

NWN SUNCOM Communication Services Multi-Tenant Service Description

This Service Description Document (SDD) describes offer-specific terms of the Unified Communications 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.



These Terms shall adhere to the SUNCOM Communication Services contract.

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1. NWN Unified Communications Core Offering

1.1. NWN Unified Communications Core Service Overview

Part #	Description
UC-BUN-CORE	Unified Communications Core Bundle

As organizations expand technologies and collaboration capabilities, a new challenge unveils itself. “How do I integrate all modes of communication into an easy, consistent experience for all users with the latest capabilities and features?” On top of providing a solution that meets their users and customers’ requirements; Organizations must manage to a budget, reduce risk, and drive towards operational optimization. NWN provides a secure communications platform that integrates all modes of communication through a secure, consistent and simple user (and administrative) experience via flexible delivery models. This allows NWN’s customers to deliver the latest collaboration technologies to their users in the model that best meets their organization’s needs.

NWN provides core unified communications and next-gen collaboration capabilities all as an integrated solution/offering that is simple to consume, use and manage for organization of all sizes. Taking on the complexity on our customer’s behalf and allowing them to maximize the benefits provided by these solutions which include:

- Transforming the workplace experience for the next generation
- Supporting users' workstyles, devices, and apps
- Enabling high quality, secure, real-time communications and collaboration
- Reducing the cost of providing communication and collaboration services
- Supporting decision makers with the correct tools to enable them to reach productivity goals

NWN Webex Cloud Calling is an Over-the-Top (OTT) calling and collaboration solution powered by Cisco Webex. NWN Webex Cloud Calling combines the Cisco Webex Collaboration platform with NWN services, telecom, and support. NWN Cloud provides an array of enterprise voice features and collaboration tools, such as enterprise messaging, audio, video, team collaboration and web conferencing.

The NWN Webex Cloud Calling suite provides a variety of services including cloud calling with integrated unified communications and collaboration packages, audio and video conferencing, and contact center services.

NWN Cloud services include rich enterprise telephony, group PBX features, and mobility integrations in addition to the new NWN Calling App for desktop and mobile devices, which provides comprehensive calling capabilities for mobile workers.

Cisco Webex Teams is also included with all NWN Cloud user subscriptions, adding rich unified communications and team collaboration services.

Cisco Webex Teams is an app for continuous collaboration. With Webex Teams, workers create secure virtual workspaces with anyone where you can work on projects from start to finish, solve problems, and create stronger relationships. It includes the full suite of Webex Teams including messaging, file sharing and virtual whiteboards. It supports escalation to high-quality video and online meetings across desktop and mobile devices. Any member of a space can start an instant or scheduled meeting, with common meeting controls, add meeting guests, and record the meeting. Everything shared during a meeting is kept in the connected space for easy review later.

Cisco Webex Meetings is offered as an optional, integrated add-on to provide the premium meetings experiences that enterprise users expect. Webex provides a powerful feature set to keep your teams engaged and productive:

- Video first
- Integrated voice, video, and content sharing
- Participant lists and active speaker
- Join from any standards-based desktop or mobile
- Rich mobile experience on all major platforms
- Meeting recordings and playback
- Ad hoc and scheduled meetings

- Consistent cross-platform experience across browsers, devices and clients.

The NWN Cloud service supports businesses with many sites of any size providing a Webex Control Hub administrative experience integrated with Cisco Calling Administration Portal (CAP) to streamline the ordering and entitlement, and to centralize management of the bundled Flex offers – Cisco Webex Calling, Webex Teams and Meetings.

		CORE
PLATFORM	Licensing	X
	UC Assessment Services	X
	Application & System Setup	X
	Network Readiness	X
	System Monitoring & Management	X
	Integrated PSTN Services	X
EXPERIENCE MANAGEMENT	Adoption & System Health-check	X
	Insights & Analytics	X
	MACDs	X
	Smart Provisioning & Administration	X

1.2. User Deployment Models

NWN offers Unified Communications services under the following deployment models for users. Details on each License model are listed in the subsequent sections below.

- **Named User** – Organizations smaller than 250 users or want to license a sub-group within in the organization

1.2.1. Named User

Allows you to purchase full featured Calling and Meeting at a per user rate with no minimum to purchase. Team Collaboration is included for each user with standard options as add-ons. Additional users must be added on to the subscription. Under the Named User buying model, your payment obligation is based on the number of named users identified in your order, regardless of usage.

1.3. Cloud Calling User Subscription Packages

NWN Cloud Calling User subscription packages are offered in three different options: Basic, Gold, and Platinum. Organizations can choose between the different subscriptions based on their user requirements and required feature sets.

The NWN Cloud Calling services are packaged in the form of subscriptions that are designed to support different business user profiles including executives, receptionists, office and mobile workers, conference rooms, common areas and more.

Organizations can choose from three packages, referred to as Subscriptions. Each subscription comes with the following:

- Calling License
- Management and Support Services
- Domestic Local & Long-Distance Calling
- E911 Service

Summary of station options for Cloud Calling

Basic	Gold	Platinum
Common Area locations such as: Lobby, conference room, or break area. Very basic call control services	On-premise or in the office workers that do not need collaboration or mobility features	Intended for Enterprise knowledge workers that require full set of collaboration applications and features

1.4. Telecom (PSTN) Services

1.4.1. Minute and User Calling Bundles

Minute Bundles, e.g., Toll Free Minute or International Bundles, can be purchased in incremental buckets of minutes in addition to any number of minutes included with the purchased tier. Inbound Toll Free minutes [OUTSIDE USA: and most outbound External Calls] are deducted from included minutes, purchased Minute Bundles, or charged as overage at the rates currently in effect.

1.4.1.1. Standard User Calling Bundle

NWN reserves the right to charge reasonable overage fees when Customer exceeds the usage limits on Services that have such limits during two consecutive billing cycles.

Part Number	Description
UC-AAS-CIR-STDC	Standard Calling User

Features Included:

- 1 DID
- Unlimited Local & Long Distance in 48 Continental United States Minutes per [PSTN Utilization Policy](#)
- E911

NWN Deliverables:

- Provision and Activate New or Ported DID

Customer Responsibilities:

- Each Common Area and Calling User must have Standard Calling Bundle

Assumptions: Extension-to-Extension Calls within the Customer account never incur any usage fee and are unlimited, except to the extent that such calls are forwarded to another number that is not on the Customer account.

Additional Calling Credits may be purchased through the Auto-Purchase feature, which can be selected for automatic purchase in various increments on the Administrative Portal. Auto-Purchase is triggered when the combined usage of all End Users on an Account exceeds the total Calling Credits or when End Users make calls with additional fees (e.g., 411).

Minute Bundles and Calling Credit Bundles expire at the end of month and cannot roll over to the following month. Auto-Purchased Calling Credits expire twelve (12) months from date of purchase. Bundles may not be sold, transferred, assigned, or applied to any other customer.

[Please see PSTN Assumption Section](#)

1.4.1.2. Toll Free Minutes

Part Number	Description
UC-AAS-CIR-TFDID	Toll Free DID
UC-AAS-CIR-TF1000	1,000 Minutes of Toll-Free
UC-AAS-CIR-TF10K	10,000 Minutes of Toll-Free

NWN Calling User Bundle does not include toll-free calling. Toll-Free access services are available for use with the NWN Unified Communication Service at the applicable rates. The Toll Free Bundles are billed monthly. There is no monthly roll-over. Customer must request from NWN the ability to use Toll Free Services. Applicable Toll-free Rates are posted [HERE](#)

Features Included:

- Toll Free DID
- Monthly Minutes based on the Toll-Free Minute Calling Bundle purchased (1, 1,000, or 10,000).

NWN Deliverable:

- Provision and activate Toll Free DID and
- Bill Customer at the applicable Rates

Customer Responsibilities:

- Request from NWN Toll Free Services via pre-sales engagement or through a change order during the assess or support phase of the service contract

Assumptions:

- If customer purchases a Toll-Free DID they must purchase a Toll-Free Minute Calling Bundle
- Customer will be billed for overages at the applicable rates monthly in arrears.
- [Please see PSTN Assumption Section](#)

1.4.1.3. International Minutes

NWN International calling is available at the applicable rates. Applicable fees and International rates are billed in monthly arrears and based only on usage. Each country has different International calling charges. Before enabling International Calling make sure that you are aware of the rates and charges for each country so you will be aware of your account's consumption. The applicable fees and rate table is posted [HERE](#)

Features Included:

- International PSTN Service to available countries on the published rate tables

NWN Deliverable:

- Enable International Services
- Bill Customer at the applicable Rates Monthly based on Usage

Customer Responsibilities:

- Request from NWN Sales or Customer Success International Services via sales engagement or support ticket
- Through a change order during the assess phase of the project
- During their support service contract

Assumptions

International Calling Credit Bundles can be purchased in addition to any base amount included with the purchased tier. International External Calls are charged based on per minute usage on the Account per destination rates [OUTSIDE USA: Outbound calling rates will be applied based on the rate in effect at the time of use.] Currently effective rates are available at <https://nwnit.box.com/v/NWNCommEnterprise-Intl-Rates>

[Please see PSTN Assumption section here](#)

1.4.1.4. Additional DIDs

Part Number	Description
UC-AAS-CIR-DID	Unassigned DID (New or Ported)

NWN provides Direct Inward Dial Telephone Numbers (DID/TN) services for customers that would like a standalone DID to reserve for future growth purposes such as new: end users, devices, or services.

Features Included:

- 1 DID New or Ported

NWN Deliverable:

- Activation of 1 DID

Customer Responsibilities:

- Request DID from NWN

Assumptions:

The Following services are NOT included:

- Local or Long Distance
- Toll Free Service
- International Service
- Emergency Service (Not Active when Unassigned)

[PSTN Assumption Section is listed here](#)

1.4.1.5. SIP Trunking

Part Number	Description
UC-AAS-CIR-SIPTRUNK	SIP Service - Trunk

Some customer may require replacement of PRIs when converting to Standard IP telephony. SIP Trunking services are available to directly connect customers collaboration endpoints and users to the PSTN. Trunking services are available as monthly as a service charge for the length of the contract.

Features Included:

- 3,000 Local & Long Distance Minutes a Month of PSTN Services per Trunk

NWN Deliverables:

- Configure (1) SIP Trunk between NWN’s Centralized SIP Services and Customer’s Communications Manager.

Customer Responsibilities:

- See Appendix C for Customer Requirements and Assumptions

NWN Assumptions:

- See Appendix C for Customer Requirements and Assumptions
- See Appendix E for PSTN Requirements and Assumptions

1.4.2. Directory Listing (CNAM)

Part Number	Description
UC-AAS-CIR-DLCNAM	Directory Listing and CNAM

Features Included:

- 1 DID published in White Pages and Directory Listing Services

NWN Deliverables:

- List Customer authorized (1) DID and associated information to third-party directory listing services.

Customer Responsibilities:

Customer authorizes NWN to use and disclose the Listing Information for the purpose of publishing in, and making publically available through, third-party directory listing services, to be selected by NWN or third-party service providers in their sole discretion.

NWN Assumptions:

NWN offers directory listing (the “Directory Listing Service”). If Customer subscribes to the Directory Listing Service, NWN will share certain Customer Contact Data with third parties as reasonably necessary to include in the phone directory (“Listing Information”). This information may include, but is not limited to, Customer’s company name, address, and phone numbers. Customer acknowledges that by subscribing to the Directory Listing Service, Customer’s Listing Information may enter the public domain and that NWN cannot control third parties’ use of such information obtained through the Directory Listing Service.

Opt Out. Customer may opt out of the Directory Listing Service at any time, however NWN is not obligated to have Customer’s Listing Information removed from third-party directory assistance listing services that have already received Customer’s information.

White Pages and Directory Assistance listings are subject to (1) White Page Listing rules and guidelines and requirements of Directory Assistance providers, including but not limited to NWN Affiliates, relating to the information which may, may not or must be included in listings, and (2) federal, state and local laws, ordinances and regulations, including those relating to deceptive practices and deceptive advertising.

Customer (not NWN) is solely responsible for complying with (1) and (2). If Customer supplies information to NWN that, according to the White Page Listing Rules or Directory Assistance provider or otherwise, violates (1) or does or may violate (2), Customer understands that its listing information may, without advance notice, be

rejected or removed from White Pages and Directory Assistance databases, and Customer will indemnify and hold NWN and its Affiliates harmless from any and all losses, liability, damages, penalties, fines, claims, costs or expenses (including attorneys' fees) of any kind, suffered by NWN, by any NWN Affiliate, by Customer or by any third party as a result of Customer's breach of its obligation.

1.4.3. DID Activation Request (Enter total # of New/Port Requests)

Part Number	Description
UC-PRO-DID-ACT	New DID Activation Request (Enter total # of New/Port Requests)

Features Included:

- Professional services to activate new or ported numbers onto Customer's Centralized PSTN Services.

NWN Deliverables:

- Activate and enable Customer DIDs either New or Ported onto Customer's Centralized PSTN Services
- Coordinate with Carriers to obtain new or ported numbers
- Coordinate with FCC and follow all State, Local, and Federal regulations

Customer Responsibilities:

- Submit accurate paperwork and documentation to NWN Telecom team in a timely manner and in accordance to the project plan.

Assumptions:

- For Each Request to obtain new or ported numbers (Active New Service before or during a Service Contract) Customer's may be charged the Activation fee.

Where permitted in the US Mainland, Customer may port telephone numbers to Bandwidth.com, NWN's SIP Provider, from another carrier and may request another carrier to port a telephone number from Bandwidth. There are mandated rules and regulations regarding the porting of numbers to and from Bandwidth.

With the purchase of DID Service SKUs, there is no separate charge for the porting of telephone numbers to NWN. Customer must advise NWN of its request to port existing telephone numbers to NWN, and NWN will process the request as required with the other carrier.

Customer may port existing telephone numbers assigned to Customer for use with its NWN Service to another carrier. Customer's new carrier must interconnect and receive ported telephone numbers in the same Local Calling Area with which the ported-out telephone numbers are normally associated. Customer must contact their new carrier and request that their NWN/Bandwidth telephone number be ported to the new carrier, and the new carrier must process the customer's request as required by NWN.

1.5. Cloud Calling User Setup Packages

NWN offers a broad portfolio of professional services that includes remote and on-site white glove 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.

1.5.1. Standard User Setup

Part #	Description
UC-PRO-CLOUD-SOP	Standard Onboarding Package

Standard: Full remote User configuration. Access to packaged training materials for Administrators and End-users. Standard Remote User Configuration is defined as:

- Provisioning Users based on User Datasheet
- User Information (Name, Number, Email, Device MAC Address)

1.5.2. Advanced User Setup

Part #	Description
UC-PRO-CLOUD-AOP	Advanced Onboarding Package

Advanced: Full remote User configuration with onsite support for Go-Live. Access to packaged training materials for Administrators and End-users. (Travel costs not included) This is an optional Add-on in addition to Standard On-boarding package and does not include installation of any Customer Premise Equipment. Advanced User Configuration includes everything in Standard plus:

- On-site Support for Cut Over and go Live
- Assist with User Settings and configuration questions
- Help Troubleshoot issues with Clients, Portals, or Users

1.5.3. On-site Device Setup & Configuration (Up to 50 Devices)

Part #	Description
UC-PRO-ENT-SITED	On-Site Phone Deployment up to 50 devices

On-Site Phone Deployment up to 50 Devices: On-site registration, configuration, and testing of supported Customer Premise Equipment.

This does not include the cost of travel and is limited to 1 Location.

1.6. Cloud Calling User Support Packages

Part #	Description
UC-MSR-CLOUD-COMMON	Common Area Support Package
UC-MSR-CLOUD-NU	Standard Support Package
UC-MSR-CLOUD-NU+M	Named User plus Meetings Support Package

NWN provides technical support for Services to its customers via telephone and e-mail. Support shall be available during NWN's regular business hours. Customer is entitled to Standard Support Services for all Subscription Services.

NWN enables up to 5 Customer Super Users to request support by opening tickets via phone or email. NWN provides support and troubleshooting SLAs to ensure our customer's critical communication infrastructure stays up and running.

Each Support package aligns to the calling subscription purchased. For example Common Area Support package aligns to the Common Area Calling subscription. A Basic Calling license would leverage the Standard Named User Support package.

NWN Dedicated support team provides customers support on a variety of areas such as:

- Product Features & Functionality
- Call Configuration Support
- Device & Application How-to's
- PSTN Connectivity & Troubleshooting

NWN also provides Knowledgebase self-service via The Calling Help and Cisco Webex Help Portal sites. The sites provides fast and easy access to general product information, user guides, how-to videos, and frequently asked questions for common issues, release materials, and product updates. Customer Admins and End Users can browse online via the below links:

- [Webex Teams, Meetings, and Control Hub Help](#)
- [Calling & CPE Help](#)

1.7. NWN Advanced Service Assurance for Cloud Calling

Part #	Description
9000114003	Service Assurance Device (SK1) for Webex Calling
9000114005	Service Assurance for Webex Calling
9000114006	Service Assurance Device Ship for Webex Calling

NWN Advanced Service Assurance provides valuable network data that is critical for detecting, troubleshooting, and resolving calling issues. A passive device is installed on the local network switch and remains there to provide proactive alerts, testing, and reporting such as:

- Firewall Configuration
- Call Testing
- Call Quality
- Site Availability
- Remote Diagnostics

Deliverables

- Run Reply “Network Assessment Test” and Review Test Results

Customer Success & Service Assumptions

- Customer is responsible for installing Sidekick per instructions and best practices
- Customer is responsible for maintaining internet service access for Sidekicks on Voice VLAN.
- Customer responsible for troubleshooting any network issues before or after testing based on results from “Network Assessment Test”
- NWN is not responsible for any lost or broken sidekick devices
- Customer responsible for returning sidekick per RMA instructions

1.8. Adoption Services

Part #	Description
UC-3PN-BLYNK-CADMIN	Calling Administration Portal Training
UC-3PN-BLYNK-CRUSER	Receptionist Console Training
UC-3PN-BLYNK-CUSER	Calling End User Training Session
UC-3PN-BLYNK-MADMIN	Webex Administration Training
UC-3PN-BLYNK-MUSER	Webex Meeting End User Training Session

NWN offers customized training and adoption services for all types of organizations, use cases, and verticals. Whether the financial, insurance, or healthcare; NWN training solutions offer full remote training for administrators, end-users, devices, and applications such as Webex Meetings. Training is delivered via 1-Hour remote training sessions with a recommended capacity of 25 users. On-site training is available as needed and will require additional pricing. Training is highly recommended for new customers on boarding to NWN Cloud Calling platform.

Training options include:

Meetings	Calling
-----------------	----------------

Administrator Training – How to manage your Webex Meetings site	Administration Training – How to manage your Calling settings such as Numbers, Locations, Features, etc.
End User Training – How to leverage applications such as Desktop App & Mobile App to host, schedule, record meetings, etc.	End User Training – How to manage call settings and devices with the end user self-care portal, Desktop App, & Mobile App.
	Receptionist Training – Training for Front-Office personnel on how to use Receptionist Client to Control and delegate calls

1.9. Devices (Customer Premise Equipment)

NWN provides Customer Premise Equipment to meet a variety of collaboration needs. Only certain Customer Premises Equipment (CPE) can be used in conjunction with the Webex Calling solution. Customer issues attributed to the usage of non-Cisco devices used on the Cisco Webex Calling service will not be handled by NWN. All signaling and media on the MPP endpoints and Calling clients will be encrypted by default.

NWN Certified & Supported Devices:

				
Common Area (Place) Devices <ul style="list-style-type: none"> •6821 •6841 	Conference Phone <ul style="list-style-type: none"> •7832 •8832 	User Phone <ul style="list-style-type: none"> •7841 w/o Video •8841 w/o Video •8865 w/ Video 	Video Devices <ul style="list-style-type: none"> •DX80 •Desk Pro 	Headsets <ul style="list-style-type: none"> •532 wired •562 wireless

Onboarding, Activation, and User Assignment of Cisco devices will be supported through Control Hub. Furthermore, zero touch onboarding of supported Cisco CPE on the Cisco Webex Calling offer is now supported. This allows for a secure and simple Cisco device activation and personalization with manual or QR entry—eliminating the need for a MAC address or pre-provisioning.

NWN also provides additional devices & accessories that are compatible to the Webex Collaboration platform, these include but not limited to:

- **Analog Telephony Adapters:** 191, 192
- **Accessories:** 8800 Series Key Expansion Modules (KEM) and Headsets,
- **DECT:** 6825 Handset, DECT 210 Multi-Cell Base (deployed as single cell only)
- **Collaboration Room Systems:** Webex Board, Webex Share, Webex Room Kit

1.10. Professional Services (Hourly)

1.10.1. NWN Professional Services Hourly (Regular Time)

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

1.10.2. NWN Professional Service Hourly (Overtime)

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

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.

1.11. Experience Management Portal Essentials Service

Part Number	Description
UC-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.

Experience Management Portal Essentials Features and User Rights:

Self-Service Ticketing

- 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

- 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

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

1.11.1. Experience Management Portal Core Service

Part Number	Description
UC-MSR-EMP-CORE	NWN Offering Knowledge Base, NWN Community, Self-Service Ticketing, SLA Dashboard, UC Administration, UC 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.

UC Administration

EMP Control offers administration capabilities powered by Cisco's ControlHub. Users are able to configure the follow features:

- Users and Roles
- Services
- Devices
- Locations
- Reporting

- Call Detail Record Reporting
 - Up to 90 days of data available online
 - Up to 18 months upon request
- Call Quality

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

UC Self-care

EMP Control offers user self-care capabilities powered by Cisco's ControlHub. Users are able to configure the follow features:

- Messaging
- Meetings
- Calling Setting
 - Mobility
 - Password Management
 - Mobile/Desktop Calling Application
 - Business Continuity
- Devices

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

Report

Unified Communications 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 – where international charges apply
- Toll-free Call Charges Report – where per minute rate applies
- Cost Allocation – where contract includes variable use charges

Operational Reports

- Monthly Usage: Public Cloud
- Telephone Number List: Ported

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

Support

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
 - UC Advanced Administration
 - UC Reporting
 - Customer End-User
Access includes:
 - Self-service Ticketing
 - NWN Knowledge Base
 - NWN Community
 - UC Advanced Self-Care

Customer Responsibilities

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

1.11.2. Experience Management Portal Complete Service

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

Experience Management Portal Complete Features and User Rights:

UC Administration

EMP Control offers administration capabilities powered by Cisco's ControlHub.

Users are able to configure the follow features:

- Users and Roles
- Services
- Devices
- Locations

- Call Detail Record Reporting
 - Up to 90 days of data available online

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

UC Self-care

EMP Control offers user self-care capabilities powered by Cisco's ControlHub. Users are able to configure the follow features:

- Messaging
- Meetings
- Calling Setting
 - Mobility
 - Password Management
 - Mobile/Desktop Calling Application
 - Business Continuity
- Devices

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

Report

Unified Communications 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

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
 - UC Advanced Administration
 - UC Reporting
 - Customer End-User

Access includes:

 - Self-service Ticketing
 - NWN Knowledge Base
 - NWN Community
 - UC Advanced Self-Care

Customer Responsibilities

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

1.11.3. Experience Management Portal Upgrades and Add-ons

Part Number	Description
UC-MSR-EMP-ESS2CORE	Upgrade from UC 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 administration and self-

care, Reporting and Analytics in addition to the 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:

UC Administration

EMP Control offers administration capabilities powered by Cisco's ControlHub.

Users are able to configure the follow features:

- Users and Roles
- Services
- Devices
- Locations
- Call Detail Record Reporting
 - Up to 90 days of data available online

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

UC Self-care

EMP Control offers user self-care capabilities powered by Cisco's ControlHub. Users are able to configure the follow features:

- Messaging
- Meetings
- Calling Setting
 - Mobility
 - Password Management
 - Mobile/Desktop Calling Application
 - Business Continuity
- Devices

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

Report

Unified Communications 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 – where international charges apply
- Toll-free Call Charges Report – where per minute rate applies
- Cost Allocation – where contract includes variable use charges

Operational Reports

- Monthly Usage: Public Cloud
- Telephone Number List: Ported

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

Support

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
 - UC Advanced Administration
 - UC Reporting
 - Customer End-User
Access includes:

- Self-service Ticketing
- NWN Knowledge Base
- NWN Community
- UC Advanced Self-Care

Customer Responsibilities

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

Part Number	Description
UC-MSR-EMP-ESS2COM	Upgrade from UC EMP Core to Complete
UC-MSN-EMP-CUST	UC EMP Customization
UCC-MSR-EMP-CUST	UC 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

UC Administration

EMP Control offers administration capabilities powered by Cisco's ControlHub.

Users are able to configure the follow features:

- Users and Roles
- Services
- Devices

- Locations
- Call Detail Record Reporting
 - Up to 90 days of data available online

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

UC Self-care

EMP Control offers user self-care capabilities powered by Cisco's ControlHub. Users are able to configure the follow features:

- Messaging
- Meetings
- Calling Setting
 - Mobility
 - Password Management
 - Mobile/Desktop Calling Application
 - Business Continuity
- Devices

Additional information on ControlHub can be found at <https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub>.

Report

Unified Communications 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

Customer Responsibilities

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

Part Number	Description
UC-MSR-EMP-CORE2COM	Upgrade from UC EMP Core to Complete
UC-MSN-EMP-CUST	UC EMP Customization
UCC-MSR-EMP-CUST	UC 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 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
 - UC Advanced Administration
 - UC Reporting
 - Customizations
 - Customer End-User
Access includes:
 - Self-service Ticketing
 - NWN Knowledge Base
 - NWN Community
 - UC Advanced Self-Care

Customer Responsibilities

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

1.12. Microsoft Core Service

NWN's Microsoft Teams "Core" solution is a direct routed service from the PSTN through NWN's Enterprise data centers directly to the Microsoft Teams service. The service allows for customers to use their Microsoft Teams client as a phone calling device with a dedicated DID. NWN's Microsoft Teams standard or premium room service includes 24/7 proactive management, monitoring, and remediation of room operating system and software. NWN offers desk phone and headsets that are Microsoft Calling compatible for those in need of devices.

The overall service pricing structure includes a one-time and recurring charge for the initial customer. There is an additional fee to setup users and locations based on user count Tiers.

1.12.1. Project Initiation and Base Tenant Provisioning

Part Number	Description
UC-PRO-MTCLD-INIT	Project Initiation & Tenant Provisioning

NWN Carousel engineering will organize the project team to support the deployment and provisioning of UCaaS Solution. During the initiation phase NWN Carousel team will conduct meeting(s) with the customer to discuss the following:

- Review signed Statement of Work document
- Review finalized Bill of Materials
- Review high-level features and functionality of the platform
- Review of NWN Carousel Data collection file/files
- High-Level design requirements
- Low-Level design requirements
- Project dependencies, Customer requirements, and verify assumptions

NWN Carousel Deliverables:

- Project Plan – The NWN Carousel project manager will produce a high-level project plan based on the items discussed during kickoff and discovery meetings
- Customer-specific User Design Document / Data Collection File(s) – NWN Carousel will provide the customer with a file or set of files to provide user and other project-specific data in a format required by NWN Carousel. We will review the file in advance during discovery sessions and format the file to meet the project's requirements
- Base Tenant – NWN Carousel will ensure that the base tenant is set up at this time and that the NWN Carousel engineering resources have sufficient access to perform the project tasks.
- Number port / Cutover – One cutover event, including one number port event, is included in the entitlement. The cutover event needs to be completed in a single maintenance window not exceeding 24 hours

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel. The timeliness and accuracy of the data is a critical factor for successfully deploying a UCaaS solution
- Customers to ensure that NWN Carousel resources have sufficient access to facilities, software, Cloud portals to perform their job on the project

Assumptions and Exceptions:

- All work to be performed remotely and during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

The scope of the statement of works is limited to Voice over IP platforms that deliver service over the top of the

customer's existing Internet and IP network. While NWN Carousel will provide a primary tool to test the feasibility of a customer's site to deploy IP telephony, it will be up to the customer to ensure that the environment can support a VOIP-based phone system. Listed below are a few elements that customers will need to consider.

NWN Carousel can provide consulting services for any items listed below, but they are not included within this project's scope unless explicitly listed. Any additional consulting required to evaluate, remediate, or support will either need a new scope of work or a Change Order.

Switches and Power over Ethernet

IP phones connect to the network and draw the necessary power for their operation from the ethernet switch. For that reason, IP phones must connect directly to the jack that provides connectivity back to the switch. Therefore, the customer will ensure that the network switches can provide adequate power to support the desired amount of IP Phones and any other POE device connected to it.

Most IP phones have an additional jack at the back to connect the other device; the jack is enabled by default, and customer can configure their network switches to allow the end-user device to daisy chain through the phone switch.

Quality of Service

The phones and applications will securely connect to the service over the Internet. NWN Carousel will suggest general best practices for the customer's LAN/WAN network to prioritize voice traffic to the edge of the network under its management. Customers will be responsible for configuring the network following the industry best practices for quality of service (QoS). If any issues with voice quality, NWN Carousel will restrict its troubleshooting to a phone/device. If the problem is related to packet loss, jitter or delay, customers will work directly with their network team and service provider to isolate the problem.

Firewalls

Over the top, UCaaS will require customers to make provisions on their premise firewalls to allow uninterrupted communication. NWN Carousel will provide a list of firewall ports and settings needed for the service to operate at the start of the project. Customers will be responsible for making appropriate changes to their network, firewalls, and any other network device in the communication path based on the document provided before the rollout.

1.12.2. Standard User Setup - 25 User Package

Part Number	Description
UC-PRO-MTCLD-25USR	Standard User Setup - 25 User Package

NWN Carousel engineering will provision up to 25 standard users / Knowledge Workers. This will include associating up to two (2) devices, one physical phone and one softphone, voicemail access, and chat/IM and Presence for each user. NWN Carousel engineer will also provision additional settings like Class of Service, simultaneous ring, and additional lines on phones if desired. All the data for each user needs to be documented in NWN Carousel required format and provided before the end-users provisioning activity begins.

Following additional site-based configurations are also within the scope of this entitlement, these entitlements are capped based on the total user count within the scope of the project:

Feature	Qty
Auto-Attendant / Call Queue	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)
Paging Group (if applicable)	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)
Shared Lines	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Hunt Group	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Call Pickup Groups	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel
- Deploy softphone and any other application required for this project on the customer device
- Deploy physical phone at the end-user location if the customer is responsible for the installation of physical devices. Provide relevant information, like mac address, e911 location, etc., to the NWN Carousel engineering team.

Assumptions and Exceptions:

- All work to be performed remotely and during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

1.12.3. Standard User Setup - 100 User Package

Part Number	Description
UC-PRO-MTCLD-100USR	Standard User Setup - 100 User Package

NWN Carousel engineering will provision up to 100 standard users / Knowledge Workers. This will include associating up to two (2) devices, one physical phone and one softphone, voicemail access, and chat/IM and Presence for each user. NWN Carousel engineer will also provision additional settings like Class of Service, simultaneous ring, and additional lines on phones if desired. All the data for each user needs to be documented in NWN Carousel required format and provided before the end-users provisioning activity begins.

Following additional site-based configurations are also within the scope of this entitlement, these entitlements are capped based on the total user count within the scope of the project:

Feature	Qty
---------	-----

Auto-Attendant / Call Queue	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)
Paging Group (if applicable)	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)
Shared Lines	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Hunt Group	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Call Pickup Groups	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel
- Deploy softphone and any other application required for this project on the customer device
- Deploy physical phone at the end-user location if the customer is responsible for the installation of physical devices. Provide relevant information, like mac address, e911 location, etc., to the NWN Carousel engineering team

Assumptions & Exclusions:

- All work to be performed remotely and during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

1.12.4. Standard User Setup - 1000 User Package

Part Number	Description
UC-PRO-MTCLD-1000USR	Standard User Setup - 1000 User Package

NWN Carousel engineering will provision up to 1000 standard users / Knowledge Workers. This will include associating up to two (2) devices, one physical phone and one softphone, voicemail access, and chat/IM and Presence for each user. NWN Carousel engineer will also provision additional settings like Class of Service, simultaneous ring, and additional lines on phones if desired. All the data for each user needs to be documented in NWN Carousel required format and provided before the end-users provisioning activity begins.

Following additional site-based configurations are also within the scope of this entitlement, these entitlements are capped based on the total user count within the scope of the project:

Feature	Qty
Auto-Attendant / Call Queue	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)
Paging Group (if applicable)	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)

Shared Lines	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Hunt Group	One (1) or 5% of the total user count rounded to the next whole number (whichever is higher)
Call Pickup Groups	One (1) or 1% of the total user count rounded to the next whole number (whichever is higher)

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Deploy softphone and any other application required for this project on the customer device.
- Deploy physical phone at the end-user location if the customer is responsible for the installation of physical devices. Provide relevant information, like mac address, e911 location, etc., to the NWN Carousel engineering team.

Assumptions & Exclusions:

- All work to be performed remotely and during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

1.12.5. ATA Configuration & Deployment - 5 Devices Package

Part Number	Description
UC-PRO-MTCLD-5ATA	ATA Configuration & Deployment - 5 Devices Package

NWN Carousel engineering will provide the following services to enable up to five (5) ATAs:

- Install ATAs onsite at the customer site, or stage ATAs in an NWN Carousel facility and ship a pre-provisioned ATA to the customer location.
- Provide remote engineering support to enable ATA at the customer location.
- Provision ATA in the Cloud PBX tenant and all associated settings for the Analog device.
- Test Analog device with the customer or the onsite technician

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel
- Assign network port, configure backend switch, and other network settings to enable ATA in the correct VLAN
- Ensure configuration is in place for ATA to communicate with the UCaaS provider
- Deploy physical ATA at the end-user location if the customer is responsible for the installation of physical devices
- Please be available for network and firewall troubleshooting when NWN Carousel resources are

scheduled for ATA activities

- Ensure all the cabling required to connect ATA to the network and the Analog device is in place

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services
- Ensure the onsite technician has access to the facility

1.12.6. ATA Configuration & Deployment - 10 Devices Package

Part Number	Description
UC-PRO-MTCLD-10ATA	ATA Configuration & Deployment - 10 Devices Package

NWN Carousel engineering will provide the following services to enable up to 10 ATAs:

- Install ATAs onsite at the customer site, or stage ATAs in an NWN Carousel facility and ship a pre-provisioned ATA to the customer location.
- Provide remote engineering support to enable ATA at the customer location.
- Provision ATA in the Cloud PBX tenant and all associated settings for the Analog device.
- Test Analog device with the customer or the onsite technician

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel
- Assign network port, configure backend switch, and other network settings to enable ATA in the correct VLAN
- Ensure configuration is in place for ATA to communicate with the UCaaS provider
- Deploy physical ATA at the end-user location if the customer is responsible for the installation of physical devices
- Please be available for network and firewall troubleshooting when NWN Carousel resources are scheduled for ATA activities
- Ensure all the cabling required to connect ATA to the network and the Analog device is in place

Assumptions & Exclusions:

- All work to be performed during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services
- Ensure the onsite technician has access to the facility

1.12.7. Additional Cutover & Support

Part Number	Description
UC-PRO-MTCLD-ADDACT	Additional Cutover & Support

NWN Carousel engineering will provide support for one additional cutover for moving users over to the new UCaaS solution. The additional cutover will include the following entitlements:

- Pre-cutover testing to ensure all the configurations are in place for the cutover
- Cutover support and testing. NWN Carousel engineer will be available to troubleshoot any issue and answer any questions during the cutover window. In addition, the NWN Carousel engineer will work with the customer to execute a test plan on a handful of users
- Next business day support to troubleshoot any issues or rectify any provision errors

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Deploy softphone and any other application required for this project on the customer device.
- Deploy physical phone at the end-user location if the customer is responsible for the installation of physical devices. Provide relevant information, like mac address, e911 location, etc., to the NWN Carousel engineering team.

Assumptions and Exception:

- All work to be performed remotely and during regular business hours 8 am – 5 pm
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

1.12.8. E911 Base Configuration with 5 ERL

Part Number	Description
UC-PRO-MTCLD-E911BASE	E911 Base Configuration with 5 ERL

NWN Carousel engineering will provide the following services to set up E911 service for the UCaaS solution and configure up to 5 Emergency Locations. The details are as follows:

- Setup the base service to enable Dynamic E911 service for the UCaaS platform.
- Configure the E911 service for five (5) emergency locations. Configure locations with the additional setting to dynamically track phones using any or all of the following: IP subnet, Network Switch ID, AP device ID, etc. The customer will provide information to map the settings to the locations in NWN Carousel requested format.
- NWN Carousel engineers will enable essential integration or one-time import to enable users to use E911 software on personal devices for softphones. The customer will be responsible for any plugin or software installation on the end-user device.

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Provide data to map physical locations to elements enabling dynamic tracking of phones.
- Install any software of plugin on the end-user device for enabling dynamic E911.
- Training and compliance for the E911 plugin/settings on personal devices.
- Compliance and Governance on E911 in accordance with State and Federal laws.
- Ongoing maintenance of E911 database after initial setup

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm.
- NWN Carousel will not perform any physical discovery or configuration to associate Physical phones to switch ports or locations manually.
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services.

1.12.9. E911 5 Additional ERLs

Part Number	Description
UC-PRO-MTCLD-ADD5ERL	E911 5 Additional ERLs

NWN Carousel engineering will configure up to 5 Emergency Locations for Dynamic E911 on the UCaaS platform.

Configure the E911 service for five (5) emergency locations. Configure locations with the additional setting to dynamically track phones using any or all of the following: IP subnet, Network Switch ID, AP device ID, etc. The customer will provide information to map the settings to the locations in NWN Carousel requested format.

Customer Responsibilities:

- Provide data to map physical locations to elements enabling dynamic tracking of phones.
- Provide data back expeditiously in the format requested by NWN Carousel.
- Install any software of plugin on the end-user device for enabling dynamic E911.
- Training and compliance for the E911 plugin/settings on personal devices.
- Compliance and Governance on E911 in accordance with State and **Federal laws**.
- Ongoing maintenance of E911 database after initial setup

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm.
- NWN Carousel will not perform any physical discovery or configuration to associate Physical phones to switch ports or locations manually.

- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services.

1.12.10. BYOC (Direct Routing) Onboarding and Deployment

Part Number	Description
UC-PRO-MTCLD-NWNDR	Direct Routing Onboarding & Setup

NWN Carousel engineering will provide support for integrating its Direct Routing as a Service (DRaaS) solution into the customers' existing Office 365 tenant:

- Initiate Tenant Validation
- Setup Microsoft Teams Direct Routing leveraging NWN Carousel DRaaS solution
- Sub Domain Creation
- Microsoft Teams PSTN Gateways
- Microsoft Teams PSTN Usage Records
- Microsoft Teams Voice Routes
- Microsoft Teams Voice Routing Policy
- Setup SIP connectivity to route Dynamic E911 calls
- Microsoft Teams Emergency Routing Policy

Customer Responsibilities:

- Provide dedicated Office 365 service account for service integration with required roles
 - Global Admin (Only needed for initial setup, will be removed once service is established)
 - Teams Administrator
 - Skype for Business Administrator
 - User Administrator
- Provide Office 365 Tenant with appropriate licensing to support Microsoft Phone System
- E.164 compliant Active Directory structure
- Provide two of the following licensing combinations for initial service turn up
 - Two unassigned E5
 - Two unassigned E1 or E3 + Phone System
 - Two unassigned Business Basic/Standard/or Premium with Business Voice without Calling Plan

Assumptions and Exceptions:

- All work to be performed remotely and during regular business hours 8 am – 5 pm

- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services

1.12.11. SBC (New) Configuration & Deployment for Direct Routing or Local Gateway

Part Number	Description
UC-PRO-MTCLD-SBCD	SBC (New) Configuration & Deployment for Direct Routing or Local Gateway

NWN Carousel engineering will configure and enable SBC on customer premises to support local SIP trunks for PSTN inbound and outbound. In addition, NWN Carousel will establish a secure SIP session between the on-premises SBC Gateway and the UCaaS platform. Here are the details of the services in scope:

- Stage SBC gateway for pre-Configuration before installation in the customer network at an NWN Carousel facility or Customer site. Suppose staging at the customer site. The customer will help with accessing the device remotely.
- Provide support for bringing the device online in the customer's network.
- Provision the SBC to establish SIP trunk with UCaaS provider and Customer's SIP trunk Service Provider / Carrier.
- Provide support during SIP trunk turn-up with the service provider.
- Test SIP setup with UCaaS service
- Test end-to-end calls with new DIDs provided. The customer will order at least two (2) spare DIDs for testing.
- Support one cutover event to port numbers to the new SIP trunk. The cutover event needs to occur in a single maintenance window not exceeding 24 hrs.

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Help with onsite tasks and activities unless onsite support is quoted separately.
- Perform testing during SIP turn-up, pre-cutover testing, and post-cutover testing.
- Interact with Service provider to order SIP trunk and coordinate SIP trunk turn-up/activation and number port event.
- Ensure the accuracy of number port data.
- Ensure E911 data is accurate.

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm. The number port event can be scheduled after-hours if support by the Service provider.
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services.

1.12.12. SBC (New) HA Pair Configuration & Deployment for Direct Routing or Local Gateway

Part Number	Description
UC-PRO-MTCLD-SBCDHA	SBC (New) Configuration & Deployment for Direct Routing or Local Gateway - HA

NWN Carousel engineering will configure and enable SBCs in a high-availability configuration on customer premises to support local SIP trunks for PSTN inbound and outbound. In addition, NWN Carousel will establish a secure SIP session between the on-premises SBC Gateways and the UCaaS platform. Here are the details of the services in scope:

- Stage SBC gateways for pre-Configuration before installation in the customer network at an NWN Carousel facility or Customer site. Suppose staging at the customer site. The customer will help with accessing the device remotely.
- Provide support for bringing both devices online in the customer's network. Ensure HA configuration is in place for both devices to operate in an active-active manner.
- Provision the SBCs to establish SIP trunk with UCaaS provider and Customer's SIP trunk Service Provider / Carrier.
- Provide support during SIP trunk turn-up with the service provider.
- Test SIP setup with UCaaS service.
- Test failover between the SBCs to ensure no downtime is experienced when one of the gateways goes offline.
- Test end-to-end calls with new DIDs provided. The customer will order at least two (2) spare DIDs for testing.
- Support one cutover event to port numbers to the new SIP trunk. The cutover event needs to occur in a single maintenance window not exceeding 24 hrs.

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Help with onsite tasks and activities unless onsite support is quoted separately.
- Ensure the Service provider can support a high availability setup, and the SIP trunk is ordered with the appropriate number of IPs to enable HA configuration.
- Perform testing during SIP turn-up, pre-cutover testing, and post-cutover testing.
- Interact with Service provider to order SIP trunk and coordinate SIP trunk turn-up/activation and number port event.
- Ensure the accuracy of number port data.
- Ensure E911 data is accurate.

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm. The number port event can be scheduled after-hours if support by the Service provider.
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services.

1.12.13. SBC (Existing) Configuration & Deployment for Direct Routing or Local Gateway

Part Number	Description
UC-PRO-MTCLD-SBCC	SBC (Existing) Configuration for Direct Routing or Local Gateway

NWN Carousel engineering will configure and enable an existing SBC on customer premises to support local SIP trunks for PSTN inbound and outbound. In addition, NWN Carousel will establish a secure SIP session between the on-premises SBC Gateway and the UCaaS platform. Here are the details of the services in scope:

- Verify if the existing SBC gateway is supported with the UCaaS platform. Also, verify if the existing setup can support the transition to a new platform
- Configure SBC to establish SIP trunk with UCaaS provider.
- Test SIP setup with UCaaS service
- Test end-to-end calls with new DIDs provided. The customer will provide at least two (2) spare DIDs for testing.
- Support one cutover event to move service from existing PBX to the New UCaaS platform. The cutover event needs to occur in a single maintenance window not exceeding 24 hrs.

Customer Responsibilities:

- Provide data back expeditiously in the format requested by NWN Carousel.
- Help with onsite tasks and activities unless onsite support is quoted separately.
- Perform testing during SIP turn-up, pre-cutover testing, and post-cutover testing.
- Interact with the Service provider if needed during the project.
- Ensure E911 data is accurate.

Assumptions and Exceptions:

- All work to be performed during regular business hours 8 am – 5 pm. The cutover event can be scheduled after-hours if desired.
- Please include any dependencies, technical requirements, etc.
- Identify exceptions such as platforms where we cannot deliver these services.

2 Appendix A. Provisioning and Onboarding Methodology

2.1. 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 management resource to manage all aspects of customer provisioning and onboarding. 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.

2.1.1. 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
- 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 delivery of training or knowledge transfer when purchased with the NWN Cloud Service
- Supports onboarding activities such as sharing contacts for support
- Assures a smooth transition into support

2.1.2. 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 to help avoid costly, time-consuming missteps later in the deployment cycle. This approach has a proven record of accomplishment of success.

2.1.3. 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 overall onboarding plan
- **Assess** Network Requirements, Collect Customer Data, and review findings

- **Design**, Validate, Test and Pilot the New Environment
- **Prepare** Implement User Data Design
- **Execute** Production Integrations/Migrations, Cut Over, and Train Users
- **Transition** Onboard Customer to NWN Support

2.1.4. 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 Provisioning and Onboarding 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.

2.2. 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.

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	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.

2.2.1. 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 and impact of this analysis will be documented in the NWN Change Order submitted to the customer.

2.2.2. Change Request during Deployment

Customer may request changes outside the original scope of the contracted service such as additional users, devices, etc. during the length of the initial project. The change request must be submitted to the project team

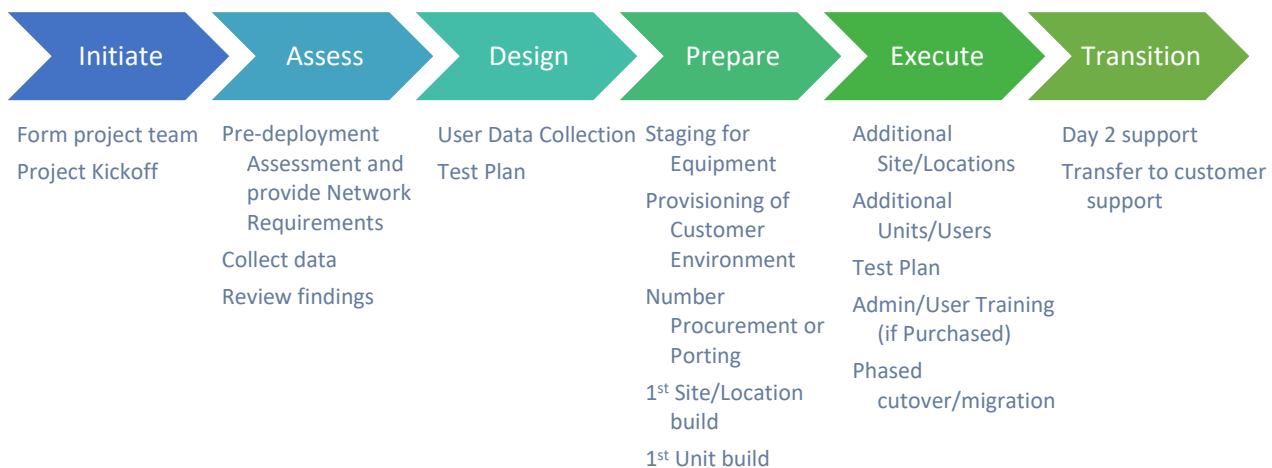
in a timely manner and approved by the Customer Account team. The project team will analyze the impact of the change and work with the customer on an updated project timeline.

2.2.3. Change Request after Deployment

Customer may request changes outside the original scope of the contracted services such as additional users, devices, etc. after the initial project is complete and the customer has been transitioned into NWN Support. Customer will contact their NWN Account team to request additional changes to their current service contract.

2.3. Provisioning and Onboarding Process

Project Provisioning Flowchart



The following sections detail the task and activities associated to each one of these phases and the work to be performed by the NWN Onboarding and Implementation team depending on the NWN Cloud Subscription and Implementation services contracted.

Work Hours. Normal working hours for engineering services are normal business hours (8:00 am to 5:00 pm),

Monday through Friday with no limitations of access to the workplace. Work performed after normal business hours will be billed at an additional charge through Change Order process. Please see Section 6.

2.3.1. Initiate Phase

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

Project Kickoff – 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
- IT (Voice/Collaboration) Administrator
- Network Administrator
- Project Team

Milestones & Deliverables:

1. Project Kickoff Meeting Notes, including communication plan
2. Network Requirements Shared
3. End User Requirement Definition and Provisioning Data Sheet Sent
4. Ship Reply Sidekicks
5. NWN Delivers LOAs for Number Porting

2.3.2. Assess Phase

Customer Pre-Assessment – To validate the readiness for NWN Cloud services NWN will provide the Customer with access to the following documentation and testing tools.

- NWN Cloud Network Requirements document
- Send Link to Webex Network Test Tool (CSCAN)
- Run Advanced Service Assurance Network Test
- It is the Customer's responsibility to resolve Customer environment (i.e. LAN, network) issues identified by Customer Pre-Assessment tools prior to the deployment of any equipment on-premises. NWN will process and implement Customer orders for NWN, whether or not Customer resolves such issues prior to activation of the Service.

End User Requirement Definition and Configuration Database Gathering – NWN will provide User Database Sheet to be completed by the Customer and reviewed with Project team. These topics will include:

- Coordinate with Customer to plan, design, and implement the environment per User Database Sheet
 - User Database sheet to include design for features such as line appearances, hunt groups, pick-up groups, auto attendants, etc.
- Port, Device Count and/or Location Information - Customer is to provide detailed, accurate, and current information to avoid delays in the above schedule, which may require a Change Request correction.
- Assess user management needs based on service package purchased.
- Assess if customer is an existing Webex customer to determine migration path.

Milestones & Deliverables:

1. Customer Receives, Installs and Register' Reply Sidekick
2. NWN Receives LOAs for Number Porting
3. NWN Receives Customer completed User Data Sheet

2.3.3. Design Phase

Enterprise Telephony Design Meeting(s) – NWN and Customer's team will hold an Enterprise Telephony design meeting to review the technical aspects of the User Database Sheet and the standard station and group features to be configured. NWN expects the Customer will come prepared with documentation and resources necessary to cover all topics. These topics will include:

- User database review
- Site Features (As Defined in Section in 1.4)
- Call flows
- User dialing habits

Line Number Porting (LNP) and/or Procurement – NWN will gather all required documentation from the Customer and initiate the LNP process. In order to begin the LNP processing, NWN requires documented authorization as well as proof of ownership for all numbers that are being ported. Once your NWN Cloud order has been completed, NWN will email you the required documentation as well instructions. Incomplete and/or inaccurate documentation will delay your request and potentially the overall implementation timeline.

Vendor Communications - Once number availability is verified and cutover strategy is defined, NWN will coordinate 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.

Milestones & Deliverables:

1. Design meeting and updated project plans for implementation of the Communications Solution.
2. Finalized UDS Acceptance from Customer & NWN project Team
3. Finalize LOA if applicable

2.3.4. Prepare Phase (Implementation and Testing)

System Provisioning – NWN will activate the Customer's Subscription and provision the NWN Cloud platform based on the Subscriptions, User Data Sheet and capabilities contracted including:

- Webex Control Hub Administration
- NWN Cloud (Webex Calling) Calling
- Webex Teams Messaging
- Optional – Webex Meetings

Customer Premise Equipment – NWN will coordinate with customer on shipping of devices purchased from NWN. Once implementation teams confirm configuration of users in the System, Customer will then be instructed to plug and register devices. The devices are intended to be plug-n-play ready once configuration is complete.

- Please Note there may be certain devices that need to be staged and configured by NWN before shipping
- In the case of Damaged or non-functioning equipment please refer to Section 1.3

(Optional) On Premises Equipment Deployment – If contracted as part of the NWN Cloud services, NWN will work with the Customer team to deploy the following equipment on the Customer's premises. NWN will configure, test and label all Customer Premise Equipment (CPE) ordered from NWN. Staging and configuration includes:

- Phones
- Analog Telephony Adapters (ATA)
- Receive and Inventory all equipment
- Device Template Verification
- Firmware
- Extension Validation
- Asset Tagging and/or Labeling
- Shipping to customer location

Location/Site Provisioning – NWN will configure Location/Sites based on the Initial Accepted User Database Sheet as delivered in the Design Phase. The customer is responsible for Moves, Adds, Changes, and Deletes of all features post initial configuration.

User/Number Provisioning – NWN will configure Location/Sites based on the Initial Accepted User Database Sheet as delivered in the Design Phase. The customer is responsible for Moves, Adds, Changes, and Deletes of all features post initial configuration.

Knowledge Transfer – The Knowledge Transfer is intended to review with Customer the System configuration:

- Provide Customer with knowledge transfer of initial system configuration. The purpose is to review the system so that it matches the requirements as described in User Database Form
- Provide Customer with the training material in the form of Quick User Guides and/or Web Based Tutorial for future use.

Milestones & Deliverables:

1. Provision NWN Cloud services
2. Ship CPE to Customer
3. Configure and Complete Pre-deployment Testing: CPE, Locations/Sites, Users, & Numbers
4. Knowledge Transfer & End User Training Materials
5. Customer Acceptance to Scheduled Cutover Date & Test Plan
6. (Optional) Physical installation and deployment of CPE

2.3.5. Execute Phase (Cutover and Training)

- B. System Cutover/Port – Connect NWN Cloud Calling System CPEs per Customer Accepted Scheduled Cutover Date
- Coordinate with Customer to have old telephony system disconnected if applicable
 - Port Numbers
 - Complete Post Deployment User Acceptance Test Plan
 - Initial Post Deployment Troubleshooting
- C. Network/System Troubleshooting – NWN will not be responsible for troubleshooting and diagnosing network 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. Any issues outside the scope of this project are the responsibility of the Customer.
- D. First Day in Service Support – 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.
- E. **(Optional)** Trainer-led End User Training – If contracted as part of the NWN Cloud services, NWN or Partner will provide 60 to 90 Minutes trainer-led End-user training session covering the use of features and functions provided by the platform. This training session will be delivered remotely via Webex and recorded so the customer can use it as reference in the future. The limit to users is based on number of users contracted to the service or participant limit in Webex Meetings (1,000).
- F. **(Optional)** Administration Training – If contracted as part of the NWN Cloud services, NWN or Partner will provide training a 60 to 90 Minute Administration training session covering the daily operation and support of the NWN Cloud platform. This training session will be delivered remotely via Webex and recorded so the customer can use it as reference in the future. The training session should include users with Administration privileges as assigned by the Organization.
- G. **(Optional)** Receptionist Training – If contracted as part of the NWN Cloud services, NWN or Partner will provide training a 60 to 90 Minute training session covering the Receptionist Client. This training session

will be delivered remotely via Webex and recorded so the customer can use it as reference in the future. The training session should include users intending to actively use the Receptionist Client.

- H. **(Optional) Webex Meetings Training & Provisioning** - If contracted as part of the NWN Cloud services, NWN will provision (activate service) and NWN or Partner will provide 60 to 90 Minutes trainer-led End-user training session covering the use of features and functions provided by Webex Meetings. This training session will be delivered remotely via Webex and recorded so the customer can use it as reference in the future. The limit to users is based on number of users contracted to the service or participant limit in Webex Meetings (1,000).
- I. **(Optional) On-site Support**

If the Customer contracted Advanced (White Glove) implementation services for a given site as part of the NWN Cloud services, the NWN provisioning team will be on-site during the activation of services on that site.

Milestones & Deliverables:

1. Installation and Configuration of the NWN Solution based on parameters referenced in the approved Design Document
2. Solution Goes Live, Start Transition to Post Cut Over
3. Onboard Customer to Support
4. (Optional) Instructor-led End User Training
5. (Optional) Administration Training
6. (Optional) Receptionist Client Training
7. (Optional) Webex Meeting Training
8. (Optional) On-site Support

2.3.6. Transition (Transition to Post Cut Over Support)

Customer Approved Support Contacts – Customer provides NWN up to (4) Approved Support Contacts that can contact NWN Support services on behalf of the customer.

Transition Meeting to Support – NWN delivers Welcome Letter to Support. The Letter is intended to educate the customer on how to engage with NWN Support Team. Customer Approved Support Contacts can contact NWN support via Phone or Email as provided on the Welcome Letter. NWN will load these contacts into the Customer Service Database.

Day 1 Punch List

(Optional) On-site Day 2 Support

If the Customer contracted Advanced (White Glove) implementation services for a given site as part of the NWN Cloud services, the NWN provisioning team will remain 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.

Milestones & Deliverables:

1. Approved Customer Support Contacts shared with NWN
2. Support 'Welcome Letter' shared with Customer
3. Final Completed User Data Sheet provided to Customer

3 Appendix B. Ongoing Management and Support

NWN will provide Tier-1 support for the NWN Cloud Solution. The Project Manager will work with the NWN Support team to transition the responsibility for ensuring that NWN provides 24/7 system support services for the solution. The Customer may request support services by emailing

The NWN Network Operations Center will triage support requests to assigned engineering team that will provide troubleshooting services to customer approved contacts. NWN will work with Cisco to escalate any issues that are sourced from the vendor given the solution is hosted by Cisco Systems.

NWN ongoing support services cover the areas of support, problem resolution, customer success, adoption, and designated support management based on the features, functions and applications provided with the NWN Cloud subscriptions.

Our Standard Support is included with all NWN Cloud subscription for the duration of the contract. Under Standard Support customer approved contacts are entitled to unlimited 24-hour access to technical support in English for break and fix issues related to NWN Cloud Calling. NWN Support can be engaged via over the phone or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 4 Hour initial for severity 2 cases. Your Standard Support includes access to the knowledge base, as well as all software updates and upgrades during the term of your contract.

NOTE: In addition to everything included in the Standard Support, the Named User (Calling) Subscription includes Webex Teams Messaging support. Likewise, the (Calling + Meeting) Subscription includes Webex Teams Messaging and Webex Meeting support in addition to everything included in the Standard Support.

3.1. Monitoring and Incident Support

NWN is not responsible for monitoring the health and performance of the Customer's network and devices, or to ensure the customer's environment is meeting the minimum network requirements. NWN will monitor the status and accessibility of the Cisco Webex Calling service and will alert customers of outages and status updates of those outages. NWN will respond to alerts according to the Incident support information below. Examples of incidents NWN and Cisco will resolve include:

- A. Cisco Webex Calling Accessibility faults or performance issues
- B. SIP Services or Connectivity
- C. Access to User Administration Portals
- D. System Configuration Issues (Actions or Orders not processing)
- E. Device, Feature, or User settings that are causing issues in the system

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

Priority Level	Definition
Priority 1	<ul style="list-style-type: none"> 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. There is no alternative, redundant or back-up to this system or service.
Priority 2	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. Minor Intermittent functionality or performance issue; little to no impact on business operation

- Should a Priority 1 issue be identified, NWN will focus an engineer or team of engineers to work with applicable vendors to identify and work towards resolution.
- For Priority 2 and Priority 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 will apply through Change Order process (See Section 4.2).
- The Customer or associated Customer vendors will be responsible for physical movement, return, and replacement of handsets as well as providing appropriate switch connectivity and PoE for handsets.

3.2. Devices (Customer Premise Equipment) Assumptions

Only Devices that are listed in the table below will be supported by NWN and Cisco. Cisco TAC or NWN Support will not handle customer issues attributed to the usage of non-Cisco devices specific on the NWN Cloud service.

All signaling and media on the MPP endpoints and Calling clients will be encrypted by default.

Product Family	Models Supported
----------------	------------------

NWN Calling App	<i>Our cloud PBX calling soft client, which offers full enterprise PBX features and control from desktop and laptop</i>
NWN Calling App for Mobile Devices	<i>Our cloud PBX calling soft client, which offers full enterprise PBX features and control from Android & iOS Devices.</i>
Cisco IP Phones 6800 with MPP Firmware	<u>Cisco IP Phone 6800 Series with Multiplatform Firmware:</u> <i>IP Phone 6821 with Multiplatform Firmware</i> <i>IP Phone 6825 DECT with Multiplatform Firmware</i> <i>IP Phone DECT 210 Multi-cell Base Station</i> <i>IP Phone 6841 with Multiplatform Firmware</i> <i>IP Phone 6851 with Multiplatform Firmware</i> <i>IP Phone 6851 with Multiplatform Firmware</i>
Cisco IP Phones 7800 with MPP Firmware	<u>Cisco IP Phone 7800 Series with Multiplatform Firmware:</u> <i>IP Phone 7811 with Multiplatform Firmware</i> <i>IP Phone 7821 with Multiplatform Firmware</i> <i>IP Phone 7832 Conference Phone with Multiplatform Firmware</i> <i>IP Phone 7841 with Multiplatform Firmware</i> <i>IP Phone 7861 with Multiplatform Firmware</i> <i>IP Conference Phone 7832 with Multiplatform Firmware</i>
Cisco IP Phones 8800 with MPP Firmware	<u>Cisco IP Phone 8800 Series with Multiplatform Firmware:</u> <i>IP Phone 8811 with Multiplatform Firmware</i> <i>IP Conference Phone 8832 with Multiplatform Firmware</i> <i>IP Phone 8841 with Multiplatform Firmware</i> <i>IP Phone 8845 with Multiplatform Firmware</i> <i>IP Phone 8851 with Multiplatform Firmware</i> <i>IP Phone 8861 with Multiplatform Firmware</i> <i>IP Phone 8865 with Multiplatform Firmware</i> <i>IP Phone 8800 Key Expansion Module with Multiplatform Firmware</i> <i>IP Phone 8851/8861 KEM with Multiplatform Firmware</i> <i>Unified IP Conference Phone 8832 with Multiplatform Firmware</i>
Cisco ATA with MPP Firmware	<u>Cisco Analog Terminal Adapters</u> <i>Cisco ATA 191 / Cisco ATA 192</i>

3.2.1. Endpoint that are End of Sale and End of Life

End of Sale (EOS) - Means the equipment is no longer available from the manufacturer. Manufacturer support

may be reduced or no longer available directly by the manufacturer or through NWN.

End of Life (EOL) - Means the equipment is no longer available from the manufacturer and is no longer supported directly by the manufacturer or through NWN.

Customers may continue to use devices that have reached their EOS date; however, to support continued use of NWN Services, Customer shall promptly disconnect and replace EOL Endpoint(s) with Supported Endpoint(s). Disconnect fees may apply.

EOL Endpoints may stop working at any time, including after a Service upgrade or patch. Customer's continued use of EOL Endpoints shall not receive any upgrades, patches, or maintenance from NWN. The Service is provided AS IS without warranty of any kind. Customer shall not receive any reduction or credits to their Monthly Recurring Charge for any disruptions to Service Availability caused in whole or in part by Customer's use of any EOL Endpoint(s).

3.2.2. Lost, stolen, altered or broken equipment

During the Term, Customer shall not modify the equipment in any manner without the express written consent of NWN and shall only use the equipment in connection with the Services. Customer shall be responsible for all lost stolen or broken equipment (except to the extent covered by warranty) and shall promptly notify NWN of any such loss or theft and cooperate with NWN as reasonably requested to prevent unauthorized use of lost or stolen equipment.

3.2.3. Equipment Leasing Companies

NWN may refer Customer to one or more unaffiliated companies that have agreed to provide equipment-leasing options to NWN customers (a "Leasing Company"). The terms of any such leasing arrangement shall be governed solely by Customer's contract with the Leasing Company. NWN does not endorse, guarantee the services of, or have control over such Leasing Companies and disclaims all liability in connection with their services. The use of any financial information, Personal Data and other information disclosed to or collected by Leasing Companies is governed by such Leasing Company's own privacy policies and not by NWN's Privacy Policy.

3.2.4. Unsupported Devices

Customer shall be responsible for ensuring that any equipment acquired from a third-party vendor is in reasonable working condition and configured in accordance with NWN's technical requirements. Customer shall not access or use the Services with any equipment or devices other than supported equipment. NWN shall have no liability whatsoever for Customer's access or use of the Services with any equipment or device that is not supported by NWN (an "Unsupported Device"). Refer to Section 1.3 for a list of supported equipment.

3.3. Company Administrator

Customer must appoint a Company Administrator and delegate to that Administrator the authority to act on

behalf of the Customer as the single point of contact with respect to the Customer's NWN Service. If the Customer has purchased NWN at multiple Sites, the Customer can appoint an Administrator for each Site. Customer may also designate one or more alternate Administrators in the event that the lead Administrator is absent or unavailable; the alternate will have the same responsibilities and authority as the Administrator. The Customer's Administrator and designated alternate shall be responsible for the following:

- Acting as the single point of contact for all matters related to the Customer's NWN Cloud service.
- The Administrator has the authority and responsibility for any matters related to NWN Cloud and NWN can rely on the Administrator's decisions and actions related to NWN.

3.4. Security Configuration Requirements

NWN Service is provided as a service and provides customer management space. Infrastructure controls are specifically designed to compartmentalize customer data. Communications between one customer environments to another is not permitted other than through traditional PSTN connections or third-party video bridging services such as Cisco WebEx CMR.

The system and security requirements for the NWN Services include:

- Physical Security - NWN Services is located in highly secure, reliable, and geographically redundant NWN core data centers.
- Communications Protection - NWN Services does not examine the contents of conversations, which include voice, text, video, and file sharing. To further protect the transmission from unlawful interception, all conversations, chat conversations may be optionally encrypted and sent over secure communication channels using current networking standards.
- Infrastructure - NWN Services infrastructure provides operating, monitoring, and managing the network and its elements. The environment has 3 distinct security zones:
 - Management Network - A separate physical interface for connecting to network management systems
 - Secure Environment - Provide the NWN Services application and customer data storage, are firewall protected from the other networks, including the Internet, by IP Border Elements. Network traffic is load balanced, via redundant hardware, to provide workload distribution, increased performance, and automatic rerouting in the event of a communications or server failure.
 - Customer Network - The majority, if not all, of the network components are in the NWN Cloud and not on the customer premises. Customers access the Cloud via an NWN data service, an NWN VPN, or via an Internet Service Provider (ISP) of their choice.
- Role-based Privileges - Each User ID and Password (for End-Users, Customer Administrators, NWN Customer Care, and NWN Network Management) is associated with a role that defines and restricts which privileges or rights are available to an individual user for accessing to communication channels and to data storage areas.
- Data Protection - NWN Services allows only the owner of any account data to access or manage them (password / role-based access). This includes creating, renaming, deleting and editing associated metadata. Customer data is never examined nor processed during normal procedures.

- Data Storage Security - NWN Services segregates stored data for each individual user.
- Investigative Support - NWN monitors all accesses and changes to its managed environment. Information is logged for auditing and troubleshooting purposes.

3.5. Customer Not Ready

If NWN is unable to perform scheduled on-Site work that causes NWN to re-dispatch an NWN Technician/Engineer due to a Customer Not Ready reason, billing for NWN or any impacted NWN component may commence on the scheduled due date. Customer Not Ready reasons include, but are not limited to: 1) lack of physical access to the Site; 2) Local Site Contact not available to assist with the installation; 3) the Customer provided inside wiring is not operational; and/or 4) Lack of adequate power and environmental conditions as specified by equipment manufacturer.

3.6. Network Readiness

Prior to placing an order for NWN Services, it is highly recommended that the Customer conduct a Network Assessment at each location, which NWN Public Cloud Calling will be installed. It is a requirement that each location meet the minimum Network Requirements. [Link to Network Requirements](#) Failure to do so may result in blocked calls or poor quality service if requirements are not met.

It is the Customer's responsibility to resolve any Customer environment (i.e. LAN, network) issues before, during, or after Test and Turn up of NWN Public Cloud Calling Services.

Customer may purchase additional network assessment or consulting services from NWN to assist with meeting Network Requirements. All additional services will be executed as a change order to this contract.

3.7. Customer Network Responsibility

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

3.8. Minimum Bandwidth

Bandwidth evaluation for the desired NWN implementation on applicable VPN connections is included with

the NWN Services sale when the Service is purchased from NWN. If the Customer prefers to have NWN assist with the bandwidth evaluation for non-NWN connections, a fee-based Network Assessment is available from NWN Professional Services.

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. The key QoS components required are:

- Very low packet drop probability
- Low latency (<150 milliseconds between Endpoints and <200 milliseconds between nodes and each Endpoint)
- Low latency jitter (<20 milliseconds for Endpoints, and <75 milliseconds for signaling)
- Delivery of packets in the same order as they are sent

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.

3.8.1. Quality of Service

IP-based communications have inherent limitations relative to analog and other traditional communications methods. While NWN's Services have been engineered to address and manage these limitations, NWN cannot guarantee that all communications transmitted to or from the NWN Platform (including voice, facsimile and text messages) will be delivered without loss of data or at all. Customer acknowledges and understands that call quality depends not only on the specification and availability of the Broadband service to which Customer is connected but also on the telecommunications network to which the other parties are connected.

3.8.2. Alarm Signals; Critical Safety Applications

Customer understands that the services are not authorized or intended to be used to carry alarm signals or for use in any high-risk, critical safety or other applications where any failure, interruption or malfunction may reasonably be anticipated to result in bodily injury, loss of life or catastrophic damage to property.

3.8.3. Use Outside the Primary Market

Although NWN sells Services primarily to customers domiciled in the Primary Market, NWN's Services are nomadic by nature and may be accessible through an Internet connection virtually anywhere a broadband connection is available. Regulation of IP-based telephony services varies significantly from jurisdiction to

jurisdiction. For example, some countries have prohibited IP-based telephony services that interconnect with the local PSTN, and others require the user to obtain a specific consent or license. In addition, internet service providers (ISPs) in some countries may impose contractual restrictions on the use of their services for IP-based telephony. Methods of enforcement range from number blocking and suspension of internet service to fines and criminal penalties. Before ordering Services for use in a jurisdiction outside the Primary Market, Customer is urged to consult with counsel for advice regarding its proposed use of the Services in that jurisdiction. Customer shall be solely responsible and liable for any violation of local Laws or breach of third-party contract terms resulting from Customer's use of the Services outside the Primary Market, regardless of whether NWN has consented to such use.

3.8.4. Non-NWN Applications

Continued Interoperability. Certain Services may contain features designed to interoperate with Non-NWN Applications. NWN cannot guarantee the continued availability of such Service features and may cease providing them without entitling Customer to any refund, credit or other compensation. Any custom work performed by NWN to enable interoperation with a Non-NWN Application shall be charged as Professional Services and undertaken on a commercially reasonable efforts basis.

No Warranty or Liability. Unless the Customer Agreement provides otherwise: (a) NWN does not warrant and is not responsible for any aspect of Non-NWN Applications, regardless of whether they are designated by NWN as "certified," "approved" or "recommended"; (b) Customer's procurement and use of Non-NWN Applications is solely between Customer and the applicable third-party provider; and (c) NWN shall not be required to provide support for Non-NWN Applications. If Customer installs or enables Non-NWN Applications or services for use with a Subscription Service, Customer agrees that NWN may allow the third-party providers to access Customer Data as required for the interoperation of such Non-NWN Applications with the Subscription Service, and NWN shall not be responsible for any disclosure, modification or deletion of Customer Data resulting therefrom.

3.8.5. Customizations

NWN may agree or refuse, in its sole discretion, any Customer requests for custom modifications or additions to the Services or other aspects of the NWN Platform ("Customizations") for Customer's benefit. Any Customization work performed by NWN shall be charged as Professional Services and shall be undertaken on a reasonable efforts basis. Customer acknowledges that (a) NWN does not provide support for Customizations under standard Support Plans; (b) a Customization may adversely impact other aspects of the Services, or their overall functionality or security; and (c) future upgrades and modifications to the NWN Platform may impair the functionality of a Customization.

3.8.6. Geographic Availability

NWN Webex Cloud Calling is only available for installation at Sites in the United States and Canada, and where FCC required 911 or E911 capability can be provided. NWN Cloud may be discontinued if necessary local service facilities or required 911 or E911 capability cease to be available.

Webex Teams & Meetings is not available in all countries; accordingly, purchases may be limited or restricted in some markets. If the NWN Team Messaging Services ordered are limited or restricted in the Subscriber's market, NWN will not be able to provision the Team Messaging service. Cisco Webex Teams is currently available in the countries listed [here](#).

3.8.7. NWN Webex Cloud Calling Contract Locations

For initial release, NWN Cloud is offered only to enterprises whose headquarters are located in the United States (See Section 1.2) also known as a "contract" country. A "contract" country means NWN has the ability to do business in that specific country. NWN Cloud 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.

NWN Cloud Contract Countries:

- United States

3.8.8. Centralized PSTN & SIP Service Availability

Local Centralized PSTN & SIP for NWN Webex Cloud Calling is available in the following Countries:

- United States
- Canada

3.8.9. Subscription Requirements

NWN Cloud Calling requires that Customer obtain and maintain the following:

- Internet Connection to support network access to the NWN Cloud Data Centers
- PSTN Calling Plan – included with our NWN Cloud Subscriptions
- Active Calling license subscription
- Compatibility with standard Cisco IP telephony-based technology
- Cooperation from third party provider that includes written configuration guides for general Cisco IP telephony environments (IP/SIP services only)
- Technical configuration assistance to facilitate the service build-out as well as help troubleshoot service interruptions after the service has been configured; and
- Professional Services – Project Management, Consulting Services, Design Services, Network Integration Services, and Deployment Services
- Ongoing Tier-1 Support contract (included) for duration of service

In the event that NWN incurs charges for telecommunications services that are not identified in the usage/overage list or contracted SKUs, NWN reserves the right to invoice the customer after producing evidentiary data.

3.8.10. User Accessibility Policy

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.

NWN hereby grants Customer the non-exclusive, non-transferable (except as provided herein) right to access and use the Subscription Services ordered by Customer, together with all related components of the NWN Cloud Platform, during the term of the applicable Service Contract, for Customer's own internal business purposes, subject to the terms and conditions of the Customer Agreement

4 Appendix D. PSTN Service Assumptions

4.1. PSTN Deployment Configurations

The NWN Unified Communications service facilitates connections to Customer provided PSTN access for agreed upon deployment configuration options on a per site basis. The available deployment configuration option categories are:

- Central PSTN access (PSTN connections are typically terminated at the Cisco data centers via SIP Trunking).

4.2. Customer Responsibilities

Customer is responsible for Third-party vendor SIP Contracts, connectivity and related configuration.

The Customer is responsible for completing the following tasks:

- Configure Customer managed CUBE Enterprise at the Customer's location.
- Procuring the SIP trunk service from the third-party vendor.
- Obtain and maintain appropriate SBC hardware, technology licenses, and SBC licenses.
- Providing connectivity between the CUBE Enterprise and SIP trunk service provider.
- Collect the required data to support inter-working CUBE Enterprise with SIP Trunk service provider.

NWN will provide a comprehensive Solution Architecture Design Document that will convey the overall solution architecture (including: customer locations, WAN transport, and ancillary products/services required for an end-to-end solution) for a project. This Solution Architecture Design Document will also define the scope for the deployment of NWN Unified Communications related on-premises equipment by the NWN Services Delivery team. NWN Deployment Services are included as part of the Infrastructure and Deployment Services Packages. Additional Deployment Services can be contracted and purchased separately. The NWN deployment services are detailed within the Physical Implementation section of the Solution Architecture Design Document.

The Physical Implementation section of the Solution Design document will include, among other details, an initial phase of work to capture the site detail/detailed station review necessary to develop a Dial Plan and map phone type and users to the overall project. The information is necessary for NWN to establish initial Service Delivery order flows for the NWN Unified Communications programming phase. Subsequent phases of work are based on the deployment scenarios and may include phone placement, voice router installation/configured as well as test and turn up responsibilities. Coordination with equipment procurement is another factor that must be considered in describing the appropriate plan for the particular solution approach for the project.

4.3. Public Telecommunications Numbering Plan

In order to properly configure Direct Inward Dial Telephone Numbers (DID/TN), customers shall provide existing or separately obtained telephone number blocks for configuration to the NWN Hybrid Unified Communications Service for all locations.

The Customer administrator shall be required to assign NPA NXXs to authorized End Users based on the site where NWN Unified Communications users are located and to reassign an accurate NPA NXX number to NWN Unified Communications users who move from one site to another.

4.4. SIP URI Dialing

NWN Hybrid Unified Communications supports dialing using directory Uniform Resource Identifier (URI) for call addressing.

- Directory URIs are a string of characters that can be used to identify a directory number. Directory numbers are assigned to devices connected to Cisco Communications Manager that can route calls to that device using the directory URI. Directory URIs appear as an email address and follows the username@host format where the host portion is an IPv4 address or a fully qualified domain name.
- URI dialing is available for SIP and SCCP Endpoints that support directory URIs.
- SIP URI dialing supports:
 - Intra-company calls:
 - Dial using SIP URI between Endpoints registered to same CUCM
 - Dial using SIP URI between Endpoints registered to different Call Agent same company (CUCM or VCS)

4.5. Dial Plan Setup

NWN will develop and present to Customer an Enterprise-level dial plan based on the Cisco HCS Type 4 plan and on information provided to NWN by Customer. The dial plan will indicate the routing of telephone calls based on the digits dialed and may include alternate PSTN routing if main routes are inoperable or busy, depending on the implemented design.

The standard dial plan developed by NWN will use “9” for external trunk access, access to the PSTN.

While some customization is possible it would need to be handled on a case by case basis and would require additional Deployment and Engineering Services, beyond what is included on the NWN Unified Communications standard service offerings.

4.6. PSTN Acceptable Use Policy

NWN reserves the right to charge reasonable overage fees as needed. The following guideline apply to usage of NWN’s PSTN services

The Services (including any device, system, network, or account used in connection with the Services, or the NWN Network) may not be used to:

- **Illegal activity.** Violate any applicable law, including U.S. federal, state, or local laws or regulations, or any applicable law or regulation of any foreign jurisdiction, including applicable laws regarding the recording of communications.
- **Infringing activity.** Infringe, misappropriate, or otherwise violate NWN’s or anyone’s rights (including intellectual property, privacy, personality, publicity, or otherwise; or display or use NWN’s marks without consent or in violation of NWN policies.
- **Auto-dialing; trunking; traffic pumping.** Perform auto-dialing or “predictive dialing” in an abusive manner; trunk or forward your NWN phone or fax number to other numbers that handle multiple simultaneous calls or to a private branch exchange (PBX) or a key system; traffic pumping or access stimulation of calls through the Services or the NWN Network.
- **Minors.** Exploit or harm minors (e.g., expose them to inappropriate content; ask for personally identifiable information without parental consent).
- **Interference; transmit viruses.** Interfere, inhibit, compromise, or otherwise harm the Services or the NWN Network (regardless of intent or knowledge); transmit any material that contains viruses, time or logic bombs, Trojan horses, worms, malware, spyware, or any other programs that may be harmful or dangerous.
- **Objectionable activity.** Act in an indecent, offensive, threatening, harassing, defamatory, libelous, fraudulent, malicious, disruptive, tortious, or other objectionable manner; or create a false caller ID identity (i.e., ID spoofing), forge addresses or headers, or otherwise mislead others about a sender’s identity or origin.
- **Driving; safety.** Use while driving or otherwise in an unsafe manner.
- **Harvest information; spam; bulk messages.** Harvest or collect information about third parties or End Users without consent; send bulk communications or other content without the recipient’s consent.

- **Excessive or unauthorized use.** Use any device, system, network, account, plan, or the Services in an unauthorized manner or in excess of reasonable business use.
- **Circumvent compliance or security.** Take advantage of, bypass, exploit, defeat, disable, or otherwise circumvent limitations of the Services, security mechanisms, or compliance with this AUP or any law.
- **Interception.** Intercept, capture, sniff, monitor, modify, emulate, decrypt, or redirect any communication or data for any purpose.

4.7. N11 and other Calling

Operator Assisted Calling, 311, 511 and other N11 Calling. NWN Hybrid Unified Communications does not support 0+ or operator assisted calling (including, without limitation, collect calls, third party billing calls, 900, or calling card calls). The Services may not support 211, 311, 411, 511 and/or N11 calling in one or more service areas. Additional charges may apply for these calls.

4.8. No Liability

NWN will have no responsibility or liability for any cost, damages, liabilities, or inconvenience caused by calls made to Customer's telephone number; materials sent to Customer, inaccuracies, errors or omissions with Listing Information; or any other use of such information. NWN will not be liable to Customer for any use by third parties of Customer's Listing Information obtained through the Directory Listing Service, including without limitation the use of such information after Customer has opted out of the Directory Listing Service.

4.9. Overages

NWN reserves the right to charge for overages per the published PSTN Rate table or if the customer goes above the minutes allocated per contracted allowance as stated in the SOW and/or Contract. This applies to Standard Calling, Toll-Free Calling, & International Calling inbound and outbound minutes. Partial Minutes will be rounded to the next whole minute.

4.10. Emergency 911 Assumptions and Definitions

4.10.1. Emergency Calling Services Limitations

NWN Unified Communications Service utilizes a digital technology called Voice over Internet Protocol (VoIP), which allows voice calls to be made from a device using a broadband connection, including a wired connection, a Wi-Fi connection, or a wireless data plan purchased in connection with a wireless service. This Section provides important information for Customer about emergency calling, including 911/E911 services in the US. In some instances, the customer's emergency calling service may not be available or may be disabled when using a VoIP service or may be limited in comparison with traditional PSTN telephony service including, but not limited to, the following situations:

- 9-1-1 or emergency services is dialed from a location other than the Registered Location last provided or the location to which the user's device is registered;
- The broadband connection (wired, wireless and/or Wi-Fi) has been disrupted or impaired;
- The data service upon which the broadband connection is dependent is terminated or is disrupted or impaired;
- Loss of electrical or battery power;
- Customer or User terminal equipment is not configured correctly;
- Applicable equipment set-up instructions are not properly followed;
- Delays have occurred in processing a newly updated Registered Location;
- Use of non-native telephone number;
- At the time a call to 9-1-1 or emergency services is made, the Customer's WAN/LAN network has insufficient VoIP bandwidth to support any additional calls and/or the capacity of the Customer's PSTN service has been exhausted;
- Customer has not provisioned and connected PSTN service for one or more locations;
- Endpoint has been turned off or has gone into energy saving sleep mode and requires hardware or software initiation and/or warm up period before being operational.

Because of these availability constraints and limitations, Customer and Users should always have available alternate means of accessing 911/E911 or other emergency calling services. Customer should inform all Users of the Service of these limitations (including but not limited to, the distribution and posting of labels as discussed in the "Notification/Warning Labels", below) and of available alternate means of accessing 911/E911, or other emergency calling services.

Failure to update Registered Location information may result in emergency calls being routed to the incorrect PSAP, preventing or delaying emergency response.

4.10.2. Registered Location

When 911 is dialed over an Interconnected VoIP Service, the Registered Location is used for PSAP routing (i.e., it determines which PSAP will receive the 911/E911 call) and forms the basis of the ALI delivered to the PSAP that the PSAP uses to identify the calling party's actual location. Bandwidth routes the 911 call to a PSAP based on the Registered Location information provided by Customer or User.

Prior to the initial activation of NWN at any Site, Customer must provide NWN the correct Registered Location information for each User. If NWN is unable to validate the Customer-provided Registered Location, the device used with the Service cannot be used at that location because 911 may not route properly.

Failure to update Registered Location information may result in emergency calls being routed to the incorrect PSAP, preventing or delaying emergency response. Customer or User can update the Registered Location in the EMP Control portal.

There may be delay between the time that a new Registered Location is provided by Customer or User and the time that the new Registered Location populates into the appropriate databases. The duration of such delay will vary with the service, and can range from the typical minutes, to hours or days.

When a User without a dialable 10-digit number (extension only User) originates a 911 call, NWN through Bandwidth directly routes the call to the appropriate local PSAP associated with the User's provisioned Location, however, the caller ID information presented to the PSAP is the Customer-designated location caller ID number for the provisioned location of the User. The User's extension number will NOT be passed to the PSAP. Customer must advise Users of the importance of providing their name and exact location to the emergency operator. It is also important that the location caller ID for the Customer location be a telephone number that is answered by someone who can immediately assist the PSAP in identifying the caller needing emergency services. Therefore, the location caller ID can never be: (1) an Auto Attendant telephone number; or, (2) the lead number of a Contact Center queue; or, (3) an "unmanned" station; or, (4) a telephone number that is used to access voicemail.

Customer or Customer's User, as applicable, is responsible for updating the Registered Location. Customer is solely and continuously responsible for ensuring the accuracy of the Registered Location information to ensure emergency calls are routed to the appropriate PSAP. Customer is fully liable, and shall indemnify NWN, for all losses, claims and damages that may result from any inaccurate Registered Location information.

4.10.3. Configuration and Service Outage

In the event of a power outage, Customer or User may be required to reset or reconfigure Customer's CPE and/or NWN CPE used for NWN Services prior to being able to use the local calling functions, including for 911 dialing purposes. 911/E911 service will fail to operate properly when used at a location that is not a Registered Location.

Customer use of Uninterruptable Power Supplies (UPSs) for CPE supporting NWN services may help to prevent service disruptions during short power failures.

4.10.4. Additional 911/E911 Assumptions

In addition to the limitations above, calls made by Customers or Customer end-users on NWN Unified Communications Voice to 9-1-1 who are not subscribing to NWN Advanced E911 service, will be routed through the site's PSTN service provided by the Customer. In these cases:

- The NWN Unified Communications Service 911/E911 calling capability is dependent on the 911/E911 capability of the Customer's PSTN trunking and calling plan service.
- When a 911 or E911 call is made using NWN Unified Communications, NWN will use the standard protocols and processes to route the call over the PSTN service provided by the customer. These standards may use the calling party's telephone number to look up the end user's physical location or may use the mailing address associated with the PSTN service circuit termination point. NWN Unified Communications Voice will facilitate the appropriate routing of 9-1-1 calls by including the customer specified Caller ID number information on calls to 9-1-1 as well as route these calls to the customer specified PSTN service connection for each customer location.
- If Customer wishes to have the individual User's address and call back information available to the PSAP, the customer must either subscribe to NWN Unified Communications Advanced E911 service or make independent arrangements with the PSAP and the PSTN Service provider used for calling 9-1-1 services. Depending on the service the Customer procures, the Customer may also need to keep the

location information within the PSAP database updated with each End User's accurate location information.

4.10.5. Customer Non-Standard Call Routing for Emergency Calls and Corresponding Limitations

All NWN Unified Communications North American dial plans will connect End Users who dial 9-1-1 or 9 (PSTN Breakout)-9-1-1 to 911 via the customer's PSTN service provider. In most cases, a secondary dial tone will be heard after dialing the initial 9. After dialing the initial 9, End Users can complete an emergency call by dialing either 1-1 or 9-1-1.

If Customer requests that NWN implement a non-standard emergency call routing plan at a Customer Site, Customer shall provide NWN with a written request detailing such non-standard call routing plan for each potential Site. NWN shall review the non-standard call routing request and implement such plan as directed by Customer at a given Site in NWN's sole discretion.

Customer understands that non-standard emergency call routing plan introduces certain risks, including the potential for delay in contacting emergency responders. Customer assumes all such risk. Customer further understands and agrees that Customer is responsible for ensuring all non-standard call routing plans comply with applicable law and regulation.

Customer understands that NWN's implementation of a non-standard call routing plan at a given site is provided on an "AS IS" basis with no warranties, express or implied, of any kind.

Customer understands and agrees that Customer is responsible to ensure that all calls to emergency dialing service numbers are routed over appropriate facilities to ensure completion provided by that local service provider, or other provider. Customer agrees to indemnify and defend NWN and its affiliates from and against any and all third-party claims and related loss, liability, damage and expense, arising from or related to Customer request to use, and use of an alternate arrangement or non-standard call routing plan.

NWN reserves the right to discontinue supporting independent arrangements or non-standard call routing plans at any time if NWN reasonably believes the independent arrangement or non-standard call routing plan is inconsistent with applicable law or regulation.

In no event shall NWN or its affiliates be liable to Customer, Customer affiliates or third parties claiming through Customer for monetary damages of any kind, including direct, indirect, incidental, special, reliance or consequential damages, expenses arising from Customer's deployment or use of the Call Routing Plan, or lost profits or revenues, arising out of any breach or alleged breach of this Addendum.

4.11. Enterprise Telephony Features

4.11.1. Site Features

The following are samples of features that are available with all NWN Cloud subscriptions:

The following features are available for configuration in a standard package of group services as defined in the table below. **Please note that there are station and or/group features in the platform that require a DID which may result in additional MRC charges for the additional DIDs and their activation. These features are marked with an *.**

Standard Site Features	Descriptions
Customer Support Web Portal (Callinghelp.cisco.com)	Support tools for customer administrators and end-users including documentation, how-to videos, user guides, and FAQs
Calling Admin Portal (admin.webex.com)	Web tools for site Administration allows easy setup and manipulation of site / group and individual user features.
Authentication	Individual credentials to access Webex Control Hub and Calling Administration Portal
Auto Attendant	Auto Attendants are used to route calls to various destinations, employees within your company, specific groups of employees, voicemail, or other outside numbers. They provide callers with your company greeting and dialing menu options. Greetings can be system generated or customized. There is no limit on number of Auto Attendants per site. Please see NWN's Acceptable User Policy for more information.
Call Park / Retrieve	The Call Park feature allows a defined group user to park a call against other available members of a Call Park group, which may be picked up by other members of the group at their phone.
Calling Plan Management Tools	Enable/restrict calling from select stations (e.g., long distance).
Calling Line ID Delivery	This feature enables administrators to cause the system to present Caller ID to extensions on incoming calls.
Call Queue	Call Queue is an entry level call center service with rules based queuing and reports for business analytics. A user cannot opt in or opt out in a Call Queue.
Group Call Pickup	Group Call Pickup enables a user to answer any ringing line within their pickup group. A pickup group is a group administrator-defined set of users within a Site, to which the Call Pickup feature applies. The Group Call Pickup feature requires Call Pickup groups to be added, modified, and removed as well as assigning specific users to that pickup group.
Hunt Group	Allow administrators a method to distribute phone calls from a single telephone number to a group of several phone lines. A user cannot opt in or opt out in a Hunt Group.
Intercept Group	Site Intercept provides call intercept capability using call routing and announcement options. Intercepted calls may be routed to an announcement (either default or custom). It may apply to incoming and/or outgoing calls. This service can be leveraged for service suspension needs, as well as in support of CALEA requirements.
Intercept User	Site Intercept provides call intercept capability using call routing and announcement options. Intercepted calls may be routed to a defined telephone number. It may apply to incoming and/or outgoing calls. This service can be leveraged for service suspension needs, as well as in support of CALEA requirements.

Office Anywhere	<i>This service allows users to receive calls to their main telephone number on any landline or wireless devices. The Office Anywhere portal is available to users of this feature to make outbound calls from any device, which displays the Caller ID number of their main telephone number.</i>
Site Music on Hold	<i>Feature allows administrators to setup pre-recorded music or announcements to be played to callers to the site when placed on hold. Please see NWN's Acceptable Use Policy for more Information.</i>
Directory Listing	<i>The main business telephone number for the includes a directory listing.</i>
Voicemail*	<i>A service that lets callers leave a voice message for you if you aren't available to answer the phone. Requires a DID. Each site will have one voicemail</i>
911 Support	<i>Outgoing 911 calls from IP Phones and ATAs routed based on defined site address.</i>

4.11.2. User Features

User Station Feature Matrix – Feature Available within each User Subscription package

Features	Enterprise Calling + Meeting Subscription	Enterprise Calling Subscription	Basic Calling Subscription	Common Area (Calling) Subscription
Calling Features				
Cisco Calling App (Desktop and	Y	Y		
Alternate Numbers w/ Distinctiv	Y	Y	Y	
Analog Hotline	Y	Y	Y	Y
Anonymous Call Rejection	Y	Y	Y	
Barge-In Exempt	Y	Y	Y	
Business Continuity (CFNR)	Y	Y	Y	
Busy Lamp Monitoring	Y	Y	Y	
Call Forwarding Always	Y	Y	Y	
Call Forwarding Busy	Y	Y	Y	
Call Forwarding No Answer	Y	Y	Y	
Call Forwarding Selective	Y	Y	Y	
Call History	Y	Y	Y	
Call Hold & Resume	Y	Y	Y	

Call Logs w/ Click to Dial	Y	Y	Y	
Call Notify	Y	Y	Y	
Call Queue Agent	Y	Y	Y	
Call Redial	Y	Y	Y	Y
Call Return	Y	Y	Y	
Call Transfer (Attended & Blind)	Y	Y	Y	
Call Waiting for up to 4 Calls	Y	Y	Y	Y
Call Waiting ID	Y	Y	Y	Y
Directed Call Pickup	Y	Y	Y	
Directed Call Pickup with Barge	Y	Y	Y	
Do Not Disturb	Y	Y	Y	
Enterprise Phone Directory	Y	Y	Y	
Executive / Executive Assistant	Y	Y	Y	
Extension Dialing, Variable Length	Y	Y	Y	Y
Feature Access Codes	Y	Y	Y	Y
Hoteling (Host)	Y	Y	Y	
Hoteling (Guest)	Y	Y	Y	
Inbound Caller ID (Name)	Y	Y	Y	Y
Inbound Caller ID (Name & Number)	Y	Y	Y	Y
Inbound Fax to email	Y	Y	Y	
Mobility	Y	Y		
Multiple Line Appearance	Y	Y	Y	
N-Way Calling (6)	Y	Y	Y	
Office Anywhere	Y	Y		
Outbound Caller ID Blocking	Y	Y	Y	Y
Personal Phone Directory	Y	Y	Y	
Pre-alert Announcement	Y	Y	Y	

Priority Alert	Y	Y	Y	
Privacy	Y	Y	Y	
Push-to-talk	Y	Y	Y	
Receptionist Client	Y	Y		
Remote Office	Y	Y		
Selective Call Acceptance	Y	Y	Y	
Selective Call Rejection	Y	Y	Y	
Sequential Ring	Y	Y	Y	
Shared Call Appearance	Y (5)	Y (5)		
Simultaneous Ring	Y	Y		
Speed Dial 100	Y	Y	Y	
T.38 Fax Support	Y	Y	Y	
Three-way Calling	Y	Y	Y	
Unified Messaging	Y	Y	Y	
User Web Portal	Y	Y	Y	
Video (Point to Point)	Y	Y	Y	Y
Visual Voicemail	Y	Y	Y	
Voice Mail	Y	Y	Y	
Direct Inward Dial (DID)	Y	Y	Y	Y
Local and Long Distance acces (per subscription) – * See PSTN	Unlimited*	Unlimited*	Unlimited*	Unlimited*
International access	Rates Applicable	Rates Applicable	Rates	Rates Applicable
Team Collaboration (Webex Teams) features				
Host unlimited meetings for any	Y	Y		
Business Messaging &	Y	Y		
Screen share and application	Y	Y		

Join from any Video System	Y	Y		
HD Video	Y	Y		
Recording Capabilities	Y	Y		
Enhanced meeting controls &	Y	Y		
Personal Meeting Room	Y			
VoIP included	Y			
Toll Call-In Included	Y			
Advanced Analytics & Security	Y			
Recording & File Storage	Y			

4.11.3. Desktop & Mobile Client Features

Feature	Desktop	Mobile
Microsoft Windows support	Yes	
Apple OSX support	Yes	
Google Android support		Yes
Apple iOS support		Yes
Voice and video calling - VoIP	Yes	Yes
Native mobile network calling		Yes*
Call history	Yes	Yes
Call settings control	Yes	Yes1, 2
Click to dial from a desktop phone	Yes	
Enterprise phone directory integration	Yes	Yes

Feature	Desktop	Mobile
Headset support	Yes	Yes
In-call controls	Yes	Yes
Notifications	Yes	Yes
Outlook add-in ³	Yes	
Outlook Directory integration	Yes	
Twin to office phone	Yes	Yes
Configurable web URL button	Yes**	Yes**
Contact management tools ^{1, 2}	Yes	Yes
UC-One Skype for Business add-in ⁴	Yes	

¹Only Call Forward Always, Do Not Disturb and Office Anywhere supported on mobile. Presence Sharing and Contact synchronization between clients not supported.

²With the Flex Webex Calling offer, Presence Sharing and Contact synchronization between clients is not supported.

³Outcalling only (contact presence not supported). Supported only on Windows.

⁴Supported on Windows version only. Provisioned separately per site in Control Hub.

*Requires the device to have an active cellular service plan for native calling.

**Not enabled within the clients by default. Requires a TAC ticket by the SP to enable. Does not apply to iOS devices

4.11.4. User Feature Definitions

Feature Name	Description
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Alternate Numbers w/ Distinctive Ring	<i>Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. This feature is often used to allow a single station to be called locally from multiple originating local calling areas.</i>
Analog Hotline	<i>The Analog Hotline (sometimes referred to as Automatic Ring Down or Hot Dial) feature configures an analog telephone connected to an Analog Telephone Adaptor (ATA) to automatically call a pre-configured telephone number when taken off-hook. When configured, the telephone only makes calls to one number and cannot be used to call any other number.</i>
Anonymous Call Rejection	<i>Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via My Phone or dialing the Feature Access Code (FAC), callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group. You can deactivate the feature through My Phone or the FAC.</i>
Barge-In Exempt	<i>Enables a user to manage Barge-in settings to include allowing/not allowing users to Barge-in on your calls, and enabling/disabling the playing of a Barge-in warning tone.</i>
Business Continuity (CFNR)	<i>Business Continuity/Call Forwarding Not Reachable (CFNR) allows a user to designate a phone number for all calls to route to when your main phone is not reachable due issues such as unplugged phone, power outage, or natural disaster. Users have the option to activate and deactivate the service by dialing the feature code to activate or deactivate, or by configuring the service via My Phone. If activated, a user must specify the forwarding number.</i>
Busy Lamp Monitoring	<i>Provides the ability to monitor the phone status of users within a defined group (for example, busy, idle, do not disturb). Each monitored user appears on a button/line appearance, and the status of each monitored phone is indicated by the button LED lamp/status icon.</i>

Call Forward	<i>Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via My Phone. If activated, a user must specify the forwarding number. A status indicator on the My Phone desktop identifies whether this service is enabled. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.</i>
Call Forward Busy	<i>Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.</i>
Call Forward No Answer	<i>Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.</i>
Call Forwarding Selective	<i>Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via the My Phone desktop web interface in My Rules, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.</i>
Call History	<i>Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed). My Account administrators can view the call history for each number assigned to their account. Individual users can see their call history (outgoing, incoming and missed) and place calls via the click to dial feature.</i>

Call Hold & Resume	<i>Enables a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party.</i>
Call Logs w/ Click to Dial	<i>Enables a user to dial a number when viewing call logs from the Call Log on a phone, My Phone web portal, or the NWN Calling App.</i>
Call Notify	<i>Provides an email notification to a user when they receive a phone call meeting specific defined criteria.</i>
Call Redial	<i>Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code.</i>
Call Return	<i>Allows users to call the last party that called, whether or not the call was answered by entered a feature access code.</i>
Call Transfer - Attended	<i>Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user hits the “transfer” button/icon and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Alternatively, the user can use a flash hook to initiate the transfer. Users have the option to have a three way call instead by hitting the transfer button a second time after the add-on party answers the call.</i>
Call Transfer – Blind	<i>Enables a user to transfer a call to another party unannounced without conversation. To initiate a blind call transfer, the user hits the “transfer” button/icon and dials the add-on party. When the destination phone rings, the user hangs up and the call directed to the other party. Alternatively, the user can use a flash hook to initiate the transfer.</i>

Call Waiting for up to 4 Calls	<i>Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook or feature button on the phone. The user connects with the waiting party and holds the original party. By pressing the flash hook/feature button, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.</i>
Call Waiting ID	<i>Displays the Caller ID information of the waiting party in support of the Call Waiting Feature.</i>
Directed Call Pick- up	<i>A Group Call Pick-Up Feature which enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.</i>
Directed Call Pick-up with Barge-in	<i>This version of the Directed Call Pick-Up service enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.</i>
Do Not Disturb	<i>Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code (activate or deactivate), configuring the service via their web interface, desktop or mobile client. A status indicator on the My Phone desktop identifies whether this service is enabled.</i>
Enterprise Phone Directory	<i>The Enterprise Directory in My Phone – My Numbers allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned in the Control Hub by their Site Administrator. Users have the ability to search Contacts / Groups by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.</i>
Executive / Executive Assistant	<i>Allows a user assigned as an executive to assign assistants, create filters, define call screening rules, and alerting. This feature makes the Call Bridge and Call Retrieve feature access codes (FACs) available for use when a user has been assigned the Executive service.</i>

Extension Dialing, Variable Length	<i>Enables users to dial only the extension number to call other members of their business group, without requiring the called parties full 7 or 10 digit number to be dialed. Variable Length Extension Dialing allows a group administrator to configure extension dialing within the group to be a fixed length that is between two and six digits.</i>
Feature Access	<i>Codes Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information. The code list is provided in the Quick Reference Guide.</i>
General Voicemail Box	<i>This is a voicemail account used to leave a voicemail not with a specific user or location. It may be used for as an option out of Auto Attendant, Hunt Group, or Call Queue so multiple people can access it. This requires a Named User or Basic User license. It requires own DID or extension.</i>
Hoteling	<i>Enables a user's phone profile of phone number, features, and calling plan to be temporarily loaded onto a shared (host) phone. It is comprised of two features: Hoteling Host (Multi-user Phone) and Hoteling Guest (Transportable Profile) that work together to allow the customer to designate specific phones (hosts) that users (guests) can temporarily log into and use as their own phone. When a guest logs into a host phone, their user profile is automatically transferred to the device. The host device then becomes the user's primary device while they are logged into it.</i>
Inbound Caller ID	<i>Provides the calling name and number provided by the caller's service to the user's equipment which can be displayed if equipped.</i>
Inbound Fax to email	<i>Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forwarded to a user specified email address. Requires own DID for faxing in addition to</i>
Main Number Outbound Caller ID	<i>All outgoing calls from user stations will reflect the Main Office Caller ID Number rather than the individual station number (Except in cases where a station has 2-way DIDs).</i>

Mobility	<p>A solution that allows users to unite their desktop phone with their mobile phone under one single business identity by extending the NWN Cloud features transparently to a user's mobile phone. Calls made from the mobile phone uses the NWN Cloud identity which makes it appear the user is calling from their business phone and not their mobile phone. Configuration of call settings can be made from either the mobile clients or My Phone. The mobile phone is loaded with the BTBC mobile app (Android or IOS) which provides NWN Cloud features:</p> <ul style="list-style-type: none"> • Ringing of either Desk or mobile phone or both • Optionally requiring answer confirmation • Single business appearance (Single Number Reach) • VoIP calling over data network • Call-through Service using native dialer
N-Way Calling (6)	<p>Allows users to add up to 5 other parties to a call. When on a call, the user presses the conference button on the phone and dials the number of the add-on party. When the called party answers, the user hits the conference button to add the add-on party. The user can repeat this sequence up to 5 times enabling a call with 6 parties.</p>
Office Anywhere	<p>Office Anywhere is a "Fixed Mobile Convergence" feature that provides the following functionality directly or via the Office Anywhere Portal:</p> <ul style="list-style-type: none"> • Simultaneous Ring - allows customers to receive calls to their NWN Public Cloud Calling App on any landline or wireless phones when a call is received on their NWN Public Cloud Calling App • Unified Outbound Caller ID - allows customers to place calls from any landline or wireless phone using the outbound Caller ID of their NWN Public Cloud Calling App • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their NWN Public Cloud Calling App

Outbound Caller ID Blocking	<i>Enables a user to block delivery of his/her identity to the called party. The feature can be enabled for a single call or for all calls. The user controls the service via a web interface or through feature access codes. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per call. Once the call is over, Calling Line ID Blocking is restored.</i>
Personal Phone Directory	<i>The Personal Directory in My Phone – My Numbers allows Users to create and manage personal contacts in their web portal. Users have the ability to search personal contacts by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.</i>
Pre-Alert Announcement	<i>This service allows users to configure an announcement to be played to the calling party before the calling party's phone is alerted. Can be configured to allow or not to allow the calling party to interrupt the announcement and proceed to alerting. Priority Alert allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group.</i>
Privacy	<i>Allows users to exclude themselves from the group and directory listings visible to other users.</i>
Push-to-Talk	<i>Enables user to use intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which can include wildcards.</i>
Remote Office	<i>Remote Office enables telecommuters and mobile workers to use all of their features while working remotely. Since calls are still originated from NWN Cloud, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.</i>

Selective Call Acceptance	<i>Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call is allowed to complete to the user. All other calls are blocked and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface My Phone, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.</i>
Selective Call Rejection	<i>Enables an End User Subscriber to define criteria that cause certain incoming calls to be blocked. If an incoming call meets End User Subscriber-specified criteria, the call is blocked and the caller is informed that the End User Subscriber is not accepting calls. The End User Subscriber controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.</i>
Sequential Ring	<i>Enables users to define a “find-me” list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.</i>
Shared Call Appearance	<i>Allows for incoming calls to ring on up to 5 additional Site phones simultaneously for a Premium Station, and 5 additional Site phones for a Standard Station, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Shared Call Appearance is used to associate a user’s Mobile or Desktop client with their main number.</i>

Simultaneous Ring	<i>Enables users to have multiple phones ring simultaneously when any calls are received on their NWN Cloud phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk. An optional setting for this feature is Answer Confirmation which requires the user answering the call to hit a digit on their phone before the call is completed. This ensures that a call is not picked by a voice messaging system before the call can be answered which may happen if a call is ringing to a cell phone that is turned off. With Answer Confirmation turned on and a cell phone is turned off, other phones in the simultaneous ring list will still ring and can be answered.</i>
Speed Dial	<i>Speed Dial functionality in the My Phone portal allows Users to program up to one hundred personal speed dial entries (00 -99) that can be dialed directly from the portal or used on their desk phones. Speed Dial entries configured in the My Phone – My Number portal are automatically accessible on the User's desk phone.</i>
T.38 Fax Support	<i>T.38 is a protocol for relaying high-speed facsimile transmissions over IP. ATAs supporting T.38 are validated and tested; Analog faxes can be connected to an ATA line associated with a NWN Cloud station.</i>
Three-Way Calling	<i>Enables a Subscriber to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two- party call, the Subscriber presses the conference button or flash hook and dials the third party. After the third party answers, the Subscriber presses the flash hook and forms a three-way call with the two parties. To drop the third party, the Subscriber presses the flash hook and is reconnected with the original party in a regular two-party call. If the Subscriber hangs up, all parties are released.</i>
Unified Messaging	<i>Allows users to access their voicemails via multiple options beyond direct phone access. Voicemail notifications can be retrieved via Visual Voicemail on the MyPhone dashboard, or via email with WAV file copies sent to any email address. Additionally, if you just want a notification of a voicemail, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails like they were in the office. Unified Messaging also supports the uploading of voice greetings and setting call</i>

User Web Portals	<i>Web tools for Site self-administration and the User Dashboard allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging.</i>
Video (Point to Point)	<i>Video Calling is supported between video enabled phones and clients on the same NWN Cloud system. This includes the NWN Public Cloud Calling App and Mobile clients, as well as Cisco 8845 and 8865 phones.</i>
Visual Voicemail	<i>Allows a user to retrieve and listen to their voicemails and inbound fax messages (if inbound fax configured for that user) via the MyPhone dashboard.</i>
Voice Mail	<i>Provides a recorded announcement message and the ability for a caller to record a voice message for the called party. The announcement message can be a personal message recorded by the voice mail owner or a default system message. This voicemail is tied to a specific user.</i>

1. Appendix H. ATS and Security Service Descriptions

1.1. ATS Service Description

ATS Service Description [Link](#)

1.2. Security Service Description

Security Service Description [Link](#)