for

- Customer provided information is correct and current

- Provide the best possible prints and floor plans for use during the installation. These prints and floor plans will become the property of NWN.

- Customer will perform and/or provide the following requirements as part of the delivery of this Solution:

  - IT environment in place and configured to secure and establish proper network and endpoint connectivity, including but not limited to:

    - Existing switch, router and firewall configuration work needed to establish properly secured connectivity in this scope of work unless otherwise noted in the SOW. If NWN assistance is requested a change order will be required.

    - Structured wiring and structured wiring components are in place and operational to support the efforts in this project.

    - Adequate electrical power, UPS, and surge protection are in place and operational to support hardware and software listed on this project.

    - Equipment racks, shelves, and environmental requirements such as heating and cooling are the responsibility of Customer. NWN will provide Customer with these requirements upon request.

    - All hardware, software, licensing, maintenance or other required resources not explicitly listed on the Bill of Materials and subsequent Purchase Order.

    - Acceptable PSTN connectivity on the Customer premises if SRST functionality is part of the Solution.

    - The Customer will provide space, power, network and internet connectivity for each NWN-provided device needed to deliver the Solution.

    - Customer will Rack, Stack and Cable any network elements of the solution unless otherwise noted.

12. **Network Requirements** - Prior to starting NWN Services Project, the Customer must conduct a Network Assessment at each location and prove that they meet the minimum Network Requirements as any Failure to do so may result in project delays. The customer's Unified Communications system must be in steady state before the project can finish.

Customer is responsible for resolving any Customer environment (i.e. LAN, network) issues before, during, after Test and Turn up of NWN Contact Center Services.

Customer shall be responsible for ensuring that its Internet connection, any local network equipment, hardware and software used in connection with the Services, and all related configurations (collectively, "Environment"), adhere to the minimum standards and technical requirements specified in applicable Documentation. Customer agrees to: (a) grant NWN access to Customer's personnel, facilities and other resources under Customer's control as NWN may reasonably request in order to perform its obligations under the Customer Agreement; (b) allow NWN, upon reasonable request and subject to compliance with Customer's security policies, to conduct an initial assessment of Customer's network; and (c) make any adjustments to Customer's Environment that NWN reasonably determines necessary to satisfy the

minimum technical prerequisites specified in the applicable Network Requirements

It is required that the Customer meet the minimum network requirements for the maximum number of concurrent agents of the platform at one time. Customers may use the Vendor's Bandwidth considerations and requirements documents to ensure appropriate bandwidth.

In addition to ensuring appropriate bandwidth, Customer must ensure the IP network components used to transport NWN Service provide the appropriate DSCP based Quality of Service (QoS) for media and signaling.

If Customer does not adhere to these QoS requirements, Customer may experience service defects (such as periodic garbled voice/video communications or Endpoint resets) caused by delayed or discarded Service packets over non-QoS based network segment. Performance depends on a variety of factors, including, but not limited to, the number of subscribers simultaneously using the network, customer location, and destination and traffic on the WAN network. NWN is not responsible for degradations in service associated with such transport issues. NWN is provided AS IS without warranty of any kind. In these cases, the Customer will need to procure QoS aware network transport for the affected site or sites. NWN can provide a fee-based Network Assessment for other Internet services.

13. If prior to the commencement or during the performance of the Services purchased, Customer (i) fails to deliver any required material or services, (ii) fails to provide access to computer systems or facilities, as specified in the original Quote or SOW, and/or (iii) if the services are unable to be performed due to Customer delays for a period of over Sixty (60) days, NWN may require Customer to sign a Change Order Form in the form attached to the SOW setting forth the conditions and rates or fees, if any, under which NWN will continue providing Services. If such Change Order requires additional fees, Customer shall be required to submit a purchase order or purchase order change notice indicating Customer's agreement to pay such additional fees for NWN to continue to perform the Services.

14. Should the Customer or its affiliates be responsible for any delay, reschedule, or deployment back out, Customer shall assume all resultant engineering and work effort costs. NWN will issue a change order to customer outlining the project impact and cost.

15. NWN is not responsible for configuration changes on any equipment not specifically stated in the above Statement of Work.

16. Customer assumes all responsibility for providing the appropriate power for all installed equipment in this proposal. NWN can provide the plug type and desired power connection for each piece of equipment in the proposal.

17. Customer is responsible for all rack or cabinet hardware (including rack mounting hardware) that is needed to install the new equipment.

18. Customer assumes all responsibility for ensuring enough contiguous rack space for the new equipment to be installed during this project.

19. Customer needs to provide all Fiber Patch Cables between the new network equipment and the fiber patch panels in each network closet. NWN can provide the appropriate connector type for each patch cable if desired by the Customer.

20. Customer needs to provide all Copper Patch Cables between the new network equipment and the copper patch panels in each network closet. NWN assumes RJ45 connectivity for all copper patch cables needed.

21. Customer is responsible for providing all Cable Management (Vertical and Horizontal) in order to correctly route each patch cable from the newly installed network equipment to the appropriate patch panel.

22. Customer must provide access along with safety, security & emergency protocols for NWN staff for all the appropriate areas in the facility in order to complete the work effort included in this proposal.

23. Customer is responsible for all environmental concerns in each network closet that NWN will install new equipment. If equipment problems arise due to excessive heat or water in the network closets, then the Customer is responsible for all equipment replacement costs.

24. Customer must provide free and clear access to the network equipment racks in each network closet.

25. Customer must provide a work area large enough for receipt of all new equipment for this project.

26. Customer must provide outside phone and Internet access for all NWN staff when onsite.

27. Customer must provide a dedicated point of contact for the entirety of this project. This Contact must be available during major steps in the installation process. If the Customer contact is not available during the process and schedules slide due to Customer unavailability, then Customer costs may arise to the delayed schedule.

28. Customer and NWN will mutually agree upon downtime prior to any installation and ensure this downtime is scheduled in advance so the Customer can make appropriate preparations at the facility.

29. Customer must obtain all necessary work permits.

30. Customer is responsible for removal of shipping packaging once all the equipment is received at the Customer site.

31. Adjacent equipment, including equipment that is connected to elements being worked on by NWN, has manufacturer support as well as customer-assigned support personnel to address any issues that arise during the work under this engagement.

32. Services will be restored to pre-upgrade/pre-migration status/condition. Resolution of any pre-existing issues is not within the scope of this engagement.

33. Customer will provide existing "as built" information, including diagrams and other documentation.

1.33. System Requirements

Supported browsers

Microsoft Windows 10:	Mac OS X:	Chromebook:

Microsoft Edge V42.17134 and higher	Chrome V76.0.3809 and higher	Chromium v73 and higher
Firefox ESR 68 and higher ESRs	Firefox ESR 68 and higher ESRs	Chrome V76.0.3809 and higher

1.34. Geographic Availability

NWN Cloud-CC is only available for installation at Sites in the US Mainland, and where FCC required 911 or E911 capability can be provided. NWN Cloud-CC may be discontinued if necessary local service facilities or required 911 or E911 capability cease to be available.

1.34.18.   NWN Webex Cloud Contact Center Contract Locations

For initial release, NWN Cloud-CC is offered only to enterprises whose headquarters are located in the United States also known as a "contract" country. NWN Cloud-CC can support international locations as long as they are governed by the US market agreement, which includes strict contractual acceptance of data and media being homed into the US market.

1.34.19.   Centralized PSTN & SIP Service Availability

Local Centralized PSTN & SIP can be added through NWN's Cloud Calling platform. Geo availability exist in the following Countries:

- United States
- Canada