

# Verizon Wireless Price Sheet

## State of Florida ITN No. DMS-19/20-006

### Definitions

**Access Discount:** Government Subscribers are eligible for a 23% access discount on qualified plans and features where noted.

**Accessory Discount.** Government Subscribers are eligible to receive a 25% discount from the retail price of qualifying accessories.

**Discount Eligible Data Feature(s):** Any generally available Verizon Wireless data feature with a monthly access fee of \$24.99 or higher, added to an Eligible Calling Plan, that does not prohibit discounts.

**Discount Eligible Plan(s):** Any generally available Verizon Wireless voice, data or M2M plan with a monthly access fee of \$34.99 or higher that does not prohibit discounts.

**Early Termination Fees (“ETF”):** ETFs are waived for Government Subscribers.

**Equipment:** Wireless telephones, data modems and similar devices and ancillary accessories used in conjunction with Wireless Service.

**Government Subscriber:** An employee of Customer utilizing Wireless Service whose account is set up in Customer’s name and for which Customer bears payment responsibility.

**Machine to Machine Service (“M2M Service”):** M2M refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between select wireless devices, with limited or no manual intervention or supervision.

**M2M Line(s):** An individual line of M2M Service used under this Pricing and Equipment Proposal which is set up in Customer’s name and for which Customer bears responsibility.

**Network Speeds on the Verizon Wireless Network (4G LTE): Uploads:** 2-5 Mbps and **Downloads:** 5-12 Mbps

**Plans, Features, Rates and Charges:** The voice, data or M2M plan and any options, features or applications that are selected by the Customer determine the applicable rates, charges, allowance of minutes or megabytes and Wireless Service coverage area for each line. Some plans may have restrictions on the type of Equipment that can be activated on them. Information about retail plans, options, features, and applications (*i.e.*, those that Verizon Wireless makes generally available to consumers or business customers) and their terms and conditions may be obtained at Verizon Wireless stores, on [verizonwireless.com](http://verizonwireless.com) or from Verizon Wireless business sales representatives. The voice, data or M2M plan monthly access fees and non-promotional allowance of minutes and/or megabytes for each line will not change during the Line Term as long as Customer does not change plans on that line. As detailed in the contract, rates, charges and fees, listed in Pricing Index may be changed following the formal Amendment process Verizon Wireless may discontinue any retail plans, options, features and applications for new activations without notice. If Customer changes or upgrades Equipment, Verizon Wireless may require it to change to a then-current plan that is compatible with the changed or upgraded Equipment. Customer may not activate Equipment purchase at a discount from Verizon Wireless on M2M Lines. Government discounts and pricing may not be available to purchases made through agents or at retail store locations.

**Subsidized Equipment:** Equipment purchased at Verizon Wireless government matrix and/or government promotional price. Subsidized Equipment must be active for 24 months or more before being eligible to be upgraded. In the event a Customer purchases a subsidized device and the Customer terminates services early, or moves to a lesser price plan or disconnects the devices from the Contractor’s network within twenty-four (24) months of the device activation, the Contractor may bill the Customer for the unpaid portion of the subsidized amount of the device.

**Term of Lines (“Line Term”):** The term for each line (the “Line Term”) begins on the date Wireless Service is activated for that line and continues for the period required by the calling plan or Equipment selected for that line (usually 2 years). Line Term extensions are required when Customer: (a) takes advantage of promotions or services that require a Line Term extension; or (b) purchases or upgrades Equipment except for ancillary accessories used in

conjunction with Wireless Service. When the Line Term expires, Wireless Service continues on a month-to-month basis. Activation fees are waived for Government Subscribers on voice and data plans and for M2M Lines.

**ThingSpace Mange:** ThingSpace Manage (“ThingSpace”) provides Customer with the ability to remotely monitor and manage its M2M/IoT devices. If Customer desires to access and use ThingSpace, it must so request in writing, and Verizon Wireless shall provision ThingSpace on Customer’s account. Applicable rates and charges, if any, shall be set forth in this Addendum. ThingSpace set-up time is estimated to take four to six weeks. The rights granted to Customer herein for access to and use of ThingSpace are specific to Customer and may not be transferred to another party without Verizon Wireless’ prior written consent. Verizon Wireless retains full and exclusive ownership of all intellectual property rights associated with the ThingSpace including any alterations, modifications, improvements and derivative works thereof.

**Legacy Pricing.** All custom plans and features excluding machine-to-machine plans existing under the Agreement prior to the Effective Date of the Agreement (“Legacy Plans”), shall be retired and will no longer be available for new line activations, lines changing plans or lines upgrading Equipment. Verizon Wireless will allow Customer’s existing Government Subscribers who are currently on such Legacy Plans to continue at the pricing, terms and conditions contained in such Legacy Plans until the Government Subscriber either changes plans or upgrades Equipment.

**Wireless Service:** Each and every radio service provided directly or indirectly by Verizon Wireless.

**STATE OF FLORIDA CUSTOM PER UNIT PLANS AND FEATURES**

Custom State of Florida Nationwide Voice Per Minute Calling Plan				
The calling plan below reflects the monthly access charge discount. No additional discounts apply.				
200 Text/Picture/Video Message Option 600 Mobile to Mobile Minutes (82587)		No Domestic Roaming or Long Distance Charges 600 Night and Weekend Minutes (72711)		
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Anytime Voice Allowance Minutes Per Month		Voice Per Minute Rate
(86680)	\$0.00	0		\$0.049
Optional Features				
Text, Picture & Video Messaging		Per the applicable Custom State of Florida SMS/MMS Per Message Feature rate		
Domestic Data Sent or Received		\$1.99 per MB or per Data Package		
Unlimited Domestic Push To Talk Plus		\$10.00		
<p><b>Notes:</b> 4G Basic handset devices Only. See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. Must request SMS and/or MMS option to receive 200 included Text/Picture/Video messages option. PTT Plus service requires; PTT Plus feature, PTT Plus enabled device, and PTT Plus coverage. Subscribers must supply their own authenticated Equipment (CPE) to be activated on these plans or may purchase equipment at full retail price. Current coverage details and additional plan information can be found at <a href="http://www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="http://www.verizonwireless.com/international">www.verizonwireless.com/international</a>.</p>				

Custom State of Florida Nationwide Machine to Machine (M2M) Per Megabyte Calling Plan				
The calling plan below reflects the monthly access charge discount. No additional discounts apply.				
Data for Telemetry (M2M) devices only			This plan may NOT be used for email	
SOFL Plan Number	Machine to Machine (M2M) Monthly Access Charge Per Line	Domestic Megabytes (MB) Allowance Per Month		Data Per Megabyte Rate
86693	\$0.00	0		\$0.099
<p><b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. Subscribers must supply their own authenticated Equipment (CPE) to be activated on these plans. Machine-to-machine coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="http://www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Current data coverage details and additional plan information can be found at <a href="http://www.verizonwireless.com">www.verizonwireless.com</a>. Only Customer-provided, 4G-capable machine-to-machine devices may be activated on this plan. If the voice block feature is removed, subscribers will be charged \$0.049 per minute for voice calls.</p>				

**4G Basic Phone Push to Talk Plus (PTT+) Only Plan:  
Government Subscribers Only**

**Push to Talk Plus Only Plan**

Monthly Access Charge	\$10.00 (94976)
Domestic Anytime Voice Minutes Per Month	0
Push to Talk Plus	Unlimited
Domestic Voice Per Minute Rate	\$0.049
Data Sent or Received	\$1.99 per MB or per data package <sup>1</sup>

**Notes:** Current coverage details can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Data usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at [www.verizonwireless.com/international](http://www.verizonwireless.com/international).

Push to Talk Plus is only available in the United States. This price plan can only be used with a 3G Basic or 4G Basic PTT+ capable device.

See attached Calling Plan and Feature Details for important information about calling plans, features and options. If the voice block feature is removed, subscribers will be charged \$0.049 per minute for non-Push to Talk Plus voice calls.

### 4G Smartphone Phone Push to Talk Plus (PTT+) Only Feature: Government Subscribers Only

**Push to Talk Plus Only Feature**

Monthly Access Charge	\$10.00
Domestic Anytime Voice Minutes Per Month	0
Push to Talk Plus	Unlimited
Domestic Voice Per Minute Rate	per voice/data plan
Data Sent or Received	per data package <sup>1</sup>

**Notes:** Current coverage details can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Data usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at [www.verizonwireless.com/international](http://www.verizonwireless.com/international).

Push to Talk Plus is only available in the United States. This price plan can only be used with a 3G Basic or 4G Basic PTT+ capable device.

See attached Calling Plan and Feature Details for important information about calling plans, features and options.

### State of Florida Nationwide Voice Calling Share

#### Plans: Basic Phones Only

##### Government Subscribers Only

**The calling plans below reflect the monthly access charge discount. No additional discounts apply.**

<b>Monthly Access Charge (shared minutes)</b>	<b>\$14.99</b>	<b>\$29.99</b>
<b>Shared* Domestic Anytime Voice Minutes Per Month</b>	<b>200</b>	<b>500</b>

<b>Overage Rate per minute</b>	\$0.06
<b>Domestic Night &amp; Weekend Minutes</b>	Unlimited
<b>Domestic Mobile to Mobile Minutes</b>	Unlimited
<b>Domestic Long Distance</b>	Included
<b>Domestic Data</b> (data can be blocked)	\$1.99 per MB or per data package 4G data blocked. Data package must be selected.
<b>OPTIONAL FEATURES</b>	
<b>500 Domestic Text, Picture &amp; Video Messages</b>	\$0.00 SMS: \$0.10 outbound/\$0.02 inbound/overage MMS: \$0.25 per Picture or Video Message/overage
<b>Unlimited Domestic Push-to-Talk Plus (PTT+)</b>	\$2.00 (device dependent)
<b>Unlimited Domestic Picture &amp; Video Messages (SMS/MMS)</b>	\$10.00
<p><b>Notes:</b> Coverage area includes the Verizon Wireless 4G network; and the 3G and Extended partner networks, while available. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="http://www.verizonwireless.com/international">www.verizonwireless.com/international</a>. See attached Calling Plan and Feature Details for important information about calling plans, features and options.</p> <p>*Voice minutes can share with Nationwide voice and/or voice &amp; data bundle plans that are eligible for sharing. Voice block may be added to these plans to accommodate PTT+ only.</p> <p><b>Profile Share- Voice Sharing:</b> At the end of each bill cycle, any unused voice allowances for lines sharing across multiple accounts will be applied proportionally to all lines with overages.</p>	

## State of Florida Nationwide Voice Calling Share

### Plans: Smartphones Only

Government Subscribers Only

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

<b>Monthly Access Charge (shared minutes)</b>	<b>\$14.99</b>	<b>\$29.99</b>
<b>Shared* Domestic Anytime Voice Minutes Per Month</b>	<b>200</b>	<b>500</b>
<b>Overage Rate per minute</b>	\$0.06	
<b>Domestic Night &amp; Weekend Minutes</b>	Unlimited	
<b>Domestic Mobile to Mobile Minutes</b>	Unlimited	
<b>Unlimited Domestic Picture &amp; Video Messages (SMS/MMS)</b>	Included	
<b>Domestic Long Distance</b>	Included	
<b>Domestic Data</b>	Data package must be selected.	

#### OPTIONAL FEATURE

<b>Unlimited Domestic Push-to-Talk Plus (PTT+)</b>	\$2.00 (device dependent)
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**Notes:** Coverage area includes the Verizon Wireless 4G network; and the 3G and Extended partner networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at [www.verizonwireless.com/international](http://www.verizonwireless.com/international). Lines activating on this plan must be on 5G Nationwide or 4G HD voice-capable smartphones, except that existing lines on 3G smartphones may change to this plan while 3G service is available. See attached Calling Plan and Feature Details for important information about calling plans, features and options.

\*Voice minutes can share with Nationwide voice and/or voice & data bundle plans that are eligible for sharing. Voice block may be added to these plans to accommodate PTT+ only.

**Profile Share- Voice Sharing:** At the end of each bill cycle, any unused voice allowances for lines sharing across multiple accounts will be applied proportionally to all lines with overages.

**WIRELESS VOICE**

Custom State of Florida Nationwide Voice Calling Plans				
The calling plans below reflect the monthly access charge discount. No additional discounts apply.				
Unlimited National Mobile to Mobile Calling Minutes No Domestic Roaming or Long Distance Charges			Unlimited Night & Weekend Minutes	
SOFL Plan Number	Domestic Anytime Allowance Minutes*	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Voice Roaming (Canada and Mexico)
(86195)	250	\$25.75	\$0.052	\$0.69
(86196)	600	\$36.05	\$0.052	\$0.69
Data Sent or Received		\$1.99 per MB or per Data Package		
<b>Optional Feature</b>				
Domestic Push-to-Talk Plus		\$0.00		
<p><b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. Current coverage details and additional plan information can be found at <a href="http://www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="http://www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on this plan must be on 5G Nationwide or 4G HD voice-capable smartphones, except that existing lines on 3G smartphones may change to this plan while 3G service is available. *Overage Rate applies after allowance. 4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.</p>				

# WIRELESS DATA

## Custom State of Florida Mobile Broadband Data Plans\*

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS Messaging
(86226)	\$20.60	500MB	\$0.00849per MB	Included
(86227)	\$25.75	1,000MB		
(52330)	\$36.05	Unlimited*		

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at [www.verizonwireless.com/international](http://www.verizonwireless.com/international). Lines activating on these plans must be on 5G Nationwide or 4G mobile broadband devices, except that existing lines on 3G mobile broadband devices may change to these plans while 3G service is available. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Can be added to voice plans with a monthly access fee of \$14.99 and above. \*Router devices cannot be activated on these plans.

## Custom State of Florida Smartphone Data Feature Packages

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Data for Smartphone devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS messaging
77294/ 79789	\$15.45	500MB	\$0.00849 per MB	Included*
(77295 and 79790)	\$20.60	1,000MB		
Exhibit (79740 79791)	\$23.69	2,000MB		

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. Current coverage details and additional feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. This feature can only be added onto: SOFL PPlan’s 86192-86197. Lines activating on this feature must be on 5G Nationwide or 4G HD voice-capable smartphones. 4G service requires 4G equipment and 4G coverage. \*Not included with the State of Florida Nationwide Custom Pooled Voice Services Plans. May only be added to a voice plan with a monthly access fee of \$14.99 and above.

## Custom State of Florida Smartphone Unlimited Data Feature Package

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

Data for Smartphone devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS messaging with Mobile Hotspot
(79407-4G), (79781-4G)	\$32.96	Unlimited*	N/A	Included**

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage. Current coverage details and additional feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra Wideband network. This feature can only be added onto: SOFL PPlan’s 86192-86197. Lines activating on this feature must be on 5G Nationwide or 4G HD voice-capable smartphones. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice \*\*Not available when bundled with the State of Florida Nationwide Custom Pooled Voice Services Plans. May only be added to a voice plan with a monthly access fee of \$14.99 and above.

**Custom State of Florida 4G Mobile Broadband Data Share Plans for Tablets  
(Subsidized)**

Government Subscribers Only

These plans are Not eligible for monthly access discounts.

Monthly Access Fee	\$10.00 (99775)	\$18.00 (31781)	\$22.00 (36656)	\$35.00 (36659)	\$50.00 (36660)
Domestic Shared Data Allowance	250 MB	1 GB	2 GB	5 GB	10 GB
Data Overage Rate	\$9.97 per GB				

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Lines activating on these plans must be on 4G tablets except that existing lines on 3G tablets may change to these plans while 3G service is available.

**Data Sharing (Domestic Only): Account Share.** At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need.

## Custom State of Florida Unlimited Mobile Broadband Data Plans

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

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate
(52330)	\$36.05	Unlimited*	N/A

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice. Routers cannot be activated on this plan.

## Public Sector Mobile Broadband Share Plans: Government Subscribers Only

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Public Sector Mobile Broadband	5 Gigabytes	10 Gigabytes	20 Gigabytes
Monthly Access Charge	\$34.99 (90237)	\$59.99 (90240)	\$99.99 (90241)
Shared Domestic Data Allowance	5GB	10GB	20GB
Overage Per Gigabyte	\$8.00 Per Gigabyte		

**Note:** This plan is available for domestic data only devices, on the Verizon Wireless network only.

**Data Sharing:** At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. New activations on these service plans require 4G LTE devices. The 5GB, 10GB, and 20GB Public Sector Mobile Broadband Plans are able to share with each other.

## Flexible Business Plans For Basic & Smartphones

The calling plans below reflect the monthly access fee discount. No additional discounts apply.

	Basic Phones*		Smartphones <sup>1</sup>			
Monthly Access Fee	\$35.00 (92731)	\$65.00 (92732)	\$75.00 (92736)	\$85.00 (92737)	\$95.00 (92738)	\$105.00 (92740)
Monthly Access Fee less discount	\$26.95	\$50.05	\$57.75	\$65.45	\$73.15	\$80.85
Shared Data Allowance	100 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Data Overage	\$10.00 per GB					
Mobile Hotspot <sup>2</sup>	Included					
Monthly Anytime Minutes	Unlimited					
Messaging Allowance <sup>3</sup>	Unlimited Domestic and International Messaging					
<b>Optional Features</b>						
Domestic Push to Talk Plus	Additional monthly access fee per line \$5.00 per line					

**Notes:** Current coverage details and additional plan and feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). No Domestic Roaming or Long Distance Charges. 4G service requires 4G Equipment and 4G coverage. Government subscribers only.

\* Basic phones may only be added to an account with at least 1 Smartphone (bill account level).

1. Access to corporate email using BlackBerry Enterprise Server (BES) is available for an additional \$15.00 per line.
2. Mobile Hotspot is available on all capable devices and allows you to use your device and share data allowance with multiple Wi-Fi enabled devices.
3. Unlimited Messaging from within the United States to anywhere in the world where messaging services are available.

**Data Sharing:** Lines activated on these plans can only share with other lines on these plans and with lines on the Flexible Business Plans for Data Devices. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

### Flexible Business Plans For Data Devices

**The calling plans below reflect the monthly access fee discount. No additional discounts apply.**

	Connected Devices	Connected Devices, Tablets, Netbooks, Notebooks	Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices				
Monthly Access Fee	\$5.00 (92739)	\$10.00 (92741)	\$35.00 (92742)	\$45.00 (92744)	\$55.00 (92745)	\$65.00 (92746)	\$75.00 (92747)
Monthly Access Fee less discount	\$5.00	\$10.00	\$26.95	\$34.65	\$42.35	\$50.05	\$57.75
Shared Data Allowance	1 MB	100 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Data Overage Rate	\$10.00 per GB						

**Notes:** Current coverage details and additional plan and feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). 4G service requires 4G Equipment and 4G coverage. Government subscribers only.

**Data Sharing:** These plans only share with other lines on these plans and with lines on the Flexible Business Plans for Basic & Smartphones. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

### Flexible Business Plans For Data Devices - Connected Device / Internet with Voice

**The calling plans below reflect the monthly access fee discount. No additional discounts apply.**

	Connected Device*	Broadband Router				
Monthly Access Fee	\$5.00 (94532)	\$65.00 (94495)	\$75.00 (94496)	\$85.00 (94497)	\$95.00 (94500)	\$105.00 (94504)
Monthly Access Fee less discount	\$5.00	\$50.05	\$57.75	\$65.45	\$73.15	\$80.85
Shared Data Allowance	1 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Domestic Data Overage Rate	\$10.00 per GB					

**Notes:** Current coverage details and additional plan and feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). 4G service requires 4G Equipment and 4G coverage. Government subscribers only.

**Data Sharing:** These plans only share with other lines on these plans and with lines on the Flexible Business Plans for Basic & Smartphones. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

**Flexible Business Plans For Data Devices - Connected Device / Internet with Voice**  
**The calling plans below reflect the monthly access fee discount. No additional discounts apply.**

	Connected Device*	Broadband Router				
Monthly Access Fee	\$5.00 (94532)	\$65.00 (94495)	\$75.00 (94496)	\$85.00 (94497)	\$95.00 (94500)	\$105.00 (94504)
Monthly Access Fee less discount	\$5.00	\$50.05	\$57.75	\$65.45	\$73.15	\$80.85
Shared Data Allowance	1 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Domestic Data Overage Rate	\$10.00 per GB					

**Notes:** Current coverage details and additional plan and feature information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). 4G service requires 4G Equipment and 4G coverage. Government subscribers only.

**Data Sharing:** These plans only share with other lines on these plans and with lines on the Flexible Business Plans for Basic & Smartphones. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

**Custom State of Florida Nationwide Wireless Smartphone Data Plan with Mobile Hot Spot**

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Data for Smartphone devices only

Monthly Access Charge Per Line	Domestic Data Allowance with Mobile Hot Spot (MHS)	Nationwide Calling Rate	Unlimited Domestic Mobile to Mobile, Nights and Weekends, and SMS and MMS Messaging
\$35.99 (52339)	Unlimited*	\$0.052 per minute	Included

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice

### Mobile Broadband Machine to Machine (M2M) Share Group 1 Plans - Low Usage

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Mobile Broadband Machine-to-Machine Plans	1 Megabyte	5 Megabytes	25 Megabytes	50 Megabytes	150 Megabytes
<b>Domestic Shared Data Allowance Per Month</b>	<b>1 MB</b> (87640)	<b>5 MB</b> (87641)	<b>25 MB</b> (87642)	<b>50 MB</b> (87643)	<b>150MB</b> (87644)
Monthly Access Charge	\$5.00	\$7.00	\$10.00	\$15.00	\$18.00
Overage Rate Per Megabyte	\$1.00				

### Mobile Broadband Machine to Machine (M2M) Share Group 2 Plans - High Usage

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Mobile Broadband Machine-to-Machine Plans	250 Megabytes	1 Gigabyte	5 Gigabytes	10 Gigabytes
<b>Domestic Data Allowance Per Month</b>	<b>250 MB</b> (87645)	<b>1 GB</b> (87646)	<b>5 GB</b> (87647)	<b>10 GB</b> (87648)
Monthly Access Charge	\$20.00	\$25.00	\$38.50	\$61.60
Overage Rate Per Megabyte	\$0.015			

Note: Machine to Machine coverage included the Verizon Wireless 4G, 3G and 3G Extended networks. See attached Calling Plan and Feature Details for important information about calling plans, features and options. Government Subscribers may supply their own authenticated Equipment (CPE) approved by Verizon Wireless to be activated on these plans. Netbook, Smartphone, and Tablet devices are not eligible for Mobile Broadband M2M pricing. 4G service requires 4G Telemetry equipment and 4G coverage. All terms and conditions of the Agreement apply to M2M service and M2M Lines as a Wireless Service. Customer may select either the Account Share or Profile Share option on the Mobile broadband Machine-to-Machine (M2M) Share Plans.

### Machine to Machine Wireless Backup Router Plan

This Plan is NOT eligible for Monthly Access Fee Discounts.

Monthly Access	Data Allowance	Overage Rate
\$10.00 (86848-4G)	25 MB	\$10.00 per GB

**Note:** This plan is restricted to Verizon Wireless network use only; domestic and international roaming not available.. 4G service requires 4G equipment and 4G coverage. Customer must maintain a minimum of five (5) active M2M Lines to be eligible for this plan. Customer must provide its own Equipment, approved for use on the Verizon Wireless network, when activating service on this plan. Not all wireless routers can be provisioned on this plan.

This plan is approved for use as a backup solution for business continuity only and may not be used for primary connectivity. Verizon Wireless reserves the right to migrate lines on this plan to the standard 5 GB M2M Plan if usage on a line provisioned on this plan exceeds one GB for three consecutive bill cycles.

**Public Sector Mobile Broadband Machine to Machine (M2M) Share Plans:  
Government Subscribers Only**

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Public Sector Mobile Broadband	5 Gigabytes	10 Gigabytes	20 Gigabytes
Monthly Access Charge	\$34.99 (90231)	\$59.99 (90234)	\$99.99 (90235)
Shared Domestic Data Allowance	5GB	10GB	20GB
Overage Per Gigabyte	\$8.00 Per Gigabyte		

**Note:** This plan is available for domestic data only devices, on the Verizon Wireless network only.

**Data Sharing:** At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. New activations on these service plans require 4G LTE devices. Netbook, Smartphone, and Tablet devices are not eligible for Mobile Broadband M2M pricing. Existing customers transitioning to one of these service plans are able to utilize existing 3G devices. The 5GB, 10GB, and 20GB Public Sector Mobile Broadband Machine to Machine Plans are able to share with each other.

**Custom Flat Rate Mobile Broadband - Government**

Government Subscribers Only

This plan is not eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	<b>\$34.99</b>
<b>Domestic Data Allowance*</b>	Unlimited
<b>Overage Rate per KB</b>	NA

NOTE: Subject to the Mobile Broadband terms and conditions; additional terms and conditions apply to Unlimited, Megabyte (MB), and Smartphone data Plans. Throughput speeds on the Custom Flat Rate Mobile Broadband will be limited up to 600kbps throughout the duration of each billing cycle while on the Verizon Wireless 4G network only. Data speeds are not guaranteed while on Extended or roaming partner networks. Devices utilized in conjunction with the Custom Flat Rate Mobile Broadband plan are limited to mobile (non-stationary) applications. Dedicated internet connections on stationary router devices and streaming video on stationary video surveillance cameras are expressly prohibited on this rate plan.

**Custom Mobile Broadband Plan II – Government Government Subscribers Only**

This plan is not eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	<b>\$44.99</b>
<b>Domestic Data Allowance</b>	Unlimited
<b>Overage Rate Per KB</b>	NA

NOTE: Subject to the Mobile Broadband terms and conditions; additional terms and conditions apply to Unlimited, Megabyte (MB), and Smartphone data Plans. Verizon Wireless will limit throughput of data speeds should 30GB of data be used within a given bill cycle. Devices utilized in conjunction with the Custom Mobile Broadband Plan II are limited to mobile (non-stationary) applications. Data speeds are not guaranteed while on Extended or roaming partner networks. Dedicated internet connections on stationary router devices and streaming video on stationary video surveillance cameras are expressly prohibited on this rate plan.

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

Government Subscribers Only

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

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

<b>Monthly Access Fee (Discount Applied)</b>	<b>\$50.05</b>
<b>Monthly Minutes in U.S</b>	Unlimited
<b>Domestic Data Allowance</b>	Unlimited <sup>(1)</sup>
<b>Domestic Mobile Hotspot</b>	Unlimited <sup>(2)</sup>
<b>Domestic and International Messaging Allowance</b>	Unlimited <sup>(3)</sup>

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

<sup>(1)</sup> In the event of network congestion, after 22GB of data usage on a line during any billing cycle, usage on such line may result in slightly slower download speeds relative to another user. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p.

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

<sup>(3)</sup> Unlimited Messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to [www.verizonwireless.com](http://www.verizonwireless.com). (13656)

The "Custom 4G Unlimited Smartphone Plan for Public Sector – State of Florida Government" is eligible to use Travel Pass SPO code 383.

## Custom Business 5G Ultra Wideband Bolt-On Feature

Government Subscribers Only

Not eligible for discounts.

**Monthly Access Fee**

**\$10.00**

**Notes:** Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, where available. Current coverage details can be found at [www.verizonwireless.com/5G](http://www.verizonwireless.com/5G). This feature is only available to 5G UWB capable smartphones on Custom Unlimited Business Plan for Smartphones. (13656)

## 4G Business TravelPass Feature<sup>1</sup>:

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

Government Subscribers Only Rates are not eligible for discounts.

<b>Canada and Mexico Daily Rate<sup>2</sup></b>	<b>\$5.00 (SPO 383)</b>
<b>Rest of World Daily Rate<sup>2,3</sup></b>	<b>\$10.00/day</b>
<b>Non-Travel Pass Countries<sup>4</sup></b>	Pay As You Go Rates

Notes: <sup>1</sup> This feature requires a 4G LTE GSM/UMTS global-capable device. <sup>2</sup> The daily rate covers a 24-hour time period. <sup>3</sup> For eligible countries, <sup>4</sup> non-TravelPass country rates and additional information, see attached International services pricing for further details. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This feature can only be added to lines activated on the following plan Custom 4G Verizon Unlimited Smartphone Plan for Public Sector (13656) under this Agreement. This is a commercially available feature which is subject to availability and change.

## GLOBAL SERVICES

International Options Monthly Features: Mexico and Canada					
The calling features below reflect the monthly access fee discount. No additional discounts apply.					
International Options Monthly Features: Mexico and Canada	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee	\$10.00 (SPO 428)	\$20.00 (SPO 426)	\$15.00 (SPO 441)	\$30.00 (SPO 425)	\$25.00 (SPO 443)
Monthly Access Fee less discount	<b>\$10.00</b>	<b>\$20.00</b>	<b>\$15.00</b>	<b>\$22.50</b>	<b>\$18.75</b>
Voice Overage Rate	Pay Go		\$0.10/minute		\$0.05/minute
Data Allowance <sup>1</sup>	100 MB	250 MB	100 MB	250 MB	1 GB
Data Overage Rate After Allowance <sup>2</sup>	\$10.00/100 MB				\$20.00/1 GB
Messaging Allowance <sup>3</sup>	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming	500 sent; unlimited incoming
Messaging Overage Rate After Allowance <sup>2</sup>	Pay Go		\$0.10/Sent Message		\$0.05/Sent Message
<b>Notes:</b> . <sup>1</sup> The data allowance applies in Canada and Mexico only, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. <sup>2</sup> The overage rate is not eligible for discounts. <sup>3</sup> Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details. <b>This is a monthly feature and will be removed from the account one month after being added to an account.</b>					

International Options Monthly Features : 140+ Countries				
The calling features below reflect the monthly access fee discount. No additional discounts apply.				
International Options Monthly Features: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee	\$25.00 (SPO 431)	\$50.00 (SPO 433)	\$40.00 (SPO 445)	\$85.00 (SPO 423)
Monthly Access Fee less discount	<b>\$18.75</b>	<b>\$37.50</b>	<b>\$30.00</b>	<b>\$63.75</b>
Voice Overage Rate	Pay Go		\$0.25/minute	
Data Allowance <sup>1</sup>	100 MB	250 MB	100 MB	250 MB
Data Overage Rate After Allowance <sup>2</sup>	\$25.00/100 MB			
Messaging Allowance <sup>3</sup>	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming
Messaging Overage Rate After Allowance <sup>2</sup>	Pay Go		\$0.25/Sent Message	
<b>Notes:</b> . <sup>1</sup> The data allowance applies in 140+Countries, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. <sup>2</sup> The overage rate is not eligible for discounts. <sup>3</sup> Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details. <b>This is a monthly feature and will be removed from the account one month after being added to an account.</b>				

### International Options Monthly Recurring Features: Mexico and Canada

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Recurring Features: Mexico and Canada	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee	\$10.00 (SFO 427)	\$20.00 (SFO 446)	\$15.00 (SFO 434)	\$30.00 (SFO 424)	\$25.00 (SFO 442)
Monthly Access Fee less discount	<b>\$10.00</b>	<b>\$20.00</b>	<b>\$15.00</b>	<b>\$22.50</b>	<b>\$18.75</b>
Voice Overage Rate	Pay Go		\$0.10/minute		\$0.05/minute
Data Allowance <sup>1</sup>	100 MB	250 MB	100 MB	250 MB	1 GB
Data Overage Rate After Allowance <sup>2</sup>	\$10.00/100 MB				\$20.00/1 GB
Messaging Allowance <sup>3</sup>	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming	500 sent; unlimited incoming
Messaging Overage Rate After Allowance <sup>2</sup>	Pay Go		\$0.10/Sent Message		\$0.05/Sent Message
<p><b>Notes:</b> <sup>1</sup>The data allowance applies in Canada and Mexico only, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and a International GSM capable device. <sup>2</sup>The overage rate is not eligible for discounts. <sup>3</sup>Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..</p> <p><b>This is a recurring feature and will remain on the account until removed.</b></p>					

### International Options Monthly Recurring Features: 140+ Countries

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Recurring Features: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee	\$25.00 (SFO 412)	\$50.00 (SFO 432)	\$40.00 (SFO 444)	\$85.00 (SFO 422)
Monthly Access Fee less discount	<b>\$18.75</b>	<b>\$37.50</b>	<b>\$30.00</b>	<b>\$63.75</b>
Voice Overage Rate	Pay Go		\$0.25/minute	
Data Allowance <sup>1</sup>	100 MB	250 MB	100 MB	250 MB
Data Overage Rate After Allowance <sup>2</sup>	\$25.00/100 MB			
Messaging Allowance <sup>3</sup>	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming
Messaging Overage Rate After Allowance <sup>2</sup>	Pay Go		\$0.25/Sent Message	
<p><b>Notes:</b> <sup>1</sup>The data allowance applies in 140+ Countries, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and a International GSM capable device. <sup>2</sup>The overage rate is not eligible for discounts. <sup>3</sup>Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..</p> <p><b>This is a recurring feature and will remain on the account until removed.</b></p>				

## Global Data Optional Features

The Data Packages are eligible for monthly access fee discounts and promotions, when available.

Monthly Access Fee	Allowance	Rate per MB (Canada)	Rate per MB (Mexico)	Rate per MB (Rest of the World)
N/A	N/A	\$2.05/MB	\$5.12/MB	\$20.48/MB

**Notes:** See Calling Plan Optional Features section for important information about calling plans, features and options. Applies to all global-capable phones and internet devices. Customer must subscribe to a domestic Mobile Hotspot plan to use the service globally. The majority of your monthly usage must be in the United States. All data usage, including tethering and hotspot, deducts from the same data allowance. See attached International services pricing for further details.

### SingleRate for Enterprise Domestic Shared Business Email and Messaging with International Travel Voice, Email, and Messaging (Subsidized - Discounted) Government Subscribers Only

This plan is not eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	<b>\$65.00 (4G) 95266</b>	<b>\$85.00 (4G) 95268</b>
<b>Monthly Domestic Voice Allowance in US/Canada/Mexico</b>	Unlimited	Unlimited
<b>Domestic Data Allowance in U.S. (with Sharing)</b>	2 GB	3 GB
<b>Domestic Data Overage Rate</b>	\$10.00 per GB	\$10.00 per GB
<b>Mobile Hotspot*</b>	Included	Included
<b>Domestic and International Travel Messaging Allowance<sup>†</sup></b>	Unlimited	Unlimited
<b>International Travel Voice Allowance (ROW)**</b>	120 Minutes	180 Minutes
<b>International Travel Voice Overage Rate</b>	\$0.40 per minute	\$0.30 per minute
<b>International Travel Data Allowance<sup>††</sup></b>	1 GB	1 GB
<b>International Travel Data Overage Rate</b>	\$45.00 per GB	\$40.00 per GB
<b>International Long Distance – Toll Free</b>	Included	Included

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Domestic coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Only a 4G LTE GSM/UMTS global-capable smartphone can be activated on these plans.

<sup>††</sup>The international travel data allowance applies in Canada, Mexico, and the \*\*rest of the world (ROW), where coverage is available; aircraft and cruise ship data usage is not included. To see supported countries, go to [www.verizonwireless.com/international](http://www.verizonwireless.com/international). \*Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices. International travel voice minutes and international travel data allowances do not share.

<sup>†</sup>Prevailing rates apply to all other messaging types. Verizon Wireless reserves the right to terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to the customer.

**Data Sharing (Domestic Only) Profile Share:** Lines on the same profile can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs.

## ADDITIONAL WIRELESS FEATURES

### Custom State of Florida SMS/MMS Messaging Features

The calling features below reflect the monthly access charge discount. No additional discounts apply.

Text, Picture or Video Messaging for Conventional (Basic) and Smartphone devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Message Allowance	Overage Rate
6.1c(77328)	\$2.00	300 messages	\$0.05 per message
6.2c(77341)	\$3.00	500 messages	
6.3c(77329)	\$7.00	Unlimited	N/A

**Text Messaging:** Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Overage Rate applies after allowance. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received, see attached International services pricing for further details.;. **Multi-Media Messaging (MMS):** Multi-Media Messaging (MMS) includes picture and video messaging and is only available within the National Enhanced Services Rate and Coverage Area. In addition, MMS messages are \$0.25 per message, per address. In addition to the MMS per message charges, MMS uses calling plan Anytime Minutes or kilobytes. Messaging features are available to all Basic and Smartphone voice, and voice and data bundles.

### Custom State of Florida Field Force Manager Features

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

#### Conventional (Basic) Phone or Smartphone

	Limited	Basic	Pro*
Monthly Access Charge	\$9.99 per user (75681 for Basic and Smartphone)	\$20.00 per user (76722 - Basic) (76637 – Smartphone)	\$25.00 per user (76723 - Basic) (76638 – Smartphone)

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. Field Force Manager ("FFM") Features may only be added onto a Custom State of Florida calling plan with a monthly access fee of \$20.00 or higher. Data plan required. Requires a minimum 500 MB Data Package for Smartphones. FFM is available on select devices only. \*FFM Pro is not available on all devices. If the Block Voice Feature is removed, a per minute rate of \$0.25 shall apply for all voice calls. Downloading the FFM application requires approximately 2 MB (megabytes) of data.

## Push to Talk Plus License (PTT+): Government Subscribers Only

Push to Talk License licenses are not eligible for any further discounts.

Product	Monthly Access
Tablet	\$3.75
Inter-carrier (only any device)	\$3.75
3rd Party Web (HTML) API Client	\$3.75
Dispatch (License) Windows PC with PTT and mapping	\$22.50

**Notes:** . See attached Calling Plan and Feature Details for important information about calling plans, features and options. Push to Talk license only. Push to Talk Plus requires PTT+ capable device.

## Push to Talk Plus Group Advanced Feature Only (when added to a Basic/Smartphone Device with PTT+) No additional discounts apply.

Basic/Smartphone Device Feature (87381)	\$3.00
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Note: Group Advanced cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Command and Group Advanced on the same device.

The new Group Advanced features include:

- Large Groups. Increased group sizes up to 3000 members.
- Urgent Calling. Urgent calling can be initiated by a user or remotely by an authorized user. This call provides a distinct tone and is the highest priority call within the PTT+ application.
  - If a Dispatch license is the "Authorized User," the location of the Urgent Caller displays on the map.
  - Either the Initiator of the call or the Authorized User can end the "urgent call".
  - The "destination" of Urgent call must be on PTT+ client version R9.0 or later.
- Location-Based Temporary Groups. These are dispatcher-managed geographic groups. Members inside the geographic area can be added to Dispatch selected contacts or pre-defined groups.
  - Requires new PTT+ Group Advanced Dispatch software license.

Note: Push to Talk Group Advanced requires Push to Talk Plus (PTT+).

### Group Advanced Feature Requirements

- PTT+ Group Advanced feature requires the Push to Talk Plus (PTT+) feature.
- At launch (3/28/19), this bundle only works on smartphones. Select basic devices are supported, beginning in 2Q2019.
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/19) for the functionality to show on devices as well as the PTT+ management portal (ECM).
- PTT+ Group Advanced works with the optional LMR feature/functionality.

### PTT+ Portal Information

- Large Groups
  - Within the PTT+ portal (ECM), there is a new group type "Large Group" under the Create Groups tab. When the group is created, only those contacts with the new PTT+ Group Advanced feature / SKU can be added to the group.
- Urgent Calling
  - The company POC is able to set the "Authorized User" as well as the primary and secondary contacts that are recipients when the Urgent Call is initiated. "Authorized users" also have to have the PTT+ Group Advanced feature / SKU.
- Location-Based Temporary Groups
  - No impact on the PTT+ management portal (ECM).

Push to Talk Plus Group Command Feature Only  
(when added to a Basic/Smartphone Device with PTT+)  
No additional discounts apply.

Basic/Smartphone Device Feature (87382)

\$7.50

Note: Group Command cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Advanced and Group Command on the same device.

The new features, effective 5/2/19, include:

- Discreet listening. Enables an authorized user or dispatcher to remotely listen to a user's PTT+ voice communication.
- User Check. Allows an authorized PTT+ user or dispatcher to obtain user information from another Group Command user, such as:
  - Presence and location
  - Device signal strength (Wi-Fi and cellular)
  - Device battery level
- Enable/Disable Radio
  - The ability to temporarily remove a device from a group conversation
- Includes Group Advanced functionality (large groups and urgent calling)

#### Group Command Feature Requirements

- PTT+ Group Command feature requires Push to Talk Plus (PTT+) feature
- This bundle works on Smartphones, Tablets and basic phones
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/2019) for the functionality to show on both the device as well as the PTT+ management portal (ECM).
- End users MUST enable RADIO MODE for the PTT+ Group Command features to work
- PTT+ Group Command SFO works with the optional LMR feature / functionality
- PTT+ Group Advanced and PTT+ Group Command features are mutually exclusive

#### Push to Connect – (PTT+)

Customers who use Smartphones, Tablets and basic phones are able to leverage Push to Connect to:

- Share pictures and videos from Gallery, as well as use native device camera
- Share location (current location or meeting location)
- Group Supervisor can set a Geofence, and receive messages when members come or leave area
- Leave a voice message, or create a voice message, and send to an individual or a group
- Send a PDF file to a contact or group

For customers who are familiar with [PTT+ LMR Interoperability](#), PTT+ now has an optional “LMR Client” look, which provides a streamlined interface which simplifies the user experience to 1 screen.

Customers can now leverage Web Browsers to access the PTT+ Dispatch solution, rather than downloading software.

Verizon also has a developer portal for any third-party companies that are interested in integrating the PTT+ voice functionality ([developer.pushtotalkplus.com](http://developer.pushtotalkplus.com))

PTT+ also has an option to preset the PTT+ button (Programmable key) to a contact or group and works, even when the security screen is enabled.

Verizon offers different levels of Professional Services to facilitate the installation/integration of this functionality. See [LMR Interop Professional Services in Detail](#).

**Group Command Software Sku's**  
No additional discounts apply.

SKU Name	SKU Description	Term	Cost
PTT+ Group Command for Dispatch	PTT+ Group Command for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Command features (large group and urgent calling).	Monthly (658952)	\$100.00
PTT+ Group Command for Dispatch-LMR	PTT+ Group Command for Dispatch-LMR includes support for PTT+ Group Command features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (658953)	\$106.00
PTT+ Group Command for Cross-Carrier	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658954)	\$11.25
PTT+ Group Command for Cross Carrier-LMR	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658955)	\$15.75
PTT+ Group Command for Tablet	PTT+ Group Command for Tablet supports the PTT+ Group Command functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658956)	\$11.25
PTT+ Group Command for Tablet-LMR	PTT+ Group Command for Tablet-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658957)	\$15.75

**Group Advanced Software Sku's**  
No additional discounts apply.

PTT+ Group Advanced for Dispatch	PTT+ Group Advanced for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	Monthly (657452)	\$75.00
PTT+ Group Advanced for Dispatch LMR includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	PTT+ Group Advanced for Dispatch-LMR includes support for PTT+ Group Advanced features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (657453)	\$81.00
PTT+ Group Advanced for Cross-Carrier	PTT+ Group Advanced for Cross Carrier supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657454)	\$6.75
PTT+ Group Advanced for Cross Carrier-LMR	PTT+ Group Advanced for Cross Carrier-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657455)	\$11.25

PTT+ Group Advanced for Tablet	PTT+ Group Advanced for Tablet supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657456)	\$6.75
PTT+ Group Advanced for Tablet-LMR	PTT+ Group Advanced for Tablet-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657457)	\$11.25

Note: Sku's are not interchangeable. Group advance Sku's must be used with the group advanced feature code and Group command Sku's must be used with the group command feature code.

<b>Land Mobile Radio (LMR) for PTT+ : Government Subscribers Only</b>	
Push to Talk Plus service is required.	
LMR licenses are not eligible for any further discounts.	
Product	Monthly Access
LMR Channel per account	\$0.00
<b>Notes:</b> Customer may have multiple channels.	
<b>LMR FEATURE Only</b>	
(When added to a Basic/Smartphone Device with PTT+)	
Basic/Smartphone Devices (FEATURE)	\$4.50 (85280)
<b>Notes:</b> LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.	
<b>LMR License bundled with PTT+ License</b>	
Tablet	\$8.25
Inter-carrier (any device)	\$8.25
3rd Party Web (HTML) API Client	\$8.25
<b>Notes:</b> . See attached Calling Plan and Feature Details for important information about calling plans, features and options. Land Mobile Radio (LMR) Interoperability works with all PTT+ capable devices. To use PTT+, Customer needs a PTT+ feature (or a software license for tablets and dispatch) and a PTT+ compatible device. An Internet Protocol (IP) link is required to connect Verizon's PTT+ service with the customer's LMR network through the "IP Gateway". By purchasing the Land Mobile Radio for PTT+ Customer consents to the tracking of Land Mobile Radio for PTT+ equipment and must obtain authorized consent to tracking from all users and affected persons. No guarantee of accuracy of information transmitted, disclosed, displayed or otherwise conveyed or used. Service could be interrupted or disrupted due to atmospheric conditions, inaccurate ephemeris data and other factors associated with use of satellites and satellite data.	

**PTT+ LMR Interoperability Deployment Services.**

The below services provide for the integration and deployment of Verizon PTT+ with a customer’s LMR network based on either a ROIP (Radio Over IP) or ISSI (Inter Sub-System Interface) LMR network architecture.

<b>Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment</b>							
Additional Discounts Not to Apply for Virtual Deployments.							
<b>*Virtual Deployment type</b>	<b>Price Software Plan Id and Description</b>	<b>Provided Via Email</b>	<b>Provided Via Phone</b>	<b>Project Management</b>	<b>Configuration of Equipment</b>	<b>Testing of Equipment</b>	<b>Up to 4 Talk Groups</b>
<b>Onetime Fee</b>							
ROIP Assisted Virtual Deployment	\$2,500	Included	Not Included	Not Included	Not Included	Not Included	Not Included
	623458: PTT+/LMR Assisted Install: ONE TIME						
<b>Onetime Fee</b>							
ROIP Managed Virtual Deployment	\$8,000	Included	Included	Included	Included	Included	Included
	623459: PTT+/LMR Managed Remote: ONE TIME						
<b>Onetime Fee</b>							
ISSI Managed Virtual Deployment	\$25,000	Included	Included	Included	Included	Included	Included
	623461: PTT+/LMR Managed Plus P25: ONE TIME						
<p><b>Note:</b> *Customer must select a type of Virtual Deployment; selection cannot be mixed and/or matched. Customer must also purchase separately a ROIP gateway and cables. Customer must physically install the gateway and provide Virtual Private Network (“VPN”) connectivity to the gateway. In addition, Customer must purchase an associated Land Mobile Radio (“LMR”) feature and associated authorizations.</p> <p>Virtual Deployments include on-boarding one single facility, accessible by Customer site to site VPN (Verizon Wireless will not go on-site for any Virtual Deployment).</p> <p>Warranty: Verizon Wireless makes no warranties, express or implied, with respect to ROIP or ISSI Virtual Deployment which it provides to Customer on an “AS IS” basis “WITH ALL FAULTS” and “AS AVAILABLE.” The accuracy, timeliness, completeness, suitability, or availability of any aspect of ROIP or ISSI Virtual Deployment cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY.</p>							

**ROIP Assisted Virtual Deployment**

*Customer Requirements:*

Physical Installation and configuration.	Access to add network elements to Customer's network (IT administration).
VPN turn up capability (IP Network expertise).	Purchase and configure ROIP Gateway(s) and cables for connected LMR.
Assign a single point of contact.	Provide mobile radio for connectivity to each channel connected to ROIP Gateway(s).
Assign individual to receive and program ROIP Gateway(s) (The customer must have an acute knowledge on how to program land mobile radio equipment).	Provide VPN peer details.

*Virtual Deployment provided:* ROIP Assisted Virtual Deployment is only provided via email. Requests for deployment assistance can be reached at [KODVZLMRSupport@motorolasolutions.com](mailto:KODVZLMRSupport@motorolasolutions.com).

ROIP Assisted Virtual Deployment ends once a successful configuration and functional test occur:

A successful configuration for ROIP and ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group Mobile Directory Number's (MDN) ordered and recorded

A successful functional test occurs when based on the following criteria:

*RoIP Virtual Deployment:*

- Verizon Push to Talk (PTT) Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

*ISSI Virtual Deployment:*

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon Push to Talk Plus Service handsets when LMR User is speaking

**ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment**

*Virtual Deployment Includes:*

Working with Customer to engineer network segments for ROIP	Engage with Customer on VPN solution completion
Develop milestones	Verify Customer is configured in PTT Plus Service
Project manage critical milestones	Finalize ROIP Gateway tuning settings including latency and call setup timers based on Customer's network.
Present final design	Validate all configuration steps of the IP Gateway

Requests for managed deployment assistance can be reached at:

Phone Requests: (469) 476-0820

Email Requests: [KODVZLMRSupport@motorolasolutions.com](mailto:KODVZLMRSupport@motorolasolutions.com).

*Customer Requirements: Customer shall be required to do the following:*

Assign a project Single Point of Contact.	Provide mobile / portable radio for connectivity to each channel connected to ROIP Gateway(s).
Backhaul Technology Selection.	Manage schedule and report availability for turn up.
Provide VPN Peer Details.	Approve necessary authorizations to be billed to the account.
Order IP Gateway.	Review designs.
Complete Site Survey Web Form.	Provide resulting LMR Group MDN authorization numbers assigned in Enterprise Contact Management (ECM) Tool to Verizon.
Physical Installation.	Approve the one-time Virtual Deployment charges for managed install.
Build Talk Groups in PTT+ online portal Enterprise Contact Management (ECM), including ROIP Gateway authorization.	Configure VPN on local network to data center.
Assign single point of contact for VPN configuration.	Customer to confirm the required networking elements completed.
Assign individual to receive ROIP Gateway(s).	Configure network elements as needed (if sourced as a part of project).
Access to add network elements to Customer's network.	Test and successfully complete calls between Push to Talk Plus Service and the LMR network.
Purchase separately ROIP Gateway(s) and cables for connected LMR.	

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment end once a successful configuration and functional test occur:

A successful configuration for ROIP or ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group MDN(s) ordered and recorded

A successful functional test occurs when based on the following criteria:

*RoIP Virtual Deployment:*

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

*ISSI Virtual Deployment:*

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon PTT Plus Service handsets when LMR User is speaking

### Name ID Features

The features below reflect the monthly access charge discount. No additional discounts apply

Feature	Monthly Access
Share Name ID*	\$0.00
Company Name ID	\$1.99 per line

**Note:** Depending upon the service provider and/or carrier to which the called party is subscribed, the called party (terminating device) may or may not be able to view the caller's name. The Call Filter Plus feature is purchased separately.

#### Company Name ID

- Allows Government customers to display their agency name, number and logo on outbound calls on a line-by-line basis to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
- The **Logo display service** is compatible only with Android Devices.
- Users must be subscribed to the My Business portal to use this feature.

#### Share Name ID

- A free service that allows Government customers to personalize their name (as per Account Owner's Billing Name) on outbound calls to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
1. Users must be subscribed to the My Business portal to use this feature.

### Call Filter Plus Service Fees

This feature is NOT eligible for monthly access fee discounts.

Monthly Access Fee <sup>1</sup>	\$0.75
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**Notes:** Additional feature information is attached hereto. <sup>1</sup>This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. \* Once enabled all lines have the ability to access call filter. Call filter features are billed separately; however, all supported options will appear and cannot be blocked.

### Call Filter Free Service

This feature is NOT eligible for monthly access fee discounts.

Monthly Access Fee <sup>1</sup>	\$0.00
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**Notes:** Additional feature information is attached hereto. <sup>1</sup>This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. \* Once enabled all lines have the ability to access call filter. \*\* 4G LTE GSM/UMTS capable devices, require VoLTE/HD Voice.

Call filter features are billed separately; however, all supported options will appear and cannot be blocked.

## ENHANCED SERVICES AND SOLUTIONS

### 4G Smartwatch with NumberShare<sup>1</sup> Unlimited Plan - Government

This plan is not eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	\$10.00 (13413)
<b>Domestic Anytime Minutes</b>	Unlimited
<b>Domestic Data Allowance<sup>2</sup></b>	Unlimited
<b>Domestic and International Messaging Allowance<sup>3</sup></b>	Unlimited

**Notes:** This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices.

1. Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data.
2. Usage may be prioritized behind other customers in the event of network congestion.
3. Unlimited messaging from within the United States to anywhere in the world where messaging services are available.

### Verizon Mobile Device Management (MDM): Government Subscribers Only

Verizon MDM is not eligible for the monthly access charge discount. No additional discounts apply.

Verizon MDM Feature	Access Fee
<b>Enterprise Firmware Over the Air (FOTA) Management<sup>1</sup></b>	\$0.00 (license requirement with service)
<b>Device Diagnostics<sup>2</sup></b>	\$0.99 / per device per month
<b>Broadband Hotspot Management<sup>3</sup></b>	\$1.49 / per device per month <b>OR</b> \$15.00 / per device per year
<b>Unified Endpoint Management</b>	\$1.00 / per device per month <b>OR</b> \$10.00 / per device per year

**Notes:** See attached Calling Plan and Feature Details for important information about calling plans, features and options. MDM supports select devices and operating systems and may require installation of a software agent. MDM features are billed separately; however, all supported options will appear and cannot be blocked. Due to a number of features that require HTML 5, Verizon MDM requires Internet Explorer Version 10 and above to work efficiently. <sup>1</sup> Enterprise Firmware Over the Air (FOTA) Management supports Android devices, including Jetpacks and USB devices. <sup>2</sup> Device Diagnostics supports Verizon Android devices operating on OS 4.0 and higher excluding Apple iOS and Google Pixel/Nexus Devices. <sup>3</sup> Broadband Hotspot Management currently supports the MiFi 7730L, AC791L, Jetpack MiFi 6620L, and USB730L.

### VZ MDM Implementation Services

This service does not qualify for additional discounts

A certified VZ Solutions Engineer ("SE") will be assigned to provide a full and complete virtual implementation of the VZ MDM solution, including:

- Facilitate customer through onboarding of mobile devices in the Verizon Mobile Device Enrollment Program (DEP);
- Creation and assignment of policies and groups, ensuring group and policy orientation meets customer's project needs
- Provide portal training;
- Oversee a testing phase with a control group;
- Oversee initial production rollout

SKU#	Description	Term	Cost
VZ_IOT_VZMDM_1-10 (703559)	License Quantity 1-10	One-time fee	\$99.00
VZ_IOT_VZMDM_11-499 (703503)	License Quantity 11-499	One-time fee	\$350.00
VZ_IOT_VZMDM_500-999 (703602)	License Quantity 500-999	One-time fee	\$650.00
VZ_IOT_VZMDM_1000_PLUS (703454)	License Quantity 1000+	One-time fee	\$0.70/ license

**Notes:** This service can be found under the VZ MDM category in BuSS. Multiple tiers cannot be combined during purchase. Separate configurations may use separate tiers.

This service is to be used in conjunction with one of the following VZ MDM Services:

1. Enterprise Firmware Over the Air
2. Device Diagnostic
3. Broadband Management
4. Unified Endpoint Management

### MobileIron [Acquired by Ivanti] Secure Unified Endpoint Management (UEM) with Direct Support Bundles: Government Subscribers

The pricing below reflects the monthly access fee discount. No further discounts apply

**MobileIron Secure UEM Bundle.** Endpoint management for any device (iOS, android, macOS, Windows) Apps@Work, Help@Work, and Sentry.

Optional ADD-ON features: Mobile Threat Defense (MTD) or Mobile Threat Defense Premium (MTD Premium)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit/ Per Year
MI-UEM-D-1YMC-D	MobileIron Secure UEM	<b>Per Device Cloud</b> Subscription License for 1 Year with Direct Support.	\$3.00 (693472)	\$36.00 (693470)
MI-UEM-U-1YMC-D	MobileIron Secure UEM	<b>Per User (5 Devices/User) Cloud</b> Subscription License for 1 Year with Direct Support.	\$4.50 (693516)	\$54.00 (693517)

MI-UEM-D-1YS-D	MobileIron Secure UEM	<b>Per Device Subscription (On-Premise)</b> License for 1 Year with Direct Support.	\$3.00 (693618)	\$36.00 (693620)
MI-UEM-U-1YS-D	MobileIron Secure UEM	<b>Per User (5 Devices/User) (On-Premise)</b> Subscription License for 1 Year with Direct Support.	\$4.50 (693475)	\$54.00 (693476)

**MobileIron Secure UEM Premium Bundle:** for UEM, Tunnel, AppConnect, Apps, Conditional Access, ZSO One  
The pricing below reflects the monthly access fee discount. No further discounts apply

Optional ADD-ON features: Mobile Threat Defense (MTD), Mobile Threat Defense Premium (MTD Premium), Zero Sign-on (ZSO)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit / Per Year
MI-UEMP-D-1YMC- D	MobileIron Secure UEM Premium	<b>Per Device Cloud</b> Subscription License for 1 Year with Direct Support.	\$5.63 (693563)	\$67.50 (693562)
MI-UEMP-U-1YMC- D	MobileIron Secure UEM Premium	<b>Per User (5 Devices/User) Cloud</b> Subscription License for 1 Year with Direct Support.	\$9.00 (693511)	\$108.00 (693512)
MI-UEMP-D-1YS-D	MobileIron Secure UEM Premium	<b>Per Device Subscription (On-Premise)</b> License for 1 Year with Direct Support.	\$5.63 (693614)	\$67.50 (693613)
MI-UEMP-U-1YS-D	MobileIron Secure UEM Premium	<b>Per User (5 Devices/User) Subscription (On-Premise)</b> License for 1 Year with Direct Support.	\$9.00 (693464)	\$108.00 (693465)

**\*Refer to the Additional Requirements below for important information**

### MobileIron Zero Sign-On (ZSO) Feature: Cloud

Adaptive security and conditional access for any cloud service or in-house apps  
The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit / Per Year	Annual Cost Per Unit / Per Year
MI-ZSO-U-1YC-D	MobileIron Secure UEM	<b>Per User (5 Devices/User) Subscription</b> License for 1 Year with Direct Support.	\$2.25 (693523)	\$27.00 (693520)

NOTE: This feature is an add-on to **Secure UEM Premium** SKUs only

**\*Refer to the Additional Requirements below for important information**

### MobileIron Threat Defense Features: Cloud

Compatible with both MobileIron Cloud and MI Core/On premise

The pricing below reflects the monthly access fee discount. No further discounts apply

**MobileIron Threat Defense Feature:** Intrusion prevention system integrated into the MobileIron Client to defend against Device, Network, and Application based cyber-attacks

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTD-D-1YS-D	MobileIron Threat Defense	<b>Per Device Cloud</b> Subscription for 1 year with Direct Support.	\$3.00 (658460)	\$36.00 (633460)
MI-MTD-U-1YS-D	MobileIron Threat Defense	<b>Per User (5 devices/user) Cloud</b> Subscription for 1 year with Direct Support.	\$4.50 (658463)	\$54.00 (633462)

**MobileIron Threat Defense Premium Feature:** Intrusion prevention system integrated into the MobileIron Client and Advanced App Analysis

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTDPLUS-D-1YS-D	MobileIron Threat Defense Premium	<b>Per Device Cloud</b> Subscription for 1 year with Direct Support.	\$4.50 (658462)	\$54.00 (633461)
MI-MTDPLUS-U-1YS-D	MobileIron Threat Defense Premium	<b>Per User (5 devices/user) Cloud</b> Subscription for 1 year with Direct Support.	\$6.75 (658464)	\$81.00 (633463)

Notes: Includes zConsole (Cloud-based Command & Control Center) Zimperium's mobile threat management platform that monitors security incidents on zIPS-protected mobile devices and provides mobile forensic details (one per customer)

**\*Refer to the Additional Requirements below for important information**

**Additional Requirements: MobileIron Secure UEM Bundles, MobileIron Secure UEM Premium Bundles, MobileIron Zero Sign-On (ZSO) Feature, MobileIron Threat Defense Features**

**Purchase Requirements:**

- **MobileIron Cloud:** Minimum first time purchase of 25 licenses of Unified Endpoint Management Bundle required
- **MI Core/On premise:** Minimum 500+ Licenses Required for initial order/installation required
- **Deployment services** are required for all first time deployments.
- **Support levels** must match across all products purchased
- **Max of 5 devices/user** for Secure UEM and Secure UEM Premium bundles
- **Customers upgrading** from per Device to per User cannot downgrade
- **Enterprise Support** requires Direct Support

Customer may purchase MobileIron, Inc. [Acquired by Ivanti] ("MobileIron") licenses and services ("MobileIron Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the MobileIron Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. MobileIron Services are manufactured by MobileIron, Inc. Any license for MobileIron Services must be obtained directly from MobileIron either upon purchase or installation of the MobileIron Services. MobileIron Services are subject to MobileIron's terms and conditions and can be viewed here: <https://www.ivanti.com/company/legal?miredirect>. Verizon Wireless will direct MobileIron to fulfill Customer's MobileIron Services order. Customer support for MobileIron Services must be obtained directly from MobileIron, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to MobileIron Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate MobileIron representatives.

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Price Plan ID	Annual Cost (Per 10 Apps)
MI-INCAPPTIC-BAS-D-1YS-D	MobileIron incapptic Connect	Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.	693468	\$15,000.00
MI-INCAPPTIC-APP-D-1YS-D	MobileIron incapptic Connect	Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.	693567	\$15,000.00
Note: Statement of Work required.				

### MobileIron Professional Services - Custom Scope SOW Required

The pricing below reflects the monthly access fee. No discounts apply

SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-SOW-PUF	Professional Services - Custom defined scope (e.g. multi-site, certificate integration, health checks, follow-on services) provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour SOW required  Billed Upfront	682954	\$250.00
MI-RESIDENT-ANY	Resident Services - Resource to assist with the management of MobileIron environment. SOW required.	Rate per hour. 3-month period minimum. SOW required	510404	\$130.00
Note: Statement of Work required.				

### MobileIron Professional Services - Open Scope

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Description	Notes	Price Plan ID	Price per Hour
MI-PS-HOURS-PUF	Professional Services -Custom undefined scope, services provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour	682955	\$250.00
Note: Statement of Work required.				

A discount has been applied. doForms Licenses and Professional services are not eligible for any further discounts

### Core Subscription Costs

Sku Name	Sku	Per User	Pricing Frequency	Cost	
				Monthly	Annual
30 Day Free Trial <sup>1</sup>	GDFT30	Per User	30 days	\$0.00	-
Standard	GDFSTD	Per User	Monthly or 1 yr.	\$9.95	\$99.95 (675956)
Advanced	GDFADV	Per User	Monthly or 1 yr.	\$14.95	\$149.95 (675960)
Premium	GDFPRE	Per User	Monthly or 1 yr.	\$19.95	\$199.95 (675958)

### Professional Services – One Time Charges

Sku Name	Sku	Pricing Frequency	Price
Professional Services	GDFPSV	One Time Charge per Hour	\$95.00 (675953)

### One Time Charges<sup>3</sup>

The below credits do not expire

1000 Credits	GDFCR1	One Time Charge	\$250.00 (675952)
5000 Credits	GDFCR5	One Time Charge	\$1,000.00 (675954)

Note: Core subscription include access to the doForms web portal to build, manage, and view mobile forms. All Subscriptions are per user and can be accessed via web or mobile on iOS or Android devices. Products cannot be mixed. See attached calling plan and feature details for important information about calling plans, features, and product details options.

1. 30 Day Free Trial. Limit 1 30-day trial at no cost per customer profile.
2. Professional Services. Provides custom forms, custom reports, custom PDF templates, integration support, training, product enhancements, design consulting, custom development.
3. Credit. Credits are required for forms completed or sent outside of the doForms mobile app. Credits are used to when forms are sent as links in emails or embedded in documents as hyperlinks for each form submitted. Website forms require a credit for each form submitted. Scheduled reports require a credit each time they are run (distribution is unlimited). Dispatched form links or Fill & Send forms require a credit when sent and submitted. C \* doForms Credits do not expire as long as Customer's subscription remains active\*

\*\*Should a Business Associate Agreement (BAA) be required, the agreement would be between doForms and the Customer.\*\*

Products shown or referenced are provided by doForms Inc. ("doForms"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. doForms can connect to several different systems including cloud based and server based applications. Customer may purchase doForms licenses and services ("doForm Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the doForm Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. doForm Services are manufactured by doForms, Inc. Any license for doForm Services must be obtained directly from doForms either upon purchase or installation of the doForms Services. doForms Services are subject to doForms' terms and conditions and can be viewed here: <https://www.doforms.com/terms-of-use/> Verizon Wireless will direct doForms to fulfill Customer's doForms Services order. Customer support for doForm Services must be obtained directly from doForms, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to doForms Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate doForms representatives.

## doForms Service Feature Options

Features	Standard	Advanced	Premium
Web Portal / Web Browser Client	X	X	X
doForms Mobile App	X	X	X
Form Builder	X	X	X
Reporting	X	X	X
Dispatch Portal / Google Maps		X	X
Job Dispatch / Scheduling		X	X
Barcode Scanning / Labeling		X	X
NFC Tag Reading		X	X
Excel Plug-in		X	X
Secure Email / Scheduled Reporting & Dashboard / Editable Document Forwarding/Transport		X	X
Chain of Custody / Manifest Validation		X	X
Web Services			X
Integration			X

Description: Premium product includes all of the features of Advanced plus the doForms integration options such the Integration Gateway (aka Sync & Save), Web Services, Dispatch Integration, POD Manifest Integration, Included Interfaces (Database Pack, Microsoft Pack, Utility Pack, QuickBooks, Salesforce.com, Verizon Connect).

## Knox Customization

Knox Customization is a comprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transform Samsung devices into purpose-built solutions for any industry. \*Requires upfront proof of device ownership.

One Time Charge	\$3.00/per license
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### Samsung Knox for Government

#### Samsung Knox Workspace

Samsung Knox licenses are not eligible for any further discounts.

Knox Workspace is an on-device container that isolates business applications and data from personal ones with government-grade security. Knox Workspace also provides enhanced granular controls over device features to agency IT administrators. Requires an additional MDM/EMM (like Knox Premium) to manage the container. Manage the container by integrating Knox IT policies with your existing MDM solution. Only available for Samsung Devices. <https://www.samsungknox.com/en/eula>

Subscription	Monthly (Month to Month)	1 – Year Term (Prepaid)	2 – Year Term (Paid in advance)
License Fee	\$2.70 (684455)	\$32.40 (684466)	\$64.80 (684464)
SKU#	MI-OSKPM01GUT2	MI-OSKP101GUT2	MI-OSKP201GUT2

### Samsung Knox Configure Customization

Knox Customization is a comprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transform Samsung devices into purpose-built solutions for any industry. \*Requires upfront proof of device ownership. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OVKPS01G	Customization Setup	One Time Charge	\$1,499.00/ per license (684452)

### Samsung Knox Configure (Samsung Devices Only)

Knox Configure is a cloud based management tool that allows organizations to remotely configure a large number of Samsung devices and tailor them to meet specific needs. Transform Samsung devices into purpose-built solutions for any industry. Upfront proof of device ownership is required, along with Samsung Knox Software v. 2.8+. There are 3 types of Knox Configure licenses: <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKCS11GUT2	KC Setup- 1 Year	1 year (Prepaid)	\$3.75 (684463)
MI-OSKCS21GUT2	KC Setup- 2 Year	2 year (Prepaid)	\$7.50 (684462)
MI-OSKCD11GUT2	KC Dynamic- 1 Year	1 year (Prepaid)	\$7.50 (684461)
MI-OSKCD21GUT2	KC Dynamic- 2 Year	2 year (Prepaid)	\$15.00 (684460)
MI-OSKCD12GUT2	KC-D (per seat ) 1 years	1 year (Prepaid)	\$9.00 (684456)
MI-OSKCD22GUT2	KC-D (per seat ) 2 years	2 year (Prepaid)	\$18.00 (686452)

### Knox Manage EMM

Knox manage is a cloud-based cross-platform agency mobility management solution combined with an on-device secure container for Samsung devices. Manage devices in the cloud. Compatible with Samsung Android, Android, iOS and windows 10 devices. <https://www.samsungknox.com/en/eula>

SKU#	Description	Term	Price
MI-OSKMM10GUT2	Manage Monthly	Month – to – Month	\$1.50 (684459)
MI-OSKM110GUT2	Manage- 1 Year	1 year (Prepaid)	\$18.00 (684458)
MI-OSKM210GUT2	Manage- 2 Year	2 year (Prepaid)	\$36.00 (684457)

### Knox Quick Start

SKU#	Description	Term	Price
MI-OVCPK2G	Quickstart II	One Time Charge	\$499.00 (684454)

MI-OVCPK3G	Quickstart III	One Time Charge	\$1,599.00 (684453)
<p><b>Notes:</b> Customer may purchase Samsung Knox for Enterprise licenses and services (“Knox Services”), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Knox Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Knox Services are manufactured by Samsung Electronics Co., Ltd. (“Samsung”). Any license for Knox Services must be obtained directly from Samsung either upon purchase or installation of the Knox Services. Knox Services are subject to Knox Services’ terms and conditions and can be viewed here: <a href="https://www.samsungknox.com/en/eula">https://www.samsungknox.com/en/eula</a>. Verizon Wireless will direct Knox Services to fulfill Customer’s Knox Services order. Customer support for Knox Services must be obtained directly from Samsung. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Knox Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Knox Services representatives.</p>			

### IBM® MaaS360® Enterprise Mobility Management (EMM)

A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.

IBM MaaS360 UEM offers a comprehensive, highly secure platform that manages and protects Devices and Things (smartphones, tablets, laptops, desktops,), People and Identity (authentication, authorization, Single Sign On, secure use access), Apps and Content combined with cognitive technology.

#### Enterprise Mobility Suites: Core Products

License Type	Product	SKU	Description	Monthly	Annual
Per Device: One (1) license <u>per device</u>	<b>Essentials</b>	D1P3GLL	Essentials Suite <b>per Device</b>	<b>\$2.25</b> 598456	<b>\$27.00</b> 598455
	<b>Deluxe</b>	D1P3LLL	Deluxe Suite <b>per Device</b>	<b>\$3.75</b> 598457	<b>\$45.00</b> 598458
	<b>Premiere</b>	D1P3RLL	Premier Suite <b>per Device</b>	<b>\$4.69</b> 598459	<b>\$56.25</b> 598460
	<b>Enterprise</b>	D1P3WLL	Enterprise Suite <b>per Device</b>	<b>\$6.75</b> 598461	<b>\$81.00</b> 598462
Per User: One (1) license <u>per single user</u> with multiple devices	<b>Essentials</b>	D1P3ILL	Essentials Suite <b>Per User</b>	<b>\$4.50</b> 598463	<b>\$54.00</b> 598464
	<b>Deluxe</b>	D1P3NLL	Deluxe Suite <b>per User</b>	<b>\$7.50</b> 598465	<b>\$90.00</b> 598466
	<b>Premiere</b>	D1P3TLL	Premier Suite <b>per User</b>	<b>\$9.38</b> 598467	<b>\$112.50</b> 598468
	<b>Enterprise</b>	D1P3YLL	Enterprise Suite <b>per User</b>	<b>\$13.50</b> 598469	<b>\$162.00</b> 598470

**Notes:**

- No setup or deployment fee for 50 licenses and up.
- All subscriptions are a 1-year term, and customer has the option to pay annually or monthly.
- Any reduction in the number of licenses can only be made at the time of renewal for both annual and monthly plans. No proration.
- **IBM Fast Start Customer Setup is required for less than 50 licenses.**

### IBM® MaaS360® Enterprise Mobility Management: Add-On Products

A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.

- These SKUs require an active subscription from the **Core Products** list (see above).
- This SKU must match the core product exactly (i.e., 1:1). Example: If the customer has 100 Essential Core Products then the customer must order 100 Team Viewer add-ons.

License Type	Product	SKU	Description	Monthly	Annual
Per Device: One (1) license <u>per device</u>	<b>Mobile Threat Management</b>	D1AJPLL	Mobile Threat Mgmt <b>per Device</b>	<b>\$0.75</b> 598473	<b>\$9.00</b> 598474
	<b>Secure Mobile Browser</b>	D1AGWLL	Secure Mobile Browser <b>per Device</b>	<b>\$0.75</b> 598953	<b>\$9.00</b> 598954

	<b>TeamViewer</b>	D0048ZX	TeamViewer Remote Support SaaS for IBM MaaS360 <b>per Device</b>	<b>\$0.75</b> 625453	<b>\$9.00</b> 714502
Per User: One (1) license <u>per single user</u> with multiple devices	<b>Mobile Threat Management</b>	D1AJSLL	Mobile Threat Mgmt <b>per User</b>	<b>\$1.88</b> 599454	<b>\$22.50</b> 599455
	<b>Secure Mobile Browser</b>	D1AGZLL	Secure Mobile Browser <b>per User</b>	<b>\$1.88</b> 598955	<b>\$22.50</b> 598956
	<b>TeamViewer</b>	D0047ZX	TeamViewer Remote Support SaaS for IBM MaaS360 <b>per User</b>	<b>\$1.50</b> 625454	<b>\$18.00</b> 714452
<b>Laptop Location</b>	D1AM8LL	Laptop Location	598471	\$0.38	
			598472		\$4.50

### IBM® MaaS360® Enterprise Mobility Management Professional Services

IBM MaaS360 EEM Professional Services are not eligible for discounts.

Product	SKU	Plan ID	Description	One-time Cost
<b>IBM Email Setup - One Time Charge</b>	D01XLZX	741452	Provides remotely delivered expertise and guidance in setting up and configuring the MaaS360 Email Access Gateway. The IBM consultant will participate in the discussions and setup remotely via WebEx. Through the initial conversation, the consultant will recommend the appropriate scenario to leverage, and also provide recommendations for redundancy and load balancing as needed. The consultant will assist in deploying any of the following scenarios: (1) Email gateway for any access, (2) Email gateway to allow only MaaS360 Secure Mail clients, (3) Email gateway with client authentication using corporate credentials.	\$730.00
<b>Health Check Success Service</b>	D1RTALL	644452	IBM will assess your current deployment against your use cases, future goals, and industry best practices in a 1 day session. Receive a report with a score and recommendations on how to utilize MaaS360 to its full potential.	\$2,800.00
<b>IBM Fast Start Customer Setup Service</b>	D1X6SLL	636958	Fast Start is <u>required for accounts activating less than 50 licenses</u> . Provides set up assistance during a 2-hour phone call with a MaaS360 expert	\$500.00
<b>EMM 30-Day Trial</b>	D1P3TRL	598957	<b>One-Time EMM 30-Day Trial.</b> Customer can trial MaaS360 for 30 days. At the conclusion of the trial (but before the 30 day period ends), customer may convert the account to a paid subscription. Once the order is processed, the number of paid licenses can be provisioned to the account. Note. If the trial expires past the 30 day period customer must contact Verizon.	\$0.00
<b>Mobility Training Success Service</b>	D1RTBLL	644453	A 2 day, curriculum based training workshop to skill up your helpdesk, operations team, and administrators on enterprise mobility and IBM MaaS360. Get hands-on with the product in this course with real world scenarios and demos.	\$5,700.00
<b>Quick Start Success Service</b>	D1RT9LL	644454	Quick Start Services deliver fast and exceptional enterprise mobility implementation guidance to maximize your investment in less than a week.	\$14,000.00

### IBM MaaS360 EMM Core Products

Included features are determined by IBM MaaS360 UEM License Type

Feature	Functionality	Included Features by License			
		EMM Essential	EMM Deluxe	EMM Premier	EMM Enterprise
Device Management	Manage smartphones, tablets & laptops featuring iOS, Android, Windows 10 Mobile, Windows 7, Windows 10 & macOS	✓	✓	✓	✓

App Management	Deploy custom enterprise app catalogs Blacklist, whitelist & require apps	✓	✓	✓	✓
Patch and Update Management	Identify & report on missing OS patches Schedule distribution and installation of Windows OS & macOS patches	✓	✓	✓	✓
Identity Management	Single sign-on & touch access Conditional access to trusted devices Identity federation with apps	✓	✓	✓	✓
Advisor	Improve IT operational efficiency by applying best practices & learning from industry & peer benchmarks	✓	✓	✓	✓
Container App	A separate, corporate mobile workplace for iOS, Android & Windows Productivity apps for work in one place	✓	✓	✓	✓
Mobile Expense Management	Monitor mobile data usage with real-time alerts Set policies to restrict or limit data & voice roaming	✓	✓	✓	✓
Secure Mobile Email	Contain emails, attachments & chat to prevent data leakage Enforce authentication, copy/paste & forwarding restrictions FIPS 140-2 compliant, AES-256 bit encryption for data at res	✗	✓	✓	✓
Secure Mobile Chat	Contain all chat mobile conversations and data Establish quick connections via corporate directory lookup	✗	✓	✓	✓
OS VPN	Leverages the hosted MaaS360 Certificate Authority to issue authentication certs Deployed alongside your corporate VPN solution	✗	✗	✓	✓
Secure Browser	A feature-rich web browser for secure access to intranet sites Define URL filters & security policies based on categories Block known malicious websites	✗	✗	✓	✓
Gateway for Browser	Enable MaaS360 Secure Mobile Browser to access enterprise intranet sites, web apps & network resources Access seamlessly & securely without needing a VPN session on mobile device	✗	✗	✓	✓
Content Management	Enforce authentication, copy/paste & view-only restrictions	✗	✗	✓	✓
Gateway for Documents	Secure access to internal files: e.g., SharePoint & Windows File Share	✗	✗	✓	✓
App Security	Enforce authentication & copy/paste restrictions	✗	✗	✓	✓
Gateway for Apps	Add per app VPN to Application Security to integrate behind-the-firewall data in private apps	✗	✗	✓	✓
Mobile Document Editor	Create, edit & save content in a secure, encrypted container	✗	✗	✗	✓
Mobile Document Sync	Restrict copy/paste & opening in unmanaged apps Store content securely, both in the cloud & on devices	✗	✗	✗	✓
Mobile Threat Management	Detect and analyze mobile malware on compromised devices Automate remediation via near real-time compliance engine Take action on jailbroken/rooted devices over-the-air	✗	✗	✗	✓
<p><b>Notes.</b> Customer may purchase IBM MaaS360 software licenses and services ("IBM MaaS360 Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the IBM MaaS360 Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. IBM MaaS360 Services are manufactured by International Business Machines Corporation, Inc. Any license for IBM MaaS360 Services must be obtained directly from IBM MaaS360 either upon purchase or receipt of notification from IBM of access to IBM MaaS360 Services. IBM MaaS360 Services are subject to IBM MaaS360's terms and conditions and can be viewed here: <a href="http://www-03.ibm.com/software/sla/slabd.nsf/sla/saas">http://www-03.ibm.com/software/sla/slabd.nsf/sla/saas</a>. Verizon Wireless will direct IBM MaaS360 to fulfill Customer's IBM MaaS360 Services order. Customer support for IBM MaaS360 Services must be obtained directly from International Business Machines Corporation, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to IBM MaaS360 Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate IBM MaaS360 representatives.</p>					

## Verizon Connect NWF Service Options for State of Florida

The Service Options below have been discounted. No additional discounts apply.

Service Options	Purchase Cost (Monthly Recurring Charge)
5200-GPS Only	\$17.00
5500-Diagnostics + GPS	\$19.00
AssetGuard BX Non-Powered Asset Tracking	\$13.00
Connect	\$2.95
Customizable Update Rates ("CUR") 1 Minute	\$0.00
Customizable Update Rates ("CUR") 45 Seconds	\$1.00
Customizable Update Rates ("CUR") 30 Seconds	\$2.00
Customizable Update Rates ("CUR") 15 Seconds	\$3.00
Satellite	\$34.95
Data Services	\$0.00

**Notes:** Must be on a 12 month service agreement. Applicable taxes are not included in the above pricing. Any applicable taxes will be applied to the billing invoice. Additional terms & conditions apply to Verizon Connect NWF Service that are subject to review by end user government agencies.

**Customizable Update Rates (CUR).** Authorized registered user may change a device update rate through the Self Service Portal (SSP) to 60 seconds at no additional cost. Please note, if the device update rate is changed to a 45 (CUR45), 30 (CUR30), or 15 (CUR15) second update rate, an additional charge per device would apply per the CUR list price for the selected rate.

## Verizon Connect NWF Device/Hardware Options for State of Florida

The Devices/Hardware Options below have been discounted. No additional discounts apply.

Device/Hardware Options	Purchase Cost (One Time Charge)
5200-GPS Only (must be purchased with a Harness from the list below under accessories)	\$0.01
5500-Diagnostics + GPS (must be purchased with a Harness from the list below under accessories)	\$0.01
AssetGuard BX Non-Powered Asset Tracking	\$150.00

**Notes:** Must be on a 12 month service agreement. Applicable taxes are not included in the above pricing. Any applicable taxes will be applied to the billing invoice.

Item Number	Accessory	Price (One Time Charge)
PARTS030	Reinstallation Kit	\$3.00
PARTS031	Tamper Resistant Zip Ties (100 per pack)	\$50.00
PARTS032	Combination Antenna A (standard)	\$30.00
PARTS037	AT-1400 Replacement Battery	\$45.00
PARTS039	AT-1400 Bracket	\$20.00
PARTS040	Window-Mount GPS Antenna Module (5500/5200)	\$35.00
PARTS041	Sensor Input Harness (5500/5200)	\$10.00
PARTS042	OBD-II Adapter Kit only including Core Connector & 8 Adapters (5500/5200)	\$20.00

PARTS043	6-pin Heavy Duty Harness (5500/5200)	\$35.00
PARTS044	9-pin Heavy Duty Harness with Square Flange (5500/5200)	\$35.00
PARTS045	9-pin Heavy Duty Harness with "D" Mount (5500/5200)	\$35.00
PARTS069	OBD Harness Extension	\$10.00
PARTS070	16-Pin Heavy Duty Harness	\$35.00
PARTS046	Universal Harness (5200)	\$10.00
PARTS047	Light Duty Harness plus OBD-II Adapter Kit (5500/5200)	\$35.00
PARTS090	Alternate Power/Ground Adapter (5200/5500)	\$20.00
PARTS053	Garmin FMI 45 Cable with Traffic for Connect	\$145.95
PARTS054	Garmin FMI Modified Cable	\$55.00
PARTS057	Pelican Micro Case for 5200 w/ 15' Universal Harness	\$74.95
A-PEM001	PEM Port Expansion Module	\$140.00
PARTS059	Quick Install Harness	\$10.00
A-SAT001	Satellite Modem	\$550.00
PARTSS063	Satellite Antenna	\$50.00
PARTSS064	Satellite Harness	\$50.00
KIT-SAT	Satellite Kit (includes one modem, antenna & harness)	\$650.00
PARTS065	Asset Guard BX Replacement Batter (1)	\$75.00
PARTS066	Asset Guard BX Magnet Mount Kit (set of 4) *See Note	\$75.00
PARTS095	ID Reader Adapter Install Kit	\$30.00
PARTS060	Driver ID Reader	\$15.00
PARTS061	Driver ID Key	\$3.50
PARTS087	Audible Driver ID Alert	\$15.00
PARTS071	Bluetooth Extension	\$0.00
PARTS093	Universal Harness (6100)	\$10.00
PARTS058	Universal Harness	\$10.00
PARTS097	5000 9-Pin "D" Mount Harness Type 2	\$35.00
PARTS098	5000 9-Pin Square Harness Type 2	\$35.00
PARTS111	USM 9-Pin "D" Mount Harness Type 2 Pins F-G	\$35.00
PARTS112	USM 9-Pin Square Harness Type 2 Pins F-G	\$35.00

**Notes:** \* Asset Guard BX Magnet Mount Kit includes CalAmp 133561 hardware and lanyard & CalAmp 1M101-MNC25 magnets (set of 4).

Item Number	Installation Type	Pricing (per unit)	Notes
I-INSTALL-UNIT	Base Installation – Plug/Play or 3 Wire	\$65.00	Base Installation includes 1 Device and 1 Harness
I-INSTALL-FMI	Add-On to Base Installation (Garmin)	\$35.00	
I-INSTALL-SENSOR	Add-On to Base Installation (Sensor)	\$65.00	Sensor Install is \$65.00 PER SENSOR
I-INSTALL-AG	Add-On to Base Installation (AssetGuard BX)	\$65.00	

I-INSTALL-PMC	Add-On to Base Installation (Pelican Micro Case)	\$35.00	
I-INSTALL-PEM	Add-On to Base Installation (Port Expansion Module)	\$35.00	
I-INSTALL-SAT	Add-On to Base Installation (Satellite)	\$35.00	
I-INSTALL-DID	Add-On to Base Installation (Driver ID)	\$35.00	
I-INSTALL –BTE	Add-On to Base Installation (Bluetooth)	\$35.00	
I-SWAP-UNIT	Device Swap	\$65.00	
I-TRANSFER-UNIT	Device Transfer	\$65.00	
I-REMOVAL-UNIT	Removal	\$65.00	Removal of device.
I-NOSHOW	No Show	\$75.00	Applies per trip if the installer makes the trip and the designated vehicle is not available so the unit cannot be installed.
I-TROUBLESHOOT-UNIT	Troubleshoot; Mileage	\$65.00	Per Trip
TRAINING-HALF	½ Day Installation Training	\$150.00	
TRAINING-FULL	Full Day Installation Training	\$300.00	

**1. DEFINITIONS.** In these Terms and Conditions, the following terms, when capitalized, shall have the meaning set forth below:

"Customer Website Pages" means the web pages on the Networkfleet Website designated by Networkfleet for use by Customer.

"Devices" means the Networkfleet wireless device(s) identified on an accepted order.

"Networkfleet Services" means the services ordered hereunder including, but not limited to: (a) collection of diagnostic and/or location information from a Vehicle; (b) any proprietary data feed or elements thereof or any APIs provided by Networkfleet; (c) analysis, delivery and posting of Vehicle information to the Networkfleet Website; (d) notification to Customer and/or a designated third party by e-mail of certain events or Vehicle information; (e) Customer access and usage of Customer Website Pages; and (f) Device installation services.

"Networkfleet Website" means the Networkfleet website currently located at [www.networkfleet.com](http://www.networkfleet.com).

"Network Fleet" is a wholly owned subsidiary of Verizon Communications, Inc, and an affiliate of Cellco Partnership, d/b/a Verizon Wireless which is the "Contractor" under the Verizon Wireless State of Florida Contract DMS-10/11-008C

"Service Partners" means the entities that Verizon Wireless works with, from time to time, to provide the Networkfleet Services, including, but not limited to, installers, website operators, mapping data providers and licensors.

"Vehicle" means any vehicle equipment equipped with a Device and owned or under the control of Customer.

**2. Verizon Connect NWF LICENSE.** (a) During the time that Customer is entitled to receive Verizon Connect NWF Services hereunder, the Customer shall have a non-exclusive, non-transferable license to (i) use the Verizon Connect NWF Services in the United States and such other countries as may be approved by Verizon Wireless in writing, (ii) access and use the Customer Website Pages, and (iii) use the firmware and software included in the Devices, solely for use in connection with

the VerizonConnect NWF Services, and as provided in these Terms and Conditions. Redistribution or resale of this information by the Customer is prohibited without prior written consent. (b) Verizon Connect NWF Data Services, if applicable, are subject to the then current "VCN Data Services Use Policy and Procedure" which is located at [https://static.verizonconnect.com/networkfleet/Data\\_Services\\_Use\\_Policy.pdf](https://static.verizonconnect.com/networkfleet/Data_Services_Use_Policy.pdf) as it may be updated from time to time.

**3. INSTALLATION SERVICES.** If Verizon Wireless accepts an order for Device installation services, such services may be performed by Service Partners who will install the Device at a mutually agreed location, in accordance with Verizon Connect NWF's Installation Policy, located at [https://static.verizonconnect.com/networkfleet/Installation\\_Policy.pdf](https://static.verizonconnect.com/networkfleet/Installation_Policy.pdf), as it may be amended from time to time, which is available at the Verizon Connect NWF Website. The parties will use reasonable efforts to schedule and complete the installation during normal working hours within thirty (30) calendar days of the date Verizon Wireless accepts the order for installation services was accepted. Before proceeding with any installation that involves more work than is standard and customary, Verizon Wireless will advise Customer that Customer's needs exceed standard, customary work and will obtain Customer's approval for the additional fees involved for such installation. Customer acknowledges and agrees that installation of the Device may involve drilling holes, rewiring and other similar alterations to the Vehicle and that Verizon Wireless is not obligated to restore the Vehicle after removal of the Device.

**4. CUSTOMER OBLIGATIONS.** Customer shall limit its use of the Devices, Verizon Connect NWF Services, Verizon Connect NWF Website, and Customer Website Pages to their intended purposes and shall comply, and cause its employees and agents to comply with all applicable laws and regulations and with Verizon Connect NWF's Website Acceptable Use Policy, Privacy Policy and all other policies that Verizon Connect NWF may establish from time to time, which are, or will be available, on the Verizon Connect NWF Website. Customer shall inform its drivers of Vehicles that such Vehicle has been enabled for Verizon Connect NWF Services and that the Verizon Connect NWF Services include the collection of data points associated with the Vehicle's location and manner of operation.

**5. LIMITED WARRANTY.** (a) Verizon Wireless warrants to Customer that a Device purchased hereunder (other than an Asset Tracker device) will be free from defects in material and workmanship that prevent the Device from functioning in accordance with its specifications for the entire period of your right to use such Device pursuant to the terms hereof. "Customer shall benefit from any manufacturer warranty for the Device(s), (b) Verizon Wireless warrants to Customer that an Asset Tracker device which has been purchased new from Verizon Connect NWF by Customer, will be free from defects in material and workmanship that prevent it from functioning in accordance with its specifications for a period of three (3) years from initial activation, excluding the battery. (c) Verizon Wireless warrants to Customer that all accessories that are purchased new from Verizon Connect NWF by Customer will be free from defects in material and workmanship that prevent them from functioning in accordance with their specifications for a period of one (1) year from the date of shipment, (d) Verizon Wireless warrants to Customer that installation services will be free from defects in workmanship for a period of one (1) year from completion of any such installation services (unless Customer has purchased an extended installation warranty). Verizon Wireless warrants that extended warranty installation services will be free from defects in workmanship for a period of one (1) year following completion of such services. The period may be extended through the same period of time as the Customer has continuously paid for such extended warranty installation service. (e) Warranty claims must be made by notifying Verizon Wireless in writing promptly after Customer learns of the facts supporting a warranty claim, as specified in Verizon Connect NWF's then-current applicable warranty policy. The warranty policy can be found at [https://static.verizonconnect.com/networkfleet/Limited\\_Lifetime\\_Warranty\\_Policy\\_Direct\\_VAR.pdf](https://static.verizonconnect.com/networkfleet/Limited_Lifetime_Warranty_Policy_Direct_VAR.pdf) Verizon Wireless will, at its discretion, either repair or replace any non-complying Device with a Device of equivalent functionality, and if applicable, remedy any defects in installation of the Device. (f) THE REMEDIES IN THIS SECTION ARE THE SOLE OBLIGATIONS AND REMEDY FOR BREACH OF ANY WARRANTY.

**6. EXCLUSIONS.** The Limited does not cover repair, replacement or correction of any defect, damage or malfunctions caused by: (i) failure to properly install the Devices as described in the Verizon Connect NWF installation guides (if installation is not performed by Verizon Connect NWF); (ii) accident, negligence, theft, vandalism, operator error, misuse or acts of Nature; (iii) failure of the facilities Customer uses to access the Verizon Connect NWF Website or to conform to Verizon Connect NWF specifications; (iv) modifications, attachments, repairs or unauthorized parts replacements performed by Customer or any third party not authorized by Verizon Connect NWF; or (v) use by Customer of hardware or software not provided or approved by Verizon Connect NWF. Customer will be responsible for the cost of Support Services provided by Verizon Connect NWF caused by any of the foregoing.

**7. DISCLAIMER OF WARRANTIES.** EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN SECTION 5, VERIZON WIRELESS MAKES NO WARRANTY OR GUARANTEE OF ANY KIND WITH RESPECT TO THE DEVICES AND THE VERIZON CONNECT NWF SERVICES. TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, VERIZON WIRELESS DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO: IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. VERIZON WIRELESS DOES NOT WARRANT THAT THE RECEIPT OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM THE DEVICES WILL BE AVAILABLE AT ALL TIMES, AT ALL GEOGRAPHIC LOCATIONS, UNINTERRUPTED OR ERROR-FREE, OR THAT THE TRANSMISSION OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM VERIZON CONNECT NWF TO CUSTOMER OR TO THE CUSTOMER WEBSITE PAGES WILL ALWAYS BE ACCURATE, TIMELY OR COMPLETE.

**8. LIMITATION OF LIABILITY.** (a) NEITHER PARTY WILL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING LOST PROFITS OR LOST DATA, EVEN IF THAT PARTY IS INFORMED THAT THOSE DAMAGES MAY OCCUR. VERIZON WIRELESS' CUMULATIVE LIABILITY UNDER ANY

LEGAL THEORY SHALL NOT EXCEED THE AMOUNT PAID TO VERIZON WIRELESS. (b) WITHOUT LIMITING THE FOREGOING, VERIZON WIRELESS AND THE SERVICE PARTNERS ARE NOT RESPONSIBLE FOR LIABILITIES OF ANY KIND RESULTING FROM DELAYS IN DELIVERY, INSTALLATION OR PROVIDING VERIZONCONNECT NWF SERVICES OR OTHER SERVICES, REGARDLESS OF THE CAUSE OF THE DELAY. CUSTOMER UNDERSTANDS AND AGREES THAT VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM AN ALLEGED OR ACTUAL LACK OF SECURITY RELATING TO CUSTOMER'S USE OF THE VERIZON CONNECT NWF SERVICES. (c) CUSTOMER UNDERSTANDS AND AGREES THAT: (i) THE DEVICE IS A WIRELESS DEVICE AND THAT WIRELESS COMMUNICATIONS NETWORKS ARE USED TO CONNECT THE DEVICES WITH VERIZON CONNECT NWF'S DATA CENTER AND BY USING GPS (GLOBAL POSITIONING SYSTEM) TO DETERMINE A VEHICLE'S LOCATION; (ii) THE VERIZON CONNECT NWF SERVICES WILL NOT OPERATE UNLESS A VEHICLE IS IN AN AREA THAT HAS ADEQUATE WIRELESS COMMUNICATIONS COVERAGE AND, EVEN IF A VEHICLE IS IN SUCH AREA, THE VERIZON CONNECT NWF SERVICE IS SUBJECT TO WIRELESS SERVICE NETWORK AND TRANSMISSION LIMITATIONS AND MAY BE ADVERSELY AFFECTED BY TERRAIN, SIGNAL STRENGTH, WEATHER AND ATMOSPHERIC CONDITIONS, OR OTHER THINGS THAT VERIZON WIRELESS DO NOT CONTROL; AND (iii) INFORMATION ABOUT A VEHICLE'S LOCATION WILL NOT BE AVAILABLE UNLESS THE DEVICE IN THE VEHICLE IS ABLE TO RECEIVE GPS SIGNALS.

**9. PROPRIETARY RIGHTS.** Customer acknowledges and agrees that the Devices, the Verizon Connect NWF Service and the Verizon Connect NWF Website may include patent, copyright, trademark, service mark, trade secrets, or other intellectual property rights (collectively "Proprietary Rights") of Verizon Connect NWF, its affiliates or the Service Partners (including, with respect to the Verizon Connect NWF Website, materials that may be proprietary to Service Partners and suppliers, and that Verizon Connect NWF, its affiliates, including Verizon Wireless and/or the Service Partners retain title to and ownership of those Proprietary Rights and any and all improvements, modifications, fixes or enhancements made by or for Verizon Connect NWF, its affiliates and/or the Service Partners to the Devices, the Verizon Connect NWF Service or the Verizon Connect NWF Website and grant such Customers a limited license for purposes of utilizing the services for the purposes outlined in this agreement. Customer will not copy, modify, reverse-engineer, disassemble or decompile any software or firmware included in any Device or the Verizon Connect NWF Website or otherwise provided to Customer by or on behalf of Verizon Connect NWF, and will not disclose such software or provide access to the Devices, such software or any Verizon Connect NWF Services to any third party for such a purpose. Customer agrees that with respect to the Verizon Connect NWF Services, it shall not, nor shall it permit any third party to (a) assign, transfer, lease, rent, sell, distribute or import such Verizon Connect NWF Services to any third party; (b) except with the express written consent of Verizon Wireless, combine, embed or incorporate the Verizon Connect NWF Services into any other product or service other than any Customer-owned or developed interface for purposes of receiving the data feed delivered from the Verizon Connect NWF Devices; (c) reverse engineer, translate, convert, decompile the Verizon Connect NWF Services; (d) remove or alter any proprietary notices in the Verizon Connect NWF Services; (e) use the Verizon Connect NWF Services in connection with the transmission, sale, license, or delivery of any infringing, defamatory, offensive, or illegal products, services, or materials; (f) use the Verizon Connect NWF Services in any manner that threatens the integrity, performance, or availability of the Verizon Connect NWF Service; or (g) use the Verizon Connect NWF Service in any manner that violates local, state or federal laws, regulations or orders.

**10. MODIFICATIONS; WEBSITE MAINTENANCE.** Verizon Connect NWF may alter or modify all or part of the Devices, the Verizon Connect NWF Services or the Verizon Connect NWF Website from time to time; provided such changes do not materially adversely affect Customer's use of the Verizon Connect NWF Services or Verizon Connect NWF Website. Subject to the foregoing, such changes may include, without limitation, the addition or withdrawal of features, information, products, services, software or changes in instructions. Verizon Connect NWF reserves the right to perform scheduled maintenance for the Verizon Connect NWF Services and Verizon Connect NWF Website from time to time. This may include application and database maintenance as well as general website maintenance and may or may not involve Verizon Connect NWF Website and Verizon Connect NWF Services unavailability.

**12. EXPORT CONTROL.** Customer understands and agrees that: (i) the software used in connection with the Service is controlled by US export control laws; (ii) further transfer or export of the software may be subject to US export control laws or similar laws of other countries; (iii) Customer will abide by such laws; and (iv) Customer will not re-export or divert the software to a country or activity in contravention of U.S. law. Customer represents and warrant that: (i) Customer is not now located in, does not maintain an office or residence in, is not a citizen of, nor does Customer intend to travel to (without agreeing to follow any specific federal regulatory parameters on such travel), any of the following countries: Cuba, Iran, North Korea, Sudan, Syria, or other locations where the United States or other governments may have restrictions; and (ii) Customer is not, nor does Customer anticipate being, listed on any U.S. Government, United Nations or other country's prohibited parties list (including, but not limited to the U.S. Department of Commerce Denied Persons List or Entity List and the U.S. Treasury Department's Specially Designated Nationals, Terrorists or Narcotics Traffickers List).

**13. OWNERSHIP AND ACCEPTANCE.** Title transfer and acceptance of products and services occur upon shipment or provision of service.

**14. GENERAL.** (a) No amendment, change, modification or waiver to any provision of any accepted order or these Terms and Conditions will be binding unless signed by an authorized representative of each party. (b) The parties' respective rights and obligations under Sections 7. DISCLAIMER OF WARRANTIES, 9. PROPRIETARY RIGHTS, and 11. DATA survive termination of an order.

## One Talk Solution: Government Subscribers Only

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

**One Talk** is a mobile first business telephone system that combines Smartphones and Desk phones (standard and 4G) capabilities into a fully integrated office solution providing a single telephone number ("Mobile Data Number/MDN") with the same type of advanced calling and messaging features.

### Desk Phone/Mobile Client (App)

Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk Price Plan (100 MB Data)	\$10.00 (99116)	\$0.00 (the new Verizon Plans)
One Talk Feature	\$15.00	\$15.00
One Talk Line Access Charge	N/A	\$10.00

### Auto Receptionist (AR) and Hunt Group (HG)

Price Plan Type	Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide)	Account Level Plans (e.g. Verizon Plans, More Everything)
One Talk Primary MDN	Monthly Access	Monthly Access
One Talk AR Price Plan (100 MB Data)	\$10.00 (99117)	\$0.00
One Talk AR Feature		\$10.00
One Talk AR Line Access Charge		N/A
One Talk HG Price Plan (100 MB Data)	\$0.00 (16450)	\$0.00
One Talk HG Feature		
One Talk HG Line Access Charge		

### One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only<sup>3</sup> Business App Integrations

**One Talk Basic Integrations<sup>3</sup>** provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations

One Talk Basic Integrations	\$0.00 (SPO 1922)
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### Optional Features

One Talk Premium Visual Voicemail for Android Smartphone	\$2.99
One Talk Premium Visual Voicemail for Desk Phone & Mobile App	

One Talk Voicemail To Text for iOS Smartphones

One Talk Caller Name ID

**Additional Devices per MDN<sup>1</sup>**

Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile App, a maximum of up to eight (8) additional devices can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile Apps.

**Additional Device Pricing**

Smartphone Device	One Talk Standard Desk Phone	Mobile Client (App) <sup>2</sup> (Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices.

One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a Smartphone, or Mobile drop if either party leaves Verizon 4G and/or Wi-Fi coverage. When outside of the 4G coverage area and without 4G or WiFi service, the [Smartphone](#) device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user.

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. <sup>1</sup>Each One Talk phone number can be shared between devices with the following limits: Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. <sup>2</sup>The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. <sup>3</sup>All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.

The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract. This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.

For additional information regarding One Talk please visit: <https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/>

**4G Business Unlimited One Talk Plans**

Government Subscribers Only

These plans are NOT eligible for monthly access fee discounts.

**Auto Receptionist**

<b>Monthly Access Fee</b>	\$10.00 (99319)
<b>Voice Minutes Allowance</b>	Unlimited
<b>Data Allowance<sup>1</sup></b>	Unlimited

**Mobile Client (App)/Standard One Talk Desk Phone**

<b>Monthly Access Fee</b>	\$10.00 (99320)
<b>Voice Minutes Allowance</b>	Unlimited
<b>Data Allowance<sup>1</sup></b>	Unlimited
<b>SMS (Text) Domestic Messaging</b>	Unlimited (73503)

**One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only<sup>5</sup> Business App Integrations**

**One Talk Basic Integrations<sup>5</sup>** provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations

One Talk Basic Integrations	\$0.00 (SPO 1922)
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**Additional Devices per MDN<sup>3</sup>**

**Standard One Talk Desk Phones:** For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile Client, a maximum of **up to eight (8) additional devices** can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile clients.

**One Talk Connected 4G Desk Phones:** For MDN's activated on a One Talk Connected desk phone, a maximum of up to **seven (7) additional devices** can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) mobile clients

**Additional Device Pricing**

<b>Smartphone Device</b>	<b>One Talk Standard Desk Phone</b>	<b>Mobile Client (App)<sup>4</sup></b> (Includes Smartphones and Tablets)
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network.

One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. <sup>3</sup>Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. <sup>4</sup>The Mobile App can be used in eligible devices (includes devices from other carriers);

Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.

The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global- capable device.

For additional information regarding One Talk please visit <https://www.verizonwireless.com/business/products/voice-collaboration/unified-communications/one-talk/>

This is a current retail plan and is subject to change or be discontinued without notice to the customer. Business Unlimited One Talk Plans is not compatible with Private Network Traffic Management (PNTM) or Private Network.

<b>One Talk Call Queue</b> Government Subscribers Only No Domestic Roaming or Long Distance Charges		
This plan is NOT eligible for monthly access fee discounts.		
<b>Monthly Access Fee</b>	\$25.00	\$45.00
<b>Calls in Queue</b>	10 calls held in queue	25 calls held in queue
<b>Monthly Call Queue Agent Feature</b>	\$1.00 per line/per month*	

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is **not** compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. <sup>1</sup>One (1) additional Desk Phone can be added as an additional device per MDN. <sup>2</sup>Mobile Client (App) eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers), wireless and WiFi tablets; limit five (5) total per MDN (including primary device). Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.

1. **Call queue has a maximum limit of 40 agents per call queue setup.**
2. **Dial MDN direct or be routed through Auto Receptionist**

## One Talk Messaging for Hunt Group

This feature is not eligible for further discounts

<b>Monthly Access Fee</b>	\$9.99 (88212)
<b>Hunt Group Recipients</b>	Up to 20 maximum per line
<b>SMS/MMS Unlimited<sup>1</sup></b>	Included

**Note:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon MDN and Hunt Group delivers one or more One Talk

**Note:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon MDN and Hunt Group delivers one or more One Talk

phone numbers to provide specialized support to customers. Mobile devices associated with the One Talk App can send and receive text messages to Hunt Groups.

<sup>1</sup>One Talk SMS is only available on the Mobile Client (App).

\*Messaging for Hunt Groups can support having simultaneous call sequence – once a customer sends out an SMS it will be sent to all the Messaging for Hunt Group members\*

For additional information regarding One Talk please visit: <https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/>

## One Talk Connected 4G Desk Phone Plans

Government Subscribers Only

These plans are NOT eligible for monthly access fee discounts.

Plan	Monthly Access	Voice Minutes Allowance	Data Allowance	Data Overage
<b>47598</b> – Flexible Business LTE Desk Phone Unlimited Talk and Text			500 MB (Share)	
<b>48043</b> – Nationwide for Business LTE Desk Phone Unlimited Talk and Text	\$10.00	Unlimited		\$10.00/GB

<b>48083</b> - One Talk LTE Desk Phone Unlimited Talk and Text			500 MB	
<b>48084</b> - Business Unlimited LTE Desk Phone	\$10.00	Unlimited		Unlimited <sup>1</sup>
<b>Auto Receptionist (AR) and Hunt Group (HG)</b>				
One Talk Primary MDN	Monthly Access			
	Line Level Plans		Account Level Plans	
One Talk <b>Auto Receptionist</b> Feature	\$10.00		\$0.00	
One Talk <b>Auto Receptionist</b> Line Access Charge	N/A			
One Talk <b>Hunt Group</b> Feature	\$0.00			
One Talk <b>Hunt Group</b> Line Access Charge	N/A			
<b>Optional Features</b>				
One Talk <b>Premium Visual Voicemail</b> for Android Smartphone	\$2.99			
One Talk <b>Premium Visual Voicemail</b> for Desk Phone & Mobile Client (App)				
One Talk <b>Voicemail To Text</b> for iOS Smartphones				
One Talk <b>Caller Name ID</b>				
<b>Additional Devices per MDN<sup>1</sup></b>				
For MDN's activated on a One Talk Connected desk phone, a maximum of up to <u>seven (7) additional devices</u> can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) Mobile Clients (Apps). <b>*Current One Talk customers adding a One Talk Connected desk phone must change to this configuration.</b>				
<b>One Talk Standard Desk Phone</b>	<b>Mobile Client (App)<sup>2</sup></b> (Includes Smartphones and Tablets)			
\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)			
<b>Notes:</b> Current coverage details and additional plan information can be found at <a href="http://www.verizonwireless.com">www.verizonwireless.com</a> . Coverage includes the Verizon Wireless 4G network. <b>Only One Talk Connected desk phone devices can be activated on this plan.</b>				
One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected 4G desk phone				

drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. <sup>1</sup>Each One Talk phone number can be shared between devices with the following limits: <sup>1</sup>Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. <sup>2</sup>The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.

The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

<sup>1</sup>After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device

This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.

For additional information regarding One Talk please visit: <https://www.verizon.com/business/products/voice-collaboration/unified-communications/one-talk/>

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

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

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

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

**How the Service Works.** For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the OneTalk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

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

### A. One Talk Components

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

**One Talk Mobile App.** The One Talk Mobile App is available for smartphone and tablets either from the Google Play™ Store for devices with Android™ 6.0 or higher or from the Apple® App Store for devices with iOS 10.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers – one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number. Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

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

**One Talk Desk Phones.** Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon Wireless. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi). Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

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

### B. Charges

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

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

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

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

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

**One Talk Desktop App.** Your download of the One Talk Desktop App will consume approximately 110 MB of data. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.

**Desk Phones.** Voice and video calls to and from One Talk desk phones will consume data on your existing broadband connection. **Auto Receptionist;**

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

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

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

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

**HIPAA.** Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to <https://web.vma.vzw.com/BusinessProduct>. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

### Third Party Products

A. General. If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.

B. Google Services. When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content. Use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.

C. Disclaimer. With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied, (2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

**Service Limitations.** The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative

can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

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

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

**Software.** In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("**Software**"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum. Verizon Wireless grants Customer a limited, non-exclusive, non-transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by Verizon Wireless and/or any third-party licensors. The Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code; which are available for download at [www.verizon.com/opensource](http://www.verizon.com/opensource).

Software was developed solely at private expense, and Customer has no other rights in software than those set forth herein. As such, customer may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to derive source code from or create derivative works of the Service or Software, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). Customer also agrees to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and/or reinstallations of Software and obtaining available patches to address security, interoperability and/or performance issues.

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

NETMOTION					
These products Do Not qualify for additional discounts					
Service Item	Software Plan ID	SKU	Frequency/ Payment Plan	Price	Function
"Mobility VPN" (Virtual Private Network for wireless connections) - An encrypted, secure tunnel for mobile devices	651968	NMSVZW-GOV-SILVER-Monthly: MONTHLY	Monthly	\$4.33	"Mobility VPN" (Virtual Private Network for wireless connections) An encrypted, secure tunnel for mobile devices -- Works with Android, iOS, Windows and Mac devices -- Criminal Justice Information Systems (CJIS) Compliance
	651969	NMSVZW-GOV-SILVER-Annual: ANNUAL	Annual	\$52.00	
"Mobility VPN" + "Modules" (Policy, Network Access Control, Mobile Analysis)	651970	NMSVZW-GOV-GOLD-Monthly: MONTHLY	Monthly	\$6.93	All features of the Mobility VPN base product, plus the Policy, Network Access Control (NAC) and Mobile Analysis Modules
	651971	NMSVZW-GOV-GOLD-Annual: ANNUAL	Annual	\$83.20	

"Mobility VPN" + "Modules" + "Diagnostics" which includes connectivity problem identification, security reinforcement, improved end user productivity and powerful reporting.	651972	NMSVZW-GOV-PLATINUM-Monthly: MONTHLY	Monthly	\$8.67	All features of the Mobility VPN base product and the Policy, Network Access Control (NAC) and Mobile Analysis Modules, Plus Diagnostics
	651973	NMSVZW-GOV-PLATINUM-Annual: ANNUAL	Annual	\$104.00	
Mobility VPN + "Modules" + "Diagnostics" + "Mobile IQ" which includes performance assessment, threat defense, cost control, location intelligence and inventory, troubleshooting and system-wide status	651974	NMSVZW-GOV-DIAMOND-Monthly: MONTHLY	Monthly	\$13.00	All features of the Mobility VPN base product and the Policy, Network Access Control (NAC) and Mobile Analysis Modules, Plus Diagnostics + MobileIQ
	651975	NMSVZW-GOV-DIAMOND-Annual: ANNUAL	Annual	\$156.00	
Comprehensive data collection and root cause detection software (add-on feature)	651976	NMSVZW-GOV-DIAGS-Monthly: MONTHLY	Monthly	\$4.33	Comprehensive data collection and root cause detection software
	651977	NMSVZW-GOV-DIAGS-Annual: ANNUAL	Annual	\$52.00	
Visual troubleshooting, analytics and alerting dashboards (add-on feature)	651978	NMSVZW-GOV-MIQ-Monthly: MONTHLY	Monthly	\$4.33	Visual troubleshooting, analytics and alerting dashboards
	651979	NMSVZW-GOV-MIQ-Annual: ANNUAL	Annual	\$52.00	
Professional Services - Up to 8 Hours	651980	11NMPS-GOV-8HR-S - One Time: ONE TIME	One-Time	\$2,000.00	Off-site Services
Professional Services - Up to 4 Hours	651981	11NMPS-GOV-4HR-S - One Time: ONE TIME	One-Time	\$1,000.00	Off-site Services
Mobility Certification Training	651982	11NMTR-GOV-C - One Time: ONE TIME	One-Time	\$2,295.00	Off-site Services
Elite Technical Service (0 - 4,999 licenses)	651983	11NMETS-GOV - One Time: ONE TIME	One-Time	\$30,000.00	Off-site Services
Elite Technical Service (5,000+ licenses)	651984	11NMETS5K-GOV - One Time: ONE TIME	One-Time	\$50,000.00	Off-site Services
Dedicated Technical Account Manager (1 year)	651985	11NMPS-GOV-TAM - One Time: ONE TIME	One-Time	\$40,000.00	Off-site Services

**Note:** Customer may purchase NetMotion Software, Inc. ("NetMotion") licenses and services ("NetMotion Services") at the prices listed above. NetMotion Services listed in the pricing sheet marked with an asterisks \*\*\* cannot be mixed or matched with other NetMotion Licenses or Services. Verizon Wireless is not the licensor of the NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. NetMotion Services are manufactured by NetMotion. NetMotion Software is subject to a separate End User License Agreement (EULA) with NetMotion attached hereto. Use of the NetMotion licenses or NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.

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Verizon Wireless will direct NetMotion to fulfill Customer's NetMotion Services order. Basic functionality questions and other general customer support can be obtained by calling Verizon Wireless Customer Support. All other customer support questions and issues for NetMotion Services must be obtained directly from NetMotion Software, Inc. If Verizon Wireless, in its sole discretion, determines that an inquiry from a subscriber is related to NetMotion Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate NetMotion representatives.

**Asavie Moda** is a network-based “all-in-one” web portal security and data management solution that enables organizations to easily and effectively manage security and productivity, along with rich reporting insights on all their mobile devices.

The Asavie Moda solution extends the security provided by the customer’s Mobile Device Management platform into the network by delivering real-time visibility, control and security of the data in transit for any mobile device.

Asavie Moda Government Customers Only					
The price below reflects the monthly access discounts. No additional discounts apply.					
Description	SKU Name	Plan ID	Quantity	Annual	Monthly
<sup>1</sup> Asavie Moda for MPN Gov Customers	ModaMPNG	677970 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677971 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75
<sup>2</sup> Asavie Moda Global (OTT) Gov Customers	ModaGLOBAL	677969 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.85	\$6.38
			500-999	\$60.75	\$5.63
		677968 (Monthly)	1000-2499	\$52.65	\$4.88
			2500-9999	\$48.60	\$4.50
			10000+	\$40.50	\$3.75

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

<sup>1</sup>Asavie Moda for MPN Gov Customers – **Does** require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

<sup>2</sup>Asavie Moda Global (OTT) Gov Customers – **Does not** require Private Network.

Products shown or referenced are provided by Asavie Technologies, Inc. (“Asavie”), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services (“Asavie Services”), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions attached hereto. Verizon Wireless will direct Asavie to fulfill Customer’s Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

**Asavie IoT Connect®** provides Private Network connectivity on demand for remote sites and IoT devices. Provides direct, enterprise-grade connection that bypasses the public Internet, helping to reduce exposure to possible cyber threats.

<b>Asavie IoT Connect®</b>					
<b>Government Customers Only</b>					
The price below reflects the monthly access discounts. No additional discounts apply.					
Name	SKU Name	Plan ID	Quantity	Annual	Monthly
<b>IoT MPN 25 MB</b>	IOTCMPN25MBG	677959 (Annual)	1-199	\$24.22	\$2.24
			200-499	\$20.59	\$1.91
			500-999	\$18.16	\$1.68
		677958 (Monthly)	1000-2499	\$15.74	\$1.46
			2500-9999	\$14.53	\$1.35
			10000+	\$12.11	\$1.12

Notes. Asavie IoT Connect runs over Verizon’s secure Private Network.

<sup>1</sup> Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

Products shown or referenced are provided by Asavie Technologies, Inc. (“Asavie”), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services (“Asavie Services”), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions attached hereto. Verizon Wireless will direct Asavie to fulfill Customer’s Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

**Asavie IoT Connect® with Cloud Connect  
Government Customers Only**

The price below reflects the monthly access discounts. No additional discounts apply.

<b>IoT MPN 25 MB CC</b>	IOTCMPN25MBCCG	677953 (Annual)	1-199	31.46	2.99
			200-499	26.74	2.54
			500-999	23.59	2.24
		677952 (Monthly)	1000-2499	20.45	1.95
			2500-9999	18.87	1.80
			10000+	15.73	1.5
<b>IoT MPN 150 MB</b>	IOTCMPN150MBG	677957 (Annual)	1-199	\$40.42	\$3.74
			200-499	\$34.36	\$3.18
			500-999	\$30.31	\$2.81
		677956 (Monthly)	1000-2499	\$26.27	\$2.43
			2500-9999	\$24.25	\$2.25
			10000+	\$20.21	\$1.87
<b>IoT MPN 150+ MB</b>	IOTCMPN150MBPLUSG	677955 (Annual)	1-199	\$80.92	\$7.49
			200-499	\$68.78	\$6.37
			500-999	\$60.69	\$5.62
		677954 (Monthly)	1000-2499	\$52.60	\$4.87
			2500-9999	\$48.55	\$4.50
			10000+	\$40.46	\$3.75

Notes. Asavie IoT Connect runs over Verizon's secure Private Network.

<sup>1</sup> Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Asavie Services are subject to Asavie terms and conditions attached hereto. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

## Verizon Secure Cloud Gateway

Powered by iboss

Secure Cloud Gateway is a cloud-based secure web gateway service that provides security for web traffic and protects users from internet-threats through enforcement of internet policy compliance. Built for the cloud and the modern, distributed organization, Secure Cloud Gateway helps meet the cybersecurity needs of today's organizations who are challenged with enforcing internet policy and security across decentralized networks, branch offices, and remote and mobile users. The Secure Cloud Gateway service is powered by iboss, a leading web security company.

These licenses are not eligible for monthly access discounts.

SKU	Price Plan ID	Description	Frequency	Cost
CF-WIRELESS-NNI-SLED	Price plan ID 699515	Core Gateway	Monthly	\$2.72
MDF-WIRELESS-NNI-SLED	Price Plan ID 699514	Malware Defense	Monthly	\$4.17

**Note:** Secure Cloud Gateway powered by iboss solution requires a Mobile Private Network Tiered Hierarchy design where iboss operates the parent private network and each mutual customer of iboss and Verizon Wireless must have a private network built as a child of the iboss parent. \*A minimum quantity of 100 user licenses per order is required. Licenses bill in full monthly increments with no prorations with a one year line term.

\*Devices that are certified for private network include:

- Verizon Jetpacks
- LTE Enabled routers – [\[Consult with sales and product manager for the number of licenses associated with multi user devices.\]](#)
- LTE enabled tablets, phones and laptops

<sup>1</sup>These SKUs are mutually exclusive and cannot be combined.

Verizon Secure Cloud Gateway Core Package: Web Gateway	Verizon Secure Cloud Gateway Plus Package: Malware Defense
<p><b>Core Package</b> delivers compliance based web gateway features to all devices</p> <ul style="list-style-type: none"> <li>• Web and Content Filtering</li> <li>• Protection for outdated browsers and Operating System (OS)</li> <li>• Secured Socket Layer (SSL) visibility and traffic management</li> <li>• Single pane of glass management</li> <li>• Cloud apps and social media controls</li> <li>• Advanced, near real-time reporting</li> <li>• Flexible data traffic re-direction for devices, virtually everywhere</li> </ul>	<p><b>Plus Package</b> delivers all Core Package features <b>and</b> advanced malware defense</p> <ul style="list-style-type: none"> <li>• Advanced malware detection and prevention for polymorphic threats.</li> <li>• Command and Control (CnC) callback monitoring across enterprise ports and protocols.</li> <li>• Signature based intrusion detection and prevention.</li> <li>• Protection across all devices and locations including HQ, remote offices, mobile and Bring Your Own Device (BYOD).</li> <li>• Behavioral Malware Sandboxing</li> </ul>
<p>Note: Pricing includes 24/7 Mission Critical Support and Basic Implementation Support (8 hours of policy setup and dashboard help).</p>	

## Lookout Mobile Endpoint Security

These products do not qualify for further discounts.

Lookout Mobile Endpoint Security helps organizations prevent data loss and leakage through mobile devices by delivering advanced security and comprehensive policy-based protection against the spectrum of mobile risk.

SKU	Description	Term	Price
MES-GOV-C-P-U1Y-PU	GOV Comprehensive - User w Phishing	Annual	\$75.60
MES-GOV-C-P-U1Y-PD	GOV Comprehensive/Dev w Phishing	Annual	\$54.00
GOV-SPT-MES-PRMPLS-U1Y-PD	GOV Prem Plus Support/Device	Annual	\$8.10
GOV-SPT-MES-PRMPLS-U1Y-PU	GOV Prem Plus Support/User	Annual	\$11.34
GOV-SPT-MES-PRM-U1Y-PD	GOV Premium Support/Device	Annual	\$4.50
GOV-SPT-MES-PRM-U1Y-PU	GOV Premium Support/User	Annual	\$6.75

**Note:** In order to be able to purchase Lookout Mobile Endpoint Security, Customer is required to maintain a minimum of one (1) active and billing Verizon Wireless line of service. Additionally, Customer is required to provide an active corporate email address to complete the activation process.

**Verizon provides support for ordering Lookout Mobile Endpoint Security licenses, billing, and will provide Tier one (1) customer support for Lookout.**

**Lookout will provide Tier two (2) when required through a Verizon Wireless call transfer.**

### LTE Vehicle Internet

These hardware Sku bundles are not eligible for further discounts.

The LTE Vehicle Internet solution supports in-Vehicle connectivity providing ruggedized routers and cloud-managed services. Services are designed to allow departments to deploy, configure, manage and scale quickly and in real time. Devices support dual carrier with SIM-based Auto-Carrier Selection, Public Safety and Data plans, and are available on many public-sector contract vehicles.

SKU#	Description	OEM P/N	Price
5642701	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA1-900F120B-XFA	\$1,097.10
5642703	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA5-900F120B-XFA	\$1,853.10
5642698	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA1-170F120B-XFA	\$1,574.10
5642700	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA5-170F120B-XFA	\$2,330.10
5642692	1-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA1-0900120B-NNA	\$899.10
5642694	5-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA5-0900120B-NNA	\$1,358.10
5584528	1-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA1-1700120B-NNA	\$1,448.10
5642691	5-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA5-1700120B-NNA	\$1,943.10
5691111	3-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB3-600C150M-NNN	\$458.10
5691112	5-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB5-600C150M-NNN	\$512.10
5642722	1-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA1-2200120B-NNN	\$1,412.10
5642723	3-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA3-2200120B-NNN	\$1,655.10
5642724	5-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA5-2200120B-NNN	\$1,916.10
5691113	3-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB3-020010M-VNN	\$278.10

5691114	5-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB5-020010M-VNN	\$332.10
5642707	LTE Advanced Pro (1200Mbps) modem upgrade for Mobile. Includes IBR1700 & COR Dock doors, no antennas	MA-MC400-1200M-B	\$539.99
5584526	3-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem), no AC power supply or antennas, North America	MA3-17001200-NNA	\$1,682.10
5642693	3-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem), no AC power supply or antennas, North America	MA3-09001200-NNA	\$1,123.20

**Note:** NetCloud functions vary for FIPS Hardware enabled devices. Consult the Cradlepoint website for specifics. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. These hardware bundles can be used with 4G Mobile Broadband, Machine to Machine, and Public Safety Mobile Broadband Price Plans. A data plan is required for each modem purchase. There are no returns or exchanges and no Proration's. Reference Cradlepoint terms of service attached hereto.

LTE Vehicle Internet			
These Accessories Sku's are not eligible for further discounts.			
SKU#	Description	OEM P/N	Price
4765224	COR IBR1700, IBR900 power supply North America	170716-000	\$22.49
3715571	Dual-band 2.4/5.0 GHz external WiFi antenna for AER3100, AER2100, IBR900, IBR1100 (1x)	170628-000	\$13.49
5427545	Black, Universal 600MHz-6GHz 3G/4G/LTE 2dBi/3dBi 6 in antenna with SMA connector (1x)	170760-000	\$13.49
3774498	Vehicle power adapter for COR	170635-000	\$22.49
5503087	3 meter power and GPIO cable (direct wire) for IBR1700, IBR9x0	170585-001	\$13.04
4381062	Serial DB9 to GPIO cable, 3 meters	170676-000	\$16.19
4979362	Panorama antenna 5IN1 Blk dome 2LTE 2WIFI 1GPS	LP-IN1958-B	\$283.78
4979363	Panorama antenna 5IN1 Wht dome 2LTE 2WIFI 1GPS	LP-IN1958-W	\$283.78
5166824	Panorama antenna 9IN1 Blk dome 4LTE 4WIFI 1GPS	LG-IN2293-B	\$461.83
5166826	Panorama antenna 9IN1 Wht dome 4LTE 4WIFI 1GPS	LG-IN2293-W	\$461.83

**Note:** There are no returns or exchanges. Accessories can be purchased separately from hardware bundles. Reference Panorama Antenna terms attached hereto.

## LTE Business Internet 10 Mbps Speed Tier Machine-to-Machine Plans\*

These plans are eligible for monthly access fee discounts.

<b>Monthly Access Fee<sup>1</sup></b>	\$70.00 (41121)	\$90.00 (41135)	\$140.00 (41205)	\$190.00 (41212)
<b>Speed Tier Limit (Up to)<sup>2</sup></b>	10 Mbps	10 Mbps	10 Mbps	10 Mbps
<b>Data Deprioritization Threshold<sup>3</sup></b>	25 GB	50 GB	100 GB	150 GB
<b>Data Throughput Limit Threshold<sup>4</sup></b>	50 GB	100 GB	200 GB	300 GB
<b>Throttled Speed (Up to)</b>	600 Kbps	600 Kbps	600 Kbps	600 Kbps

**Notes:** These plans are restricted to the Verizon Wireless 4G network (domestic and international roaming are not available). Only select Customer-provided 4G data routers can be activated on these plans. <sup>1</sup>The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle. <sup>2</sup>Speeds represent the maximum speed but may be lower in the event of network congestion. <sup>3</sup>After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. <sup>4</sup>If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls. Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a \$0.20 per message charge for messages sent or received. These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, web hosting, and public/guest Wi-Fi systems without prior approval from Verizon Wireless. \*These plans are for machine-to-machine service ("M2M Service"). "M2M Service" refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision.

## 5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector\*

This plan is not eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	<b>\$45.00</b>
<b>5G Ultra Wideband (C-Band) Speed Tier Limit (Up to)<sup>1</sup></b>	100 Mbps
<b>5G Ultra Wideband (C-Band) Domestic Data Allowance</b>	Unlimited
<b>Service Rate Plan #</b>	53974

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). These price plans are restricted to the Verizon Wireless 5G Ultra Wideband @ network and 4G network (domestic and international roaming are not available). Service may fall back to the 4G LTE network if the Verizon Wireless 5G Ultra Wideband network becomes temporarily unavailable. Verizon's 4G LTE network is a separate network from Verizon's 5G Ultra Wideband network. \*This plan is for mobile broadband service and can only be activated on select compatible Customer-provided data routers that enable 5G Ultra Wideband (specifically C-Band) service. Customer will be required to purchase or provide a Verizon approved, compatible 5G-enabled C-Band receiver/router, and any necessary installation or connection to the Verizon Wireless network. Customer should contact Customer's account representative to determine if a Customer-provided router is compatible. <sup>1</sup>Speeds represent the maximum download speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds.

This plan is a fixed location plan, and 5G Ultra Wideband service is being provided at the qualified service address that Verizon Wireless approved at the time the Service was activated. Where Customer chooses to use the Service in a mobile environment, Customer acknowledges and agrees that Service may fall back to Verizon's 4G LTE network where Verizon Wireless 5G Ultra Wideband service is not available. In order to protect its network, operations, and other customers, Verizon Wireless may suspend or terminate service to affected lines with prior written notice, deny activation of new lines or, upon Legal Notice, may terminate the Service, if Customer uses the Wireless Service or Devices (a) in an illegal or improper manner (including "spamming" or other abusive messaging or calling); (b) in a manner prohibited by these terms; or (c) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations or customers.

## Business Unlimited Plus Data Device Plan

Corporate Subscribers Only

This plan is NOT eligible for monthly access fee discounts.

<b>Monthly Access Fee*</b>	\$45.00
<b>4G and 5G Ultra Wideband Data Allowance including Mobile Hotspot<sup>1, 2</sup></b>	Unlimited

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G mobile broadband data device, including jetpacks, USBs/air cards, netbooks, and notebooks. A 5G device is required to receive 5G Ultra Wideband (UWB) service.

\*Corporate Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

<sup>1</sup>If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G or 5G Nationwide network area congestion and Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

<sup>2</sup>Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices.

To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 720p while on the 4G and 5G Nationwide networks, and, will apply video streaming up to 4K when on the 5G UWB network.

72169

## Business Unlimited Tablet Pro Plan

This plan is NOT eligible for monthly access fee discounts.

<b>Monthly Access Fee</b>	\$40.00
<b>Data Allowance<sup>1</sup></b>	Unlimited
<b>5G Ultra Wideband Data Allowance</b>	Unlimited

**Mobile Hotspot<sup>2</sup>**

Unlimited

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Coverage includes the Verizon 5G Nationwide® network, 5G Ultra Wideband network, and 4G LTE network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G HD tablet.

<sup>1</sup>This plan includes the United States, Canada, and Mexico for voice, messaging, and data. After 35 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. A 5G device is required to receive 5G Ultra Wideband (UWB) service. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G and 5G Nationwide network areas, and, will apply video streaming up to 4K when in 5G UWB network service areas. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

<sup>2</sup>Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G Mobile Hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G and 5G Nationwide network areas, and, will apply up to 3 Mbps when in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.

72515

**Single Basic Phone Unlimited Talk Plus 500MB Plan**

Government Subscribers Only

No Domestic Roaming or Long Distance Charges

This plan is NOT eligible for monthly access fee discounts.

**Monthly Access Fee**

\$30.00 (36677)

**Monthly Anytime Minutes**

Unlimited

**BPC Data Rate 500 MB**

\$10.00 per GB

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). \*May only be activated on a Verizon Wireless Home Phone Approved Device (BPC100). This is not a Home Phone Service. This service is generally utilized to replace POTS lines.

**Custom wireless Home Phone Connect Plan**

Government Subscribers Only

No Domestic Roaming or Long Distance Charges

This plan is NOT eligible for monthly access fee discounts.

**Monthly Access Fee**

\$20.00

**Monthly Anytime Minutes**

Unlimited

**Notes:** Current coverage details and additional plan information can be found at [www.verizonwireless.com](http://www.verizonwireless.com). Activation on this phone requires a separate billing account. Activations on this plan are limited to no more than 9 lines per account. \*May only be activated on a Verizon Wireless Home Phone Approved Device. This is not a Home Phone Service. This service is generally utilized to replace POTS lines. Wireless Home Phone is not compatible with any data applications.

**PUBLIC SAFETY CUSTOM PLANS****Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for**

July 7, 2022

ITN No. DMS-19/20-006 v2.3

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Verizon Wireless offers this pricing utilizing the terms and conditions of the State of Florida ITN No. DMS-19/20-006 please contact your local Verizon Government Sales representative for additional information. ©Verizon2022.

# National Security, Public Safety, and Emergency Preparedness

Government Liable Subscribers Only.

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

## Mission Critical

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

<b>Monthly Access Fee</b>	<b>\$39.99</b>
<b>Monthly Minutes in U.S</b>	Unlimited
<b>Domestic Data Allowance<sup>(1)</sup></b>	Unlimited
<b>Domestic Messaging Allowance</b>	Unlimited
<b>Optional Features</b>	
<b>Domestic Mobile Hotspot</b>	\$5.00 additional per month
<b>Push-to-Talk</b>	\$2.00 additional per month
<p><b>Notes:</b> . No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. <sup>(1)</sup> Data usage on this rate plan is not subject to speed reductions (“throttling”) within a given billing cycle. However, in the event a user consumes more than 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes*: (PP# 16807)</p>	
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices

\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

## Custom Unlimited Basic Phone Plan for National Security, Public Safety, and Emergency Preparedness

Government Liable Subscribers Only

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

**This Public Safety Plan does not provide a Mission Critical service standard.**

<b>Monthly Access Fee</b>	<b>\$22.99</b>
<b>Monthly Minutes in U.S</b>	Unlimited
<b>Domestic Data Allowance</b>	100MB
<b>Domestic Messaging Allowance</b>	Unlimited
<b>Domestic Data Overage</b>	\$10.00 per GB
<p><b>Notes:</b> . No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes*: (PP# 16810)</p>	
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices

\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

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

Government Liable Subscribers Only.

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

**This Public Safety Plan does not provide a Mission Critical service standard.**

<b>Monthly Access Fee</b>	<b>\$17.99</b>
<b>Monthly Push to Talk Minutes</b>	Unlimited
<b>Domestic Voice Per Minute Rate</b>	\$0.25
<p><b>Notes:</b> No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes*: (PP#96625/4G Only – PP#96625 3G/4G)</p>	
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices

\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

## Mobile Broadband Priority Feature for National Security, Public Safety, and Emergency Preparedness

Government Liable Subscribers Only.

**Mission Critical**

<b>Monthly Access Fee</b>	<b>\$0.00</b>
<p>Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This feature is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes*: (PP#86124)</p>	
621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices

\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

# Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

Government Liable Subscribers Only.  
This plan is not eligible for monthly access fee discounts.

## Mission Critical

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

<b>Monthly Access Fee</b>	<b>\$36.05</b>
<b>Domestic Data Allowance<sup>(1)</sup></b>	Unlimited

**Notes:** . No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Data usage on this plan is restricted to Verizon Wireless network use only; roaming is not available. <sup>(1)</sup> Data usage on this rate plan is not subject to speed reductions (“throttling”) within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 720p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile device applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and Internet of Things (“IoT”) devices\* are expressly prohibited on this rate plan. This plan is only available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes\*\*:

621910 Ambulance Services 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order, and Safety Activities	923120 Administration of Public Health Programs 928110 National Security 926120 Regulation and Administration of Transportation Programs 926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices
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\*Internet of Things (“IoT”) devices. Devices other than smartphones, aircards, jetpacks, modems, and tablets that transfer data over the network (e.g. M2M).  
 \*\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity’s primary business activity.

# Verizon Wireless Preemption Service Feature for National Security, Public Safety, and First Responders

Government Liable Subscribers Only,

## Mission Critical

Monthly Access Fee Per MDN

**\$0.00**

**NOTE:** Preemption Service ("Preemption") is a capability that reallocates network resources to customers so that they can connect in emergencies. In those uncommon times when the network is fully utilized, Preemption automatically activates to provide approved personnel uninterrupted access to the network. It helps ensure our national security, public safety, and first responder customers can continue to communicate with each other during times of high network use. Preemption capability is available on the Verizon Wireless 3G and 4G LTE data network. While Preemption capability may also be available on the networks of Verizon Wireless's domestic roaming partners, Verizon Wireless makes no representation of Preemption availability or reliability on such networks. Preemption is limited to select service rate plans and cannot be used in conjunction with devices or service plans utilized with dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited from using this feature. Please note: Calls to 911 are never preempted. This feature is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes: (PP# 86428 Basic/Smart Phone and 86433 Non-Phone)

621910 Ambulance Services	923120 Administration of Public Health Programs
922110 Courts	928110 National Security
922120 Police Protection	926120 Regulation and Administration of Transportation Programs
922130 Legal Counsel and Prosecution	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922140 Correctional Institutions	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922150 Parole Offices and Probation Offices	921150 American Indian and Alaska Native Tribal Governments
922160 Fire Protection (except private)	921190 Other General Government Support
922190 Other Justice, Public Order, and Safety Activities	921110 Executive Offices

# Private Responder Core Service for National Security, Public Safety, and Emergency Preparedness

Government Liable Subscribers Only.

**Mission Critical**

**Monthly Access Fee**

**\$0.00**

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

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

- 621910 Ambulance Service
- 922110 Courts
- 922120 Police Protection
- 922130 Legal Counsel and Prosecution
- 922140 Correctional Institutions
- 922150 Parole Offices and Probation Offices
- 922160 Fire Protection (except private)
- 922190 Other Justice, Public Order and Safety Activities
- 928110 National Security
- 921190 Other General Government Support
- 921110 Executive Offices
- 921150 American Indian/Alaska Native Tribal Governments

**Water**

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

**Transportation**

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

**Information Technology**

- 541512 Computer Integration
- 541519 Computer Disaster Recovery

**Chemical**

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

**Communications**

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

**Critical Manufacturing**

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

**Energy**

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

**Healthcare and Public Health**

- 621112 Health Care Practitioners
- 923120 Public Health Programs

\*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

# 4G LTE Private Network Traffic Management (PNTM) Private IP Only (fixed WAN) Government Subscribers Only

Metered Data Pricing only. Not compatible with Unlimited Data Plans.

## Mission Critical

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

<b>Class of service ("CoS")</b>	Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected.
<b>Mission Critical CoS Applications</b>	Recommended for video, Voice over IP, interactive services, and other mission critical applications.
<b>Best Effort CoS Applications</b>	Suitable for best effort applications (e.g. email, web browsing)

PNTM Service Options:	Enhanced (Entry Level)	Premium (Mid Level)	Public Safety (Highest Level) <small>(Qualifying Public Safety NAICS Only)</small>
Monthly Access Fee (per line)	Waived - \$0.00	Waived - \$0.00	Waived - \$0.00
Mission Critical CoS Speeds	Mapped Up to 0.5 Mbps	Mapped Up to 2 Mbps	Mapped Up to 2 Mbps
Best Effort CoS Applications Speeds	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth
RF Priority on access network	N/A	N/A	During heavy network usage periods

**Qualifying Public Safety NAICS:** Public Safety Subscribers classified with the following NAICS codes\*, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.

621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922140 Correctional Institutions	921150 American Indian/Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices
922190 Other Justice, Public Order, and Safety Activities	

Notes. 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)

\* North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

**DNS Safeguard Plus Feature for Public Safety  
National Security, Public Safety, and First Responders  
Government Liable Subscribers Only**

**Mission Critical**

These features are not eligible for access discounts.

**DNS Safeguard Plus Feature for Public Safety** is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyberattacks.

<b>Code</b>	<b>Description</b>	<b>Device Provisioning</b>	<b>Monthly Access Fee</b>
87898	DNS Safe Guard Plus RPC PS	Android and other OS devices only (Non-Apple).Provisions PSINTERNET and DNS Security Plus	\$0.00
87901	DNS Safe Guard Plus RPC PS APPLE	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Plus.	\$0.00

**Note:** These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Plus features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core.

These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

<p><b>National Security/ First Responders / Public Safety</b></p> <ul style="list-style-type: none"> <li>• 485111 Mixed Mode Transit Systems (Rail &amp; Buses)</li> <li>• 485112 Commuter Rail Systems</li> <li>• 621910 Ambulance Services</li> <li>• 922110 Courts</li> <li>• 922120 Police Protection</li> <li>• 922130 Legal Counsel and Prosecution</li> <li>• 922140 Correctional Institutions</li> <li>• 922150 Parole Offices and Probation Offices</li> <li>• 922160 Fire Protection (except private)</li> <li>• 922190 Other Justice, Public Order, and Safety Activities</li> <li>• 923120 Administration of Public Health Programs</li> </ul>	<ul style="list-style-type: none"> <li>• 928110 National Security</li> <li>• 926120 Regulation and Administration of Transportation Programs</li> <li>• 926150 Regulation, Licensing, and Inspection of Commercial Sectors</li> <li>• 926130 Regulation and Administration of Comms, Electric, Gas, Utilities</li> <li>• 921150 American Indian and Alaska Native Tribal Governments</li> <li>• 921190 Other General Government Support</li> <li>• 921110 Executive Offices</li> </ul>
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**DNS Safeguard Plus Feature for Public Sector  
National Security, Public Safety, and First Responders  
Government Liable Subscribers Only**

**Mission Critical**

**DNS Safeguard Plus Feature for Public Sector** is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyberattacks.

<b>Code</b>	<b>Description</b>	<b>Device Provisioning</b>	<b>Monthly Access Fee</b>
87896	DNS Safe Guard Plus RPC PS	Android and other OS devices only (Non-Apple).Provisions PSINTERNET and DNS Security Plus	\$1.25
87900	DNS Safe Guard Plus RPC PS APPLE	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Plus.	\$1.25

**Note:** These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Plus features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core.

These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

<p><b>Water</b> 924110 Water Infrastructure 221320 Sewage Treatment Facilities 221310 Water Supply and Irrigation Systems</p> <p><b>Transportation</b> 482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 491110 Postal Service</p> <p><b>Information Technology</b> 541512 Computer Integration 541519 Computer Disaster Recovery</p> <p><b>Chemical</b> 561612 Protective Services 541330, 541690 Chemical Engineering and</p> <p><b>Consulting</b> 239210 Pharmaceutical</p> <p><b>Communications</b> 517110 Telecommunications, Wired 517212 Cellular and other Wireless</p>	<p><b>Telecommunications</b> 238210, 334290 and 561620 Alarm Systems</p> <p><b>Critical Manufacturing</b> 237310 Highway, Street and Bridge Construction 811310 Industry Equipment Repair 236210 Industrial Building Construction 211113 Extraction; 236220 Construction Management</p> <p><b>Energy</b> 333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal</p> <p><b>Healthcare and Public Health</b> 621112 Health Care Practitioners 923120 Public Health Programs</p>
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**DNS Safeguard Advance Feature for Public Safety and Public Sector  
National Security, Public Safety, and First Responders  
Government Liable Subscribers Only**

**Mission Critical**

**DNS Safeguard Advance Feature for Public Sector** is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyberattacks.

<b>Code</b>	<b>Description</b>	<b>Device Provisioning</b>	<b>Monthly Access Fee</b>
87897	DNS Safe Guard Adv RPC	Android and Other OS Devices only (Non-Apple) Smartphones, Tablets, Routers, Modems, etc. Provisions PSINTERNET and DNS Security Advanced.	\$2.00
87899	DNS Safe Guard Adv RPC APPL	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Advanced.	\$2.00

**Note:** These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Advance features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core. These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

<p><b>National Security/ First Responders / Public Safety</b></p> <p>621910 Ambulance Service 922110 Courts 922120 Police Protection 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 922160 Fire Protection (except private) 922190 Other Justice, Public Order and Safety Activities 928110 National Security 921190 Other General Government Support 921110 Executive Offices 921150 American Indian/Alaska Native Tribal Governments</p> <p><b>Water</b></p> <p>924110 Water Infrastructure 221320 Sewage Treatment Facilities 221310 Water Supply and Irrigation Systems</p> <p><b>Transportation</b></p> <p>482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 926120 Transportation Administration 491110 Postal Service</p> <p><b>Public Transportation</b></p> <p>926120 Regulation and Administration of Transportation Programs 485111 Mixed Mode Transit Systems (Rail &amp; Buses) 485112 Commuter Rail Systems</p> <p><b>Information Technology</b></p> <p>541512 Computer Integration 541519 Computer Disaster Recovery</p>	<p><b>Chemical</b></p> <p>561612 Protective Services 541330, 541690 Chemical Engineering and Consulting 239210 Pharmaceutical</p> <p><b>Communications</b></p> <p>517110 Telecommunications, Wired 517212 Cellular and other Wireless <b>Telecommunications</b> 238210, 334290 and 561620 Alarm Systems Critical Manufacturing 237310 Highway, Street and Bridge Construction 811310 Industry Equipment Repair 236210 Industrial Building Construction 211113 Extraction 236220 Construction</p> <p><b>Management</b></p> <p>926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors</p> <p><b>Energy</b></p> <p>333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal</p> <p><b>Healthcare and Public Health</b></p> <p>621112 Health Care Practitioners 923120 Public Health Programs</p>
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**Push To Talk Responder**

**Public Sector Customers (extended NAICS Codes)**

**Mission Critical**

<b>Product Description</b>	<b>Monthly Access</b>	<b>Notes</b>
Push to Talk Responder Service Voice Only <sup>1</sup>	\$15.00 per month	Calls will not be rated

Optional Feature Must be added with above if selected

Push to Talk Responder with Interoperability <sup>2</sup>	\$10.00 per month	Calls will not be rated
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**Software**

Push to Talk Responder license are not eligible for any further discounts.

Dispatch SW License	VZMCPTDISPCLSW	\$3,000 per chair	One time charge
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**Note:** Coverage includes the Verizon Wireless 4G network only. Usage outside of the United States is not supported. Lines activating on these plans must be on 4G HD voice-capable smartphones.

^ As a condition for accessing and using Push to Talk Responder, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.

Push to Talk Responder users have the capability to make PTT calls, video calls, send and receive message and send/receive data files via the Push to Talk Responder application. Push to Talk Responder services will be charged based on the type of services the user is using as follows:

1. Push to Talk Responder service w/o video can be added to any Smartphone plan as a stand-alone feature.
2. Push to Talk Responder Interoperability calls cannot be stand-alone features with any Smartphone plan. They must be added with the Push to Talk Responder service w/o video.

**\*\*These features cannot be used with any other Push to Talk Plus plans or features\*\***

**Customers must be on the below qualifying NAICS Codes:**

<p><b>Water</b></p> <ul style="list-style-type: none"> <li>• 924110 Water Infrastructure</li> <li>• 221320 Sewage Treatment Facilities</li> <li>• 221310 Water Supply and Irrigation Systems</li> </ul> <p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• 482111 Railway Transportation</li> <li>• 481111 Passenger Air Transportation</li> <li>• 481112 Freight Air Transportation</li> <li>• 483111 Shipping Transportation</li> <li>• 926120 Transportation Administration</li> <li>• 491110 Postal Service</li> <li>• 926120 Public Transportation</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• 541512 Computer Integration</li> <li>• 541519 Computer Disaster Recovery</li> </ul> <p><b>Healthcare and Public Health</b></p> <ul style="list-style-type: none"> <li>• 621112 Health Care Practitioners</li> </ul>	<p><b>Chemical</b></p> <ul style="list-style-type: none"> <li>• 561612 Protective Services</li> <li>• 541330, 541690 Chemical Engineering and Consulting</li> <li>• 239210 Pharmaceutical</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• 517110 Telecommunications, Wired</li> <li>• 517212 Cellular and other Wireless Telecommunications</li> <li>• 238210, 334290 and 561620 Alarm Systems</li> </ul> <p><b>Critical Manufacturing</b></p> <ul style="list-style-type: none"> <li>• 237310 Highway, Street and Bridge Construction</li> <li>• 811310 Industry Equipment Repair</li> <li>• 236210 Industrial Building Construction</li> <li>• 211113 Extraction; 236220 Construction Management</li> </ul> <p><b>Energy</b></p> <ul style="list-style-type: none"> <li>• 333611 Wind Turbine</li> <li>• 221111 Hydroelectric Power Generation</li> <li>• 221122 Electric Power Distribution</li> <li>• 221118 Other Electric Power Generation</li> <li>• 221210 Natural Gas Distribution</li> </ul>
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	<ul style="list-style-type: none"> <li>• 221113 Nuclear Electric Power Generation</li> <li>• 562211 Hazardous Waste Treatment and Disposal</li> </ul>
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Group First Response provides the next tier, in terms of Push To Talk features. Specifically it allows, fast setup time, ability to handle very large groups, and a strong security and priority handling. Group First Response is based on international 3GPP standards (Mission Critical Push To Talk (MCPTT)) that ensures that the user gets “LMR like” features

Group First Response for National Security, Public Safety, and First Responders Government Subscribers Only		
Features are NOT eligible for monthly access discounts.		
Description	Feature Code	Monthly Access Fee
^Group First Response <sup>1</sup>	87781	\$23.75
Push to Talk Plus Video <sup>1,2</sup>	87787	\$20.00
<p><b>Note:</b> Group First Response features work with 5G Nationwide<sup>®</sup> network and 4G network plans. For avoidance of doubt, Verizon’s 5G Nationwide<sup>®</sup> network is a separate network from Verizon’s 5G Ultra-Wideband network.</p> <p><b>Group First Response is a Push to Talk Plus bolt-on feature. All lines must have a Push to Talk Plus feature to be eligible to purchase Group First Response.</b></p> <p><u>Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.</u></p> <p>^As a condition for accessing and using Group First Response, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.</p> <p>Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.</p> <p><b>****Disclaimer:</b> These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.</p> <p>These features are available to National Security, Public Safety, and First Responder customers only as defined by the below NAICS (formerly SIC) codes.</p>		
<p><b>National Security/ First Responders / Public Safety</b></p> <ul style="list-style-type: none"> <li>• 485111 Mixed Mode Transit Systems (Rail &amp; Buses)</li> <li>• 485112 Commuter Rail Systems</li> <li>• 621910 Ambulance Services</li> <li>• 922110 Courts</li> <li>• 922120 Police Protection</li> <li>• 922130 Legal Counsel and Prosecution</li> <li>• 922140 Correctional Institutions</li> <li>• 922150 Parole Offices and Probation Offices</li> <li>• 922160 Fire Protection (except private)</li> <li>• 922190 Other Justice, Public Order, and Safety <b>Activities</b></li> <li>• 923120 Administration of Public Health Programs</li> </ul>	<ul style="list-style-type: none"> <li>• 928110 National Security</li> <li>• 926120 Regulation and Administration of Transportation Programs</li> <li>• 926150 Regulation, Licensing, and Inspection of Commercial Sectors</li> <li>• 926130 Regulation and Administration of Comms, Electric, Gas, Utilities</li> <li>• 921150 American Indian and Alaska Native Tribal <b>Governments</b></li> <li>• 921190 Other General Government Support</li> <li>• 921110 Executive Offices</li> </ul>	
Group First Response for Non Public Safety Customers		
Features are NOT eligible for monthly access discounts.		

Description	Feature Code	Monthly Access Fee
^Group First Response <sup>1</sup>	89355	\$30.00
Push to Talk Plus Video <sup>1,2</sup>	87787	\$20.00

**Note:** Group First Response features work with 5G Nationwide® network and 4G network plans. For avoidance of doubt, Verizon’s 5G Nationwide® network is a separate network from Verizon’s 5G Ultra-Wideband network.

**Group First Response is a Push to Talk Plus bolt-on feature. All lines must have an active Push to Talk Plus feature to be eligible to purchase Group First Response.**

Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.

^Group First Response requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature.

Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.

**\*\*\*Disclaimer:** These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.

These features are available to the below NAICS codes.

<p><b>Water</b></p> <p>924110 Water Infrastructure 221320 Sewage Treatment Facilities 221310 Water Supply and Irrigation Systems</p> <p><b>Transportation</b></p> <p>482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 491110 Postal Service</p> <p><b>Information Technology</b></p> <p>541512 Computer Integration 541519 Computer Disaster Recovery</p> <p><b>Chemical</b></p> <p>561612 Protective Services 541330, 541690 Chemical Engineering and</p> <p><b>Consulting</b></p> <p>239210 Pharmaceutical</p> <p><b>Communications</b></p> <p>517110 Telecommunications, Wired 517212 Cellular and other Wireless</p>	<p><b>Telecommunications</b></p> <p>238210, 334290 and 561620 Alarm Systems</p> <p><b>Critical Manufacturing</b></p> <p>237310 Highway, Street and Bridge Construction 811310 Industry Equipment Repair 236210 Industrial Building Construction 211113 Extraction; 236220 Construction Management</p> <p><b>Energy</b></p> <p>333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal</p> <p><b>Healthcare and Public Health</b></p> <p>621112 Health Care Practitioners 923120 Public Health Programs</p>
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**Group First Response Dispatch and Video Bundles  
Government Subscribers Only**

**License bundles are NOT eligible for a monthly access discount**

Description	License Bundles	Frequency	Price
Dispatch Group Command With Video	DIS_PTT_GROUP_CMD_VIDEO	Monthly	\$300.00
Dispatch Group Advance with LMR and Video	DIS_PTT_GROUP_ADV_LMR_VIDEO	Monthly	\$281.00
Dispatch Group Command with LMR and Video	DIS_PTT_GROUP_CMD_LMR_VIDEO	Monthly	\$306.00
Dispatch PTT+ with LMR and Video	DIS_PTT_LMR_VIDEO	Monthly	\$236.00
Dispatch Group Advance with Video	DIS_PTT_GROUP_ADV_VIDEO	Monthly	\$275.00
Dispatch PTT+ with Video	DIS_PTT_VIDEO	Monthly	\$230.00
PTT Cross Carrier Group Advance LMR Video	PTT_CC_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Cross Carrier Group Advance Video	PTT_CC_GROUP_ADV_VIDEO	Monthly	\$29
PTT Cross Carrier Group Command LMR Video	PTT_CC_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Cross Carrier Group Command Video	PTT_CC_GROUP_CMD_VIDEO	Monthly	\$35
PTT Cross Carrier LMR Video	PTT_CROSS_CARRIER_LMR_VIDEO	Monthly	\$31
PTT Cross Carrier Video	PTT_CROSS_CARRIER_VIDEO	Monthly	\$25
PTT Tablet Group Advance LMR Video	PTT_TABLET_GROUP_ADV_LMR_VIDEO	Monthly	\$35
PTT Tablet Group Advance Video	PTT_TABLET_GROUP_ADV_VIDEO	Monthly	\$29
PTT Tablet Group Command LMR Video	PTT_TABLET_GROUP_CMD_LMR_VIDEO	Monthly	\$41
PTT Tablet Group Command Video	PTT_TABLET_GROUP_CMD_VIDEO	Monthly	\$35
PTT Tablet LMR Video	PTT_TABLET_LMR_VIDEO	Monthly	\$31
PTT Tablet Video	PTT_TABLET_VIDEO	Monthly	\$25

**Note:** All Licenses must have a Group First Response compatible device with an active Push to Talk Plus and MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.

Description	License Bundles	Frequency	Price
PTT Dispatch Group First Response	DISP_PTT_GFR	Monthly	\$300
PTT Dispatch LMR Group First Response	DISP_PTT_LMR_GFR	Monthly	\$306
PTT Dispatch Video LMR Group First Response	DISP_PTT_LMR_VIDEO_GFR	Monthly	\$506
PTT Dispatch Video Group First Response	DISP_PTT_VIDEO_GFR	Monthly	\$500

**Note:** All Licenses must have a Group First Response compatible device with an active MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.

### Verizon Wireless Network Performance Service Addendum

- Service Description.** Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the “Service”). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.
- Service Features.** The Service includes basic and premium features. Premium can be added for an additional fee.

**1. Basic features.** Basic features include the following:

1. **Ticket Tracking.** Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
2. **Unplanned Events.** Near real-time network events displayed on a map, hover over to get more details.
3. **Planned Maintenance.** Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
4. **Data Usage.** Shows the enterprise level data usage for the time period of the 15<sup>th</sup> to the 14<sup>th</sup> of each month.
5. **Device Models.** Bar chart for the top 10 devices used by the enterprise customer.
6. **Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.

**2. Premium features.** Premium features include all of the basic features in addition to the following:

1. **Experience.** Single device's overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.
2. **Site Proximity.** Shows the azimuth and approximate distance for the nearest servicing nodes
3. **Near-Real Time LTE coverage.** Provides map of LTE network coverage, updated about every 15 minutes.
4. **Device Location.** Shows the general location (within 1000 meters) of connected 3G and 4G devices
5. **Connected Devices.** Number of devices connected to the network in the last one hour.
6. **Weather Overlays.** Provides weather overlays, including radar from last 2 hours.
7. **Custom map Analytics.** Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).
8. **Service Notifications.** Virtualized self-portal for setting up custom alert on different features.
9. **Service Diagnostics Tool.** Device level troubleshooting reports.

**3. Service Limitations.** The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

**4. Customer Obligations.**

1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.

**5. Fees.** Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will

be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.

6. **Privacy; Notice and Consent. "Mobile Device"** (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. **"End User"** means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. **"Location Information"** means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.
1. **Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information.** Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties (as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users. Depending upon the type of service and the means by which the notices can be presented to the End User, the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.
  2. **Revocation of Consent.** As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.
  3. **Use and Storage of Location Information.** Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and

maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.

4. **Privacy and Safeguard Considerations.** Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.
5. **Record Retention.** Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.

**7. Customer Representations and Warranties.** Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and

The licenses are not eligible for further monthly access discounts.

Description	SKU Name	Perpetual Plan ID	Monthly Plan ID	Tiers	Monthly Cost	Annual Cost
WNP-BASIC-GOV	WNP-BASIC-GOV	709053	709052	1-499	\$ 7.70	\$ 88.55
				500 – 999	\$ 11.55	\$ 123.20
				1,000 – 4,999	\$ 19.25	\$ 207.90
				5,000 - 9,999	\$ 38.50	\$ 415.80
				10,000 – 99,999	\$ 57.75	\$ 616.00
				100K -5M	\$ 77.00	\$ 770.00
<b>Premium License</b>						
WNP-PREMIUM-GOV	WNP-PREMIUM-GOV	709103	709102	1-499	\$ 77.00	\$ 770.00
				500 – 999	\$ 385.00	\$ 4,158.00
				1,000 – 4,999	\$ 770.00	\$ 8,316.00
				5,000 - 9,999	\$ 1,925.00	\$20,790.00
				10,000 – 99,999	\$ 3,850.00	\$41,580.00
				100K -5M	\$ 7,700.00	\$80,850.00

**Note:** Verizon’s Wireless Network Performance (WNP) is a central portal that will provide two broadband capabilities that can be leveraged:

- Analytics
- Mapping

Customers will be able to access WNP through My Business after purchase and must be subscribed to the MyBiz portal to use these licenses. Customer’s Tier is determined by the number of active lines in service at the time of purchase. See your account representative for additional information.

supplemental to Customer’s compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location-Based Services.

**Exhibit A**  
**Wireless Network Performance Fees**

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

## Interoperability

### Mission Critical

Interoperability licenses are not eligible for any further discounts.

#### Software Sku's

Sku	Sku Description	Pricing Frequency	Price
U960-985-005-GOV	Public Safety IWS Edge Clients <sup>1</sup>	Monthly	\$139.95
U960-991-001-GOV	Public Safety Multimedia PTT Clients <sup>2</sup>	Monthly	\$7.95
U960-610-001-GOV	Public Safety Radio Gateway Interconnection <sup>3</sup>	Monthly	\$39.95
U960-240-001-GOV	Public Safety Video Gateway Interconnection <sup>4</sup>	Monthly	\$46.95
U960-260-001-GOV	Public Safety Telephone Interconnection <sup>5</sup>	Monthly	\$19.98
U961-985-001-GOV	Public Safety Soft Panic SW <sup>6</sup>	Monthly	\$112.50

#### Hardware Sku's One time charge

Sku	Sku Description	Pricing Frequency	Price
U980-100-001	All Network provisioning	One time	\$795.00
U990-800-001	All Staging Testing	One time	\$300.00
U500-614-001	4 PORT HW RADIO GATEWAY	One Time	\$3,000.00
U500-612-001	2 PORT HW RADIO GATEWAY	One Time	\$2,400.00
U500-610-001	1 PORT HW RADIO GATEWAY	One Time	\$1,995.00
M840-475	VIDEO STREAMING DEVICE	One Time	\$2,100.00
M400-351	SMART CABLE FOR VIDEO SCARPING	One Time	\$399.00

**Note:** Coverage includes the Verizon Wireless 4G network only. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at [www.verizonwireless.com/international](http://www.verizonwireless.com/international). Lines activating on these plans must be on 4G HD voice-capable smartphones.

Mutualink solution provides the interoperability required when an active incident occurs (robbery, shooting etc.), and there is a need for different public safety agencies, schools, or commercial establishments to work together. Specifically allow all parties to exchange video, files (e.g. floor plans), messages, in addition to instant Push To Talk for voice communication.

Interoperability – Mutualink solution improves collaboration (Audio, Video, Data) during emergencies in real-time. Overcome silos by enabling you to share information, between first responders, schools, and private security personnel, when you need it.

1. IWS Edge Client – Has a way of allowing drag and drop of participants and creating an active incident. Sharing audio/video data.
2. Multimedia PTT Client – Group communication to share audio/video data.
3. Radio Gateway Interconnection – Monthly charge for connecting the radio gateway to the hosted solution
4. Video Gateway Interconnection - Monthly charge for connecting the radio gateway to the hosted solution
5. Telephone Interconnection - Monthly charge for connecting the radio gateway to the hosted solution (Wireline)
6. Soft Panic SW – Allows customer to create an incident with predefined participants automatically

**\*\* The above Sku's are mutually exclusive from one another. They cannot be used on the same MDN at the same time\*\***

**Local Network Command –  
National Security, Public Safety, and First Responders**

This feature is NOT eligible for monthly access fee discounts.

**Mission Critical**

<b>Monthly Access Fee for First Responders (88112)</b>	\$0.00	Customers may process an uplift that may auto renew within a 23 hr. period
<p><b>Notes:</b> Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users’ network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:                  **Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.</p>		
<p><b>National Security/ First Responders / Public Safety</b></p> <ul style="list-style-type: none"> <li>• 485111 Mixed Mode Transit Systems (Rail &amp; Buses)</li> <li>• 485112 Commuter Rail Systems</li> <li>• 621910 Ambulance Services</li> <li>• 922110 Courts</li> <li>• 922120 Police Protection</li> <li>• 922130 Legal Counsel and Prosecution</li> <li>• 922140 Correctional Institutions</li> <li>• 922150 Parole Offices and Probation Offices</li> <li>• 922160 Fire Protection (except private)</li> <li>• 922190 Other Justice, Public Order, and Safety Activities</li> <li>• 923120 Administration of Public Health Programs</li> </ul>	<ul style="list-style-type: none"> <li>• 928110 National Security</li> <li>• 926120 Regulation and Administration of Transportation Programs</li> <li>• 926150 Regulation, Licensing, and Inspection of Commercial Sectors</li> <li>• 926130 Regulation and Administration of Comms, Electric, Gas, Utilities</li> <li>• 921150 American Indian and Alaska Native Tribal Governments</li> <li>• 921190 Other General Government Support</li> <li>• 921110 Executive Offices</li> </ul>	

**Local Network Command – Government Subscribers**

This feature is NOT eligible for monthly access fee discounts.

**Mission Critical**

<b>Monthly Access Fee for Government Agencies (88111)</b>	\$1.00	Customers may process an uplift that may auto renew within a 23 hr. period
<p><b>Notes:</b> Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users’ network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:                  **Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.</p>		
<p><b>Water</b>                  924110 Water Infrastructure                  221320 Sewage Treatment Facilities                  221310 Water Supply and Irrigation Systems</p> <p><b>Transportation</b>                  482111 Railway Transportation                  481111 Passenger Air Transportation                  481112 Freight Air Transportation                  483111 Shipping Transportation                  491110 Postal Service</p> <p><b>Information Technology</b>                  541512 Computer Integration                  541519 Computer Disaster Recovery</p>	<p><b>Telecommunications</b>                  238210, 334290 and 561620 Alarm Systems</p> <p><b>Critical Manufacturing</b>                  237310 Highway, Street and Bridge Construction                  811310 Industry Equipment Repair                  236210 Industrial Building Construction                  211113 Extraction;                  236220 Construction Management</p> <p><b>Energy</b>                  333611 Wind Turbine                  221111 Hydroelectric Power Generation                  221122 Electric Power Distribution                  221118 Other Electric Power Generation                  221210 Natural Gas Distribution</p>	

<b>Chemical</b> 561612 Protective Services 541330, 541690 Chemical Engineering and  <b>Consulting</b> 239210 Pharmaceutical  <b>Communications</b> 517110 Telecommunications, Wired 517212 Cellular and other Wireless	221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal  <b>Healthcare and Public Health</b> 621112 Health Care Practitioners 923120 Public Health Programs
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**Local Network Command – Enterprise Customers**  
This feature is NOT eligible for monthly access fee discounts.

**Mission Critical**

<b>Monthly Access Fee for Enterprise/B2B Customers (NAICS Qualified) (8776)</b>	\$2.50	Customers may process an uplift that may auto renew within a 23 hr. period
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**Notes:** Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users’ network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:  
\*\*Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.

<b>Water</b> 924110 Water Infrastructure 221320 Sewage Treatment Facilities 221310 Water Supply and Irrigation Systems  <b>Transportation</b> 482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 491110 Postal Service  <b>Information Technology</b> 541512 Computer Integration 541519 Computer Disaster Recovery  <b>Chemical</b> 561612 Protective Services 541330, 541690 Chemical Engineering and  <b>Consulting</b> 239210 Pharmaceutical  <b>Communications</b> 517110 Telecommunications, Wired 517212 Cellular and other Wireless	<b>Telecommunications</b> 238210, 334290 and 561620 Alarm Systems  <b>Critical Manufacturing</b> 237310 Highway, Street and Bridge Construction 811310 Industry Equipment Repair 236210 Industrial Building Construction 211113 Extraction; 236220 Construction Management  <b>Energy</b> 333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal  <b>Healthcare and Public Health</b> 621112 Health Care Practitioners 923120 Public Health Programs
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## WIRELESS EQUIPMENT

### Equipment Pricing (NEW)

		Description
		One (1) Basic voice device at no charge on rate plans with a monthly access fee of \$14.99 or higher per 24 months/ per line.  Make and model at Verizon Wireless sole discretion, subject to availability.
		SOFL Approved Government Equipment Matrix devices. Verizon Wireless Government 10K 2yr matrix pricing only.
		All devices shall include an AC charger at no additional cost with the initial purchase. Additional or replacement AC chargers may be purchased
		Enterprise Network Extender at 25% off retail. 25% discount applies to the non-discounted, full retail price only of qualifying equipment.
<b>Notes:</b> Verizon Wireless reserves the right to add or discontinue models. Equipment is subject to availability. Verizon Wireless' Government Equipment Matrix is updated at a minimum quarterly based upon equipment availability, changes in technology, and market conditions. Not eligible for any other promotional pricing offers. Equipment becomes eligible for upgrade after 24 months in service.		

### Accessory Discount

Government Subscribers are eligible to receive a 25% discount from the non-discounted, retail price of qualifying accessories.

## Other Services and Fees

Non-recurring Verizon Wireless Fees	
Insufficient Funds Check	Waived
Bill Reprint	Waived
Late Fee	Waived
Record Change/Upgrade Fee	Waived

Fulfillment/Shipping	
Standard: 2-day (orders received before 4PM)	Waived
Urgent: Priority Overnight (delivery by 10:30 AM) (orders received before 4PM)	\$14.99
Saturday: (shipping by noon)	\$19.99

Directory Assistance: 411 Search <sup>SM</sup>	
Our wireless 411 Search <sup>SM</sup> is an enhanced directory assistance service with automatic connection. 411 Search offers phone numbers, addresses and information providing quick, safe and convenient service with up to three listings and one call connection per call or text.	
Voice call	\$1.99 (subject to change) per call plus applicable airtime, toll, wireless long distance and landline charges
Message Sent via text	With messaging bundle: \$1.99 plus airtime for the call, and the message will be subtracted from the monthly allowance
	Per text message: \$1.99 plus airtime for the call and \$0.20 for the text message

**Block all calls except local calls (as defined by call plan):** This is not permissible, but Flexible Business Plans are toll free nationwide. No blocking available to Canada or for premium calls such as 411. Toll charges may apply.

**Block spam and robocalls:** Verizon Call Filter helps you avoid unwanted callers with spam protection, and allows you to set up a spam filter by level of risk, preventing unsolicited calls by sending them directly to voicemail. The basics (spam detection, blocking and reporting) are available at no charge.

**Block inbound/outbound text messages:** Inbound and outbound text messaging can be blocked, including both at the same time at no charge.

**Block international calls to and from North America only:** International Services Enabled (ISE) is required to permit calls to Mexico. Blocking is available within the North America dialing pattern, which includes the U.S. and Canada. Toll charges may apply. Incoming calls can originate anywhere in the world.

Feature	Basic Voicemail	Basic Visual Voicemail	iPhone Visual Voicemail	Voicemail to Text for iPhone	Premium Visual Voicemail
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Monthly Access Fee	Free	Free + Data	Free + Data	\$2.99 + Data	\$2.99 + Data
Storage Capacity (Messages)	20	20	40	40	40
Message Duration	3 minutes	3 Minutes	3 Minutes	3 Minutes	5 Minutes
Transcription	NA	NA	NA	X	X
Distribution Lists	15	15	NA	NA	20
Distribution Members	10	10	NA	NA	50
Call Return	NA	X	X	X	X
Save Voicemails to device	NA	X	NA	NA	X
Caller Dependent Greetings	NA	NA	NA	NA	20
Caller Dependent Greeting Members per group	NA	NA	NA	NA	50
Reply by Text and E-Mail	NA	X	X	X*	X
Forward by Text and E-Mail	NA	NA	NA	NA	X
Voicemail to Text	NA	NA	NA	X	X
Mobile Application**	NA	X	X	X	X
Reply by FaceTime**	NA	NA	X	X	NA

## Legacy Pricing

### LEGACY: Custom State of Florida Nationwide Push to Talk Plus (PTT) Per Line Calling Plan or Feature

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

Conventional (Basic) Device Plan		Smartphone Device Feature		
SOFL Plan Number	Monthly Access Charge Per Line	Tier Domestic Anytime PTT Plus Lines Per Month	Domestic Anytime Voice Allowance Minutes Per Month	
			Conventional (Basic) Device Plan	Smartphone Device Feature
2B.1 through 2B.18 (PTT+ 94976)	\$10.00	1 - 8,999	0	Per selected voice calling plan requirements
Mobile to Mobile Calling	Unlimited			
Data Sent/Received	Per the data package selected or Per the voice calling plan.			

PTT Plus service requires PTT Plus enabled device and coverage. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

### Legacy: Custom State of Florida Nationwide Push to Talk Plus (PTT) Per Line Calling Plan or Feature (INTEROPERABILITY)

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

Conventional (Basic) Device Plan		Smartphone Device Feature		
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Anytime PTT Plus Lines Per Month	Domestic Anytime Voice Allowance Minutes Per Month	
			As a plan:	As a feature:
2B.1 through 2B.18 (PTT+ 94976)	\$10.00	1 - 8,999	0	Per the voice calling plan
Mobile to Mobile Calling	Unlimited			
Data Sent/Received	Per the data package selected or Per the voice calling plan.			

PTT Plus service requires PTT Plus enabled device and coverage. PTT Plus Interoperability requires an Interoperability Gateway, PTT Plus enabled device, and coverage. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

### LEGACY: Custom State of Florida SMS Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

SMS (Text Messaging)				
SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per SMS Message Rate (Sent/Received)
3.1 through 3.13 (77847)	\$0.00	0	1 - 450,999	\$0.02

**SMS (Text) Messaging:** Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received see attached International services pricing for further details... Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

### LEGACY: Custom State of Florida MMS Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

#### MMS (Picture and Video Messaging)

SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per MMS Message Rate (Sent/Received)
3.1 through 3.25 (77848)	\$0.00	0	1 - 1,608,999	\$0.05

**Multi-Media Messaging (MMS):** Multi-Media Messaging (MMS) includes picture and video messaging and is only available within the National Enhanced Services Rate and Coverage Area. In addition, MMS messages are \$0.25 per message, per address. In addition to the MMS per message charges, MMS uses calling plan Anytime Minutes or kilobytes. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

### LEGACY: Custom State of Florida SMS Broadcast Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

#### SMS Broadcast (Text) Messaging

SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per SMS Message Rate (Sent/Received)
3B.1 through 3B.25 (77847)	\$0.00	0	1 - 130,999	\$0.02

**SMS (Text) Messaging:** Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

### LEGACY: Custom State of Florida Voice Calling Plans

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

#### Unlimited Night & Weekend Minutes

SOFL Plan Number	Domestic Anytime Minutes	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Domestic Voice Roaming (Outside Florida)
6.1a (86192)	250	\$20.60	\$0.041	\$0.103
6.4a (86193)	600	\$30.90	\$0.041	\$0.103

Data Sent or Received \$1.99 per MB or per Data Package

#### Optional Feature

Domestic Push-to-Talk Plus \$0.00

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.

### LEGACY: Custom State of Florida Unlimited Voice Calling Plan

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

No Domestic Long Distance Charges

SOFL Plan Number	Domestic Anytime Allowance Minutes*	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Domestic Voice Roaming (Outside Florida)
6.6a(86194)	Unlimited	\$41.20	N/A	\$0.103 (includes PTT+)
Data Sent or Received		\$1.99 per MB or per Data Package		
Optional Feature				
Domestic Push-to-Talk Plus		\$0.00		
<b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. *Overage Rate applies after allowance. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.				

### LEGACY: Custom State of Florida Unlimited Nationwide Voice Calling Plan

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

SOFL Plan Number	Domestic Anytime Allowance Minutes*	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Voice Roaming (Canada and Mexico)
6.6a (86197)	Unlimited	\$51.50	N/A	\$0.69 (includes PTT+)
Data Sent or Received		\$1.99 per MB or per Data Package		
Optional Feature				
Domestic Push-to-Talk Plus		\$0.00		
<b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. *Overage Rate applies after allowance. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.				

### LEGACY: Custom State of Florida All Inclusive Unlimited Nationwide Voice & Messaging Plan

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

#### Conventional and Smartphone/BlackBerry Devices

SOFL Plan Number	Monthly Access Charge Per Line	Nationwide Voice Allowance	Domestic Tethering Allowance	Overate Rate	Unlimited Text, Picture, Video Messaging and Data
6.1d(86768-3G)	\$51.00	Unlimited	5GB	\$10.30/GB	Included
<b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage.					

### LEGACY: Custom State of Florida All Inclusive Unlimited Nationwide Voice & Messaging Plan (Hotspot)

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

#### Conventional and Smartphone/BlackBerry Devices

SOFL Plan Number	Monthly Access Charge Per Line	Nationwide Voice Allowance	4G Domestic Hotspot/Tethering	Overate Rate	Unlimited Text, Picture, Video Messaging and Data
6.1d (86769-4G)	\$51.00	Unlimited	5GB	\$10.30/GB	Included
<b>Notes:</b> See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage.					

### LEGACY: Custom State of Florida BlackBerry Data Feature Packages

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

**Data for BlackBerry devices only**

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Text and MMS Messaging
6.10b(77294 and 79789)	\$15.45	500MB	\$0.00849per MB	Included*
6.11b(77295 and 79790)	\$20.60	1,000MB		
Exhibit 6B(79740 and 79791)	\$23.69	2,000MB		

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage. \*Not included with the State of Florida Nationwide Custom Pooled Voice Services Plans

**LEGACY: Custom State of Florida BlackBerry Unlimited Data Feature Package**

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

**Data for BlackBerry devices only**

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Text and MMS messaging and tethering
6.12b(79407-4G and 79409-3G), (79781-4G and 79780-3G)	\$32.96	Unlimited*	N/A	Included**

**Notes:** See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice \*\*Not available when bundled with the State of Florida Nationwide Custom Pooled Voice Services Plans

**LEGACY: Custom State of Florida Mobile Broadband Connect Feature**

The calling feature below reflects the monthly access charge discount. No additional discounts apply.

**With a Mobile Broadband Connect capable Smartphone/BlackBerry devices only**

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Per Minute Rate and Long distance
6.1f (76404-4G, 76405-3G)	\$10.00	Unlimited*	Per the Voice Plan

**Notes:** See attached Plan and Feature Details for important information about plans, features and options. Mobile Broadband Connect is currently available on select voice and data devices, and provides Mobile Broadband service utilizing the device as a modem. A mobile office kit, VZAccess Manager Software, a cable for tethering and/ or a software update may be required. Bluetooth® is not supported with Mobile Broadband Connect. Feature may only be added onto an eligible plan coupled with a Custom State of Florida Smartphone or BlackBerry Data Feature Package (SOFL Plans 6.6b, 6.7b, 6.10b, 6.11b and Exhibit 6B). Per Minute Rate applies to voice calls and other data usage in the United States. For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. \*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice

LEGACY: Custom 4G Unlimited Smartphone Plan for Public Sector

State of Florida - Government Subscribers Only

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

Monthly Access Fee	\$50.00
Data Allowance <sup>1</sup>	Unlimited
Mobile Hotspot <sup>2</sup>	Unlimited
Monthly Anytime Minutes	Unlimited
Domestic Long Distance Toll Free	Included
Domestic and International Messaging Allowance <sup>3</sup>	Unlimited

**Notes:** No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing see attached International services pricing for further details.. Only a 4G smartphone can be activated on this plan.

<sup>1</sup>After 10 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p.

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

<sup>3</sup>Unlimited messaging from within the United States to anywhere in the world where messaging services are available. See attached International services pricing for further details.

The "Custom 4G Unlimited Smartphone Plan for Public Sector – State of Florida Government" is eligible to use Travel Pass SPO code 383.

## Verizon Wireless Plan and Feature Details

**Plans and Associated Charges:** Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber first presses SEND or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses END or the call disconnects. Calls made on the Verizon Wireless network, are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free, Airtime may be charged when dialing toll-free numbers.

**Anytime Minutes:** Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. . Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial \*228 to update roaming information from voice or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months. This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

**Long Distance:** Unlimited domestic long distance is included when calling from the calling plan's home rate and coverage area, unless otherwise specified in the calling plan.

**Unlimited Messaging:** Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non-Verizon Wireless customers in the United States, (ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included.

**Mobile to Mobile Calling:** Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users roaming indicator flashes, (vii) in Canada and Mexico and (viii) to users whose current wireless exchange restricts the delivery of Caller ID And (viiii) for incoming calls if Caller ID is not present or Caller ID Block is initiated. Mobile to Mobile Calling minutes will be applied before Anytime Minutes.

**Night and Weekend Minutes:** Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

**Push to Talk Plus:** Push to Talk Plus capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. **Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan.** Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single website interface with a single user name/password. Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party.. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display. Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the

Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call. . In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please refer to the attached One Talk terms of service.

**International Long Distance:** You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries..

**International Roaming** Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. International rates and destinations are subject to change without notice. You must add International Eligibility to your account to roam in many destinations. By using Equipment outside the United States, Subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that result from subscriber's failure to comply with Foreign Laws.

**Roaming in GSM countries:** GSM International Phone, activated in the United States with compatible Subscriber Identity Module (SIM) card required. Rates terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. Service in certain countries may be blocked without prior notice. Where Text messaging is available, Customer will be charged \$0.50 for each message sent and \$0.05 for each message received. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and (ii) customers of foreign wireless carriers that participate in international text messaging. [Ask](#) your account manager for the most current list of participating foreign carriers.

## Data Services

**Data Services:** Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the **SEND** or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed at \$0.25/minute.

Verizon Wireless is implementing optimization and transcoding technologies in our network to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include caching less data, using less capacity, and sizing the video more appropriately for the device. The optimization process is agnostic to the content itself and to the website that provides it. While Verizon Wireless invests much effort to avoid changing text, image, and video files in the compression process, and while any change to the file is likely to be indiscernible, the optimization process may minimally impact the appearance of the file as displayed on your device. For a further, more detailed explanation of these techniques, please refer to the Network Performance attachment. .

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. If you use an extraordinary amount of data and fall within the top 5% of Verizon Wireless data users, Verizon Wireless may reduce your data throughput speeds when connected to a congested cell site. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. For a further more detailed explanation of these techniques please refer to the Network Performance attachment.. Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in

its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

**Data Services: Permitted Uses:** You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

**Data Services: Prohibited Uses.** You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e-mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. **Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See the attached Verizon Full Privacy Policy]**

**Unlimited Data Plans and Features (such as Mobile BroadbandAccess, , and Push to Talk Plus) may ONLY be used with wireless devices for the following purposes:** (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine-to-machine connections or peer-to-peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We reserve the right to limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited , Mobile BroadbandAccess, and InternationalAccess data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited Mobile BroadbandAccess and Push to Talk Plus services cannot be used (i) for uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute or backup for private lines or dedicated data connections. Additionally, Unlimited Mobile BroadbandAccess services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's

native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync. Unlimited Mobile BroadbandAccess and data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment.

**Data Roaming:** International Eligibility is needed to roam in many destinations. See attached International services pricing for further details.

**International Data Optional Features:** International PC Card required for international use. International PC Cards will not work in the United States or Canada and GlobalAccess Subscribers will need a Mobile BroadbandAccess PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles.

## M2M Data Plans and Feature Details

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user-transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

**Megabyte (MB) Data Plans:** M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

**Data Roaming:**International eligibility is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO. Please refer to the attached international services pricing for additional details.

### *M2M Data Plan Share Options:*

**Share Options:** Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

**Account Share:** Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans on the same billing account, in the same usage group (e.g. Low Usage and High Usage plans cannot share with each other). Unused allowance will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines on the same billing account that have exceeded their allowance during the same monthly billing period. At the end of each bill cycle any unused allowances will be applied to the overages of the other M2M Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

**Profile Share:** Customer may activate one (1) share group per profile (e.g. Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Profile Share Plans **on the same profile, in the same usage group**. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines **on the same profile**. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.

**Note:** <sup>1</sup>A profile is defined as a Customer's overarching account of record under which Customer may have multiple billing accounts  
1.

## Networkfleet Terms and Conditions

**1. DEFINITIONS.** In these Terms and Conditions, the following terms, when capitalized, shall have the meaning set forth below:

"Customer Website Pages" means the web pages on the Networkfleet Website designated by Networkfleet for use by Customer.

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Verizon Wireless offers this pricing utilizing the terms and conditions of the State of Florida ITN No. DMS-19/20-006 please contact your local Verizon Government Sales representative for additional information. ©Verizon2022.

"Devices" means the Networkfleet wireless device(s) identified on an accepted order.

"Networkfleet Services" means the services ordered hereunder including, but not limited to: (a) collection of diagnostic and/or location information from a Vehicle; (b) any proprietary data feed or elements thereof or any APIs provided by Networkfleet; (c) analysis, delivery and posting of Vehicle information to the Networkfleet Website; (d) notification to Customer and/or a designated third party by e-mail of certain events or Vehicle information; (e) Customer access and usage of Customer Website Pages; and (f) Device installation services.

"Networkfleet Website" means the Networkfleet website currently located at [www.networkfleet.com](http://www.networkfleet.com).

"Network Fleet" is a wholly owned subsidiary of Verizon Communications, Inc, and an affiliate of Cellco Partnership, d/b/a Verizon Wireless which is the "Contractor" under the Verizon Wireless State of Florida Contract DMS-10/11-008C

"Service Partners" means the entities that Verizon Wireless works with, from time to time, to provide the Networkfleet Services, including, but not limited to, installers, website operators, mapping data providers and licensors.

"Vehicle" means any vehicle equipment equipped with a Device and owned or under the control of Customer.

**2. NETWORKFLEET LICENSE.** During the time that Customer is entitled to receive Networkfleet Services hereunder, the Customer shall have a non exclusive, non transferable license to (i) use the Networkfleet Services in the United States and such other countries as may be approved by Verizon Wireless in writing, (ii) access and use the Customer Website Pages, and (iii) use the firmware and software included in the Devices, solely for use in connection with the Networkfleet Services, and as provided in these Terms and Conditions. Redistribution or resale of this information by the Customer is prohibited without prior written consent.

**3. INSTALLATION SERVICES.** If Verizon Wireless accepts an order for Device installation services, such services may be performed by Service Partners who will install the Device at a mutually agreed location, in accordance with Networkfleet's Installation Policy, located at in the Networkfleet attachments., as it may be amended from time to time, which is available at the Networkfleet Website. Customer acknowledges and agrees that installation of the Device may involve drilling holes, rewiring and other similar alterations to the Vehicle and that Verizon Wireless is not obligated to restore the Vehicle after removal of the Device.

**4. CUSTOMER OBLIGATIONS.** Customer shall limit its use of the Devices, Networkfleet Services, Networkfleet Website, and Customer Website Pages to their intended purposes and shall comply, and cause its employees and agents to comply with all applicable laws and regulations and with Networkfleet's Website Acceptable Use Policy, Privacy Policy and all other policies that Networkfleet may establish from time to time, which are, or will be available, on the Networkfleet Website. Customer shall inform its drivers of Vehicles that such Vehicle has been enabled for Networkfleet Services and that the Networkfleet Services include the collection of data points associated with the Vehicle's location and manner of operation.

**5. LIMITED WARRANTY.** (a) Verizon Wireless warrants to Customer that a Device purchased hereunder (other than an Asset Tracker device) will be free from defects in material and workmanship that prevent the Device from functioning in accordance with its specifications for a period of three (3) years following the initial activation of a Device. The period may be extended though the same period of time as the Customer has continuously paid for Networkfleet Services for the Device;

(b) Verizon Wireless warrants to Customer that an Asset Tracker device which has been purchased new from Networkfleet by Customer, will be free from defects in material and workmanship that prevent it from functioning in accordance with its specifications for a period of three (3) years from initial activation, excluding the battery.

(c) Verizon Wireless warrants to Customer that all accessories that are purchased new from Networkfleet by Customer will be free from defects in material and workmanship that prevent them from functioning in accordance with their specifications for a period of one (1) year from the date of shipment,

(d) Verizon Wireless warrants to Customer that installation services will be free from defects in workmanship for a period of one (1) year from completion of any such installation services (unless Customer has purchased an extended installation warranty). Verizon Wireless warrants that extended warranty installation services will be free from defects in workmanship for a period of one (1) year following completion of such services. The period may be extended through the same period of time as the Customer has continuously paid for such extended warranty installation service.

(e) Warranty claims must be made by notifying Verizon Wireless in writing promptly after Customer learns of the facts supporting a warranty claim, as specified in Networkfleet's current applicable warranty policy as attached hereto. Verizon Wireless will, at its discretion, either repair or replace any non-complying Device with a Device of equivalent functionality, and if applicable, remedy any defects in installation of the Device.

(f) THE REMEDIES IN THIS SECTION ARE THE SOLE OBLIGATIONS AND REMEDY FOR BREACH OF ANY WARRANTY.

**6. EXCLUSIONS.** The Limited does not cover repair, replacement or correction of any defect, damage or malfunctions caused by: (i) failure to properly install the Devices as described in the Networkfleet installation guides (if installation is not performed by Networkfleet); (ii) accident, negligence, theft, vandalism, operator error, misuse or acts of Nature; (iii) failure of the facilities Customer uses to access the Networkfleet Website or

to conform to Networkfleet specifications; (iv) modifications, attachments, repairs or unauthorized parts replacements performed by Customer or any third party not authorized by Networkfleet; or (v) use by Customer of hardware or software not provided or approved by Networkfleet. Customer will be responsible for the cost of Support Services provided by Networkfleet caused by any of the foregoing.

**7. DISCLAIMER OF WARRANTIES.** EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN SECTION 5, VERIZON WIRELESS MAKES NO WARRANTY OR GUARANTEE OF ANY KIND WITH RESPECT TO THE DEVICES AND THE NETWORKFLEET SERVICES. TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, VERIZON WIRELESS DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO: IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. VERIZON WIRELESS DOES NOT WARRANT THAT THE RECEIPT OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM THE DEVICES WILL BE AVAILABLE AT ALL TIMES, AT ALL GEOGRAPHIC LOCATIONS, UNINTERRUPTED OR ERROR-FREE, OR THAT THE TRANSMISSION OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM NETWORKFLEET TO CUSTOMER OR TO THE CUSTOMER WEBSITE PAGES WILL ALWAYS BE ACCURATE, TIMELY OR COMPLETE.

**8. LIMITATION OF LIABILITY.** (a) NEITHER PARTY WILL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING LOST PROFITS OR LOST DATA, EVEN IF THAT PARTY IS INFORMED THAT THOSE DAMAGES MAY OCCUR. VERIZON WIRELESS' CUMULATIVE LIABILITY UNDER ANY LEGAL THEORY SHALL NOT EXCEED THE AMOUNT PAID TO VERIZON WIRELESS. (b) WITHOUT LIMITING THE FOREGOING, VERIZON WIRELESS AND THE SERVICE PARTNERS ARE NOT RESPONSIBLE FOR LIABILITIES OF ANY KIND RESULTING FROM DELAYS IN DELIVERY, INSTALLATION OR PROVIDING NETWORKFLEET SERVICES OR OTHER SERVICES, REGARDLESS OF THE CAUSE OF THE DELAY. CUSTOMER UNDERSTANDS AND AGREES THAT VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM AN ALLEGED OR ACTUAL LACK OF SECURITY RELATING TO CUSTOMER'S USE OF THE NETWORKFLEET SERVICES. (c) CUSTOMER UNDERSTANDS AND AGREES THAT: (i) THE DEVICE IS A WIRELESS DEVICE AND THAT WIRELESS COMMUNICATIONS NETWORKS ARE USED TO CONNECT THE DEVICES WITH NETWORKFLEETS DATA CENTER AND BY USING GPS (GLOBAL POSITIONING SYSTEM) TO DETERMINE A VEHICLE'S LOCATION; (ii) THE NETWORKFLEET SERVICES WILL NOT OPERATE UNLESS A VEHICLE IS IN AN AREA THAT HAS ADEQUATE WIRELESS COMMUNICATIONS COVERAGE AND, EVEN IF A VEHICLE IS IN SUCH AREA, THE NETWORKFLEET SERVICE IS SUBJECT TO WIRELESS SERVICE NETWORK AND TRANSMISSION LIMITATIONS AND MAY BE ADVERSELY AFFECTED BY TERRAIN, SIGNAL STRENGTH, WEATHER AND ATMOSPHERIC CONDITIONS, OR OTHER THINGS THAT VERIZON WIRELESS DO NOT CONTROL; AND (iii) INFORMATION ABOUT A VEHICLE'S LOCATION WILL NOT BE AVAILABLE UNLESS THE DEVICE IN THE VEHICLE IS ABLE TO RECEIVE GPS SIGNALS.

**9. PROPRIETARY RIGHTS.** Customer acknowledges and agrees that the Devices, the Networkfleet Service and the Networkfleet Website may include patent, copyright, trademark, service mark, trade secrets, or other intellectual property rights (collectively "Proprietary Rights") of Networkfleet, its affiliates or the Service Partners (including, with respect to the Networkfleet Website, materials that may be proprietary to Service Partners and suppliers, and that Networkfleet, its affiliates, including Verizon Wireless and/or the Service Partners retain title to and ownership of those Proprietary Rights and any and all improvements, modifications, fixes or enhancements made by or for Networkfleet, its affiliates and/or the Service Partners to the Devices, the Networkfleet Service or the Networkfleet Website and grant such Customers a limited license for purposes of utilizing the services for the purposes outlined in this agreement. Customer will not copy, modify, reverse-engineer, disassemble or decompile any software or firmware included in any Device or the Networkfleet Website or otherwise provided to Customer by or on behalf of Networkfleet, and will not disclose such software or provide access to the Devices, such software or any Networkfleet Services to any third party for such a purpose. Customer agrees that with respect to the Networkfleet Services, it shall not, nor shall it permit any third party to (a) assign, transfer, lease, rent, sell, distribute or import such Networkfleet Services to any third party; (b) except with the express written consent of Verizon Wireless, combine, embed or incorporate the Networkfleet Services into any other product or service other than any Customer-owned or developed interface for purposes of receiving the data feed delivered from the Networkfleet Devices; (c) reverse engineer, translate, convert, decompile the Networkfleet Services; (d) remove or alter any proprietary notices in the Networkfleet Services; (e) use the Networkfleet Services in connection with the transmission, sale, license, or delivery of any infringing, defamatory, offensive, or illegal products, services, or materials; (f) use the Networkfleet Services in any manner that threatens the integrity, performance, or availability of the Networkfleet Service; or (g) use the Networkfleet Service in any manner that violates local, state or federal laws, regulations or orders. The Networkfleet Website includes aerial, satellite imagery from Digital Globe, one of the Service Partners, as a mapping option. If Customer uses such mapping option, Customer agrees to comply with the terms of use contained in Digital Globe's End User License Agreement reference Networkfleet MAXAR DigitalGlobe attached hereto.

**10. MODIFICATIONS; WEBSITE MAINTENANCE.** Networkfleet may alter or modify all or part of the Devices, the Networkfleet Services or the Networkfleet Website from time to time; provided such changes do not materially adversely affect Customer's use of the Networkfleet Services or Networkfleet Website. Subject to the foregoing, such changes may include, without limitation, the addition or withdrawal of features, information, products, services, software or changes in instructions. Networkfleet reserves the right to perform scheduled maintenance for the Networkfleet Services and Networkfleet Website from time to time. This may include application and database maintenance as well as general website maintenance and may or may not involve Networkfleet Website and Networkfleet Services unavailability.

**11. DATA.** Customer represents and warrants that it has all rights and authority with respect to the data Verizon Wireless, Networkfleet, and the Service Partners acquire and transmit through Customer's use of the Devices, the Networkfleet Services and the Networkfleet Website ("Business Data") and grant the rights and approvals set forth in this Agreement and further grants to Verizon Wireless, Networkfleet, its affiliates and the Service Partners the nonexclusive, license and right to collect, access and use Business Data, and to access, copy and use the Business Data in the course of performing the Networkfleet Services and to analyze, measure and optimize the performance of the Devices and the Networkfleet Services and to develop new offerings for Customer and others and for other purposes of Networkfleet and its affiliates, including the development of data products for sale, licensing and distribution to third parties during the term of its contract with the Customer; provided, however, that except as may be required under law or court order, Networkfleet will not disclose or distribute Business Data to a third party in a form that permits identification of Customer.

**12. EXPORT CONTROL.** Customer understands and agrees that: (i) the software used in connection with the Service is controlled by US export control laws; (ii) further transfer or export of the software may be subject to US export control laws or similar laws of other countries; (iii) Customer will abide by such laws; and (iv) Customer will not re-export or divert the software to a country or activity in contravention of U.S. law. Customer represents and warrant that: (i) Customer is not now located in, does not maintain an office or residence in, is not a citizen of, nor does Customer intend to travel to (without agreeing to follow any specific federal regulatory parameters on such travel), any of the following countries: Cuba, Iran, North Korea, Sudan, Syria, or other locations where the United States or other governments may have restrictions; and (ii) Customer is not, nor does Customer anticipate being, listed on any U.S. Government, United Nations or other country's prohibited parties list (including, but not limited to the U.S. Department of Commerce Denied Persons List or Entity List and the U.S. Treasury Department's Specially Designated Nationals, Terrorists or Narcotics Traffickers List).

**13. OWNERSHIP AND ACCEPTANCE.** Title transfer and acceptance of products and services occur upon shipment or provision of service.

**14. GENERAL.** (a) No amendment, change, modification or waiver to any provision of any accepted order or these Terms and Conditions will be binding unless signed by an authorized representative of each party. (b) The parties' respective rights and obligations under Sections 7. DISCLAIMER OF WARRANTIES, 9. PROPRIETARY RIGHTS, and 11. DATA survive termination of an order.

## Call Filter Service Attachment to Verizon Wireless Agreement: Government Terms of Service

This Call Filter Service Attachment ("Call Filter Attachment") to the Agreement between Customer and Verizon Wireless sets forth the terms and conditions specific to the Call Filter Service (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between this Call Filter Attachment and the Agreement, this Call Filter Attachment shall control with respect to the Call Filter Service functionality or operation. Any capitalized but undefined terms used in this Call Filter Attachment shall have the meanings given such terms in the Agreement.

- 1. Call Filter Service Overview.** Verizon Wireless's Call Filter Service allows Customer to take manage its calls (the "Service").
- 2. Call Filter and Call Filter Plus Service Description.** Call Filter is available to Customer for no additional monthly charges, and provides spam protection (spam alerts, blocking and reporting). Call Filter Plus provides added protection with caller ID and other premium features for a monthly charge, which are set forth in the Call Filter Plus Service Fees exhibit attached hereto. Call Filter utilizes network-based functionality to provide spam alerts and caller ID information on Customer's devices, and will not require the Call Filter application for these features. Spam blocking and other enhanced spam protection tools require the Call Filter application and a compatible device. Availability of certain features will vary depending on the device. . Basic phones will receive network-based spam protection. Call Filter requires Verizon Wireless's 4G LTE network; limited features of the Service may be available if Customer is roaming on a VoLTE network outside of Verizon Wireless's 4G coverage area.
- 3. Call Filter Limitations.** Call Filter is not available for incoming calls from restricted or unlisted numbers. Call Filter does not detect spam calls from international numbers, but Customer may choose to block calls from international numbers. Call Filter utilizes analytics and databases that are continually evolving, including spam reporting by customers. Call Filter may not work with some of our other services like NumberShare or eSIM lines.
- 4. Spam Protection and the Call Filter Application.** Call Filter will alert Customer when Customer receives potential spam calls and allows Customer to turn on the spam filter to automatically block (send directly to voicemail) spam calls based on Customer's preferred risk level (as determined by Customer in the Call Filter application). If Customer enrolls in Call Filter through the Call Filter application, Verizon will automatically turn on Customer's spam filter to block all high-risk spam calls,

but Customer can always turn off or adjust the blocking within the Call Filter application. Call Filter Plus, provides additional protection with caller ID for unknown numbers, access to a risk assessment meter for each spam call, reverse spam number lookup, and additional categories of spam alerts including "Robo Caller" or "Potential Fraud." With Call Filter Plus, depending upon Customer's device, Customer may also be able to view a list of callers that have been identified as spam or blocked, and block and un-block specific numbers. Call Filter's spam detection and block management may inadvertently mislabel or block legitimate callers including those to whom Customer may have given consent to communicate with via Customer mobile number. Customer should check Customer voicemail to determine if the caller is legitimate (if they left a voice message and if Customer have voicemail enabled). Verizon Wireless does not guarantee that all calls that are spam will be detected. Customer's spam settings such as spam filters and personal block and spam lists will be permanently deleted once Customer changes devices, uninstalls the Call Filter application, unsubscribes or downgrades the Service, or in the case of Android users, disables the Call Filter application or clear application cache or data.

5. **Caller ID.** Caller ID, available with Call Filter Plus, displays the name, phone number, city and state of a caller's phone number, if these details are available and supported by Customer's device. Some devices may only display the caller's name as the Call Filter may not be available on all devices. Some devices also allow identification of text messages when using an eligible messaging application. Android users may also see the caller's uploaded photo if available.
6. The caller's identity may not show if they are labelled as Robo Caller, Potential Spam or Potential Fraud on certain operating systems. Customer's saved contact names will show instead of the caller identification (so if a call would normally show as a Robo Caller with the Service, but is in Customer's list of contacts, that contact name will show instead). If Customer uploads a photo, Customer's photo will be seen by other Verizon Wireless customers that use the Service but will not override a Customer's contact photo (uploading is not available for all devices).
7. **Data Charges.** Subject to the Agreement, data charges may apply for download of the application and use of the Service. Call Filter does not operate on Wi-Fi, so data charges may apply when using the Service even if Customer device is also connected to Wi-Fi. If Customer's device is eligible for the uploading or receiving of a picture, data charges apply to such uploading and also for receiving pictures. Such data charges will be billed to Customer's Verizon Wireless account according to Customer's data plan. The Service will automatically renew every month unless canceled. For Call Filter Plus, Customer will be billed a Monthly Access Fee as specified in the Call Filter Plus Service Fees exhibit.
8. **Privacy.** Verizon Wireless may use information about Customer's activity in the Service, subject to our Privacy Policy, please refer to the attached Verizon Full Privacy Policy. . In order to provide the Service to Customer, Verizon Wireless will access the following information: MTN, contacts, call log, and messages (Android devices only). Verizon Wireless does not share information for any other purposes other than to render the Service. While a Customer end user can review or turn off these permissions at any time in the device settings, without access to that information, the Service will not be provided to that device.
9. **Licenses and Restrictions.** Call Filter is the property of Verizon Wireless or its licensors. Call Filter software and any application installed on Customer devices are licensed and not sold to Customer. Verizon Wireless and its licensors grants to Customer a limited, non-exclusive, revocable, non-transferable, personal, non-commercial license to use the Service for its intended use, in the United States.
10. **Restrictions on Use.** Customer will not, or permit anyone else to, sell, resell, distribute, sublicense, loan, lease, otherwise transfer, alter, modify, merge, adapt, copy, delete, record, translate, publish, upload, transmit, export, create derivative works of, make any commercial use of, reverse engineer, decompile, attempt to derive the source code, or disassemble the Service of any software that forms part of the Service. Customer may not use the Service or any part of it for any improper use (including infringement of copyright or other intellectual property rights) and must follow all laws. Customer will not alter, disable, or circumvent any features embedded in the software. All rights not expressly granted to Customer herein are reserved. Verizon Wireless may revoke this license at any time without notice.
11. **Branding.** All trademarks, service marks, trade names, logos, domain names, and any other features of Verizon Wireless's brand are the sole property of Verizon Wireless and Verizon Wireless does not grant any rights to such branding to Customer for any use at all. Customer may not remove or alter any copyright, trademark, or other intellectual property notices of the Service.

12. **User Content.** For certain eligible devices, the Service allows Customer to upload a photo to display. Customer may choose to attach a photo from Customer own photo gallery, a new photo that Customer take, or a photo available for use from an Internet search that Customer conducts. Customer is responsible for any content that Customer uploads to the Service. Verizon Wireless does not monitor or control the content Customer chooses to send via the Service and, Verizon Wireless disclaims all responsibility for such content. Photos that Customer did not take may be subject to copyright protection which limits or prohibits their copying, transmission and/or use. Customer agrees that Customer will not attach copyrighted content in a way that infringes any copyright, and that Customer is wholly responsible for any copyright infringement resulting from Customer's conduct. If Customer is unsure about whether Customer's conduct is lawful, Customer should not attach the content.

13. **Digital Millennium Copyright Act Notice.** If Customer believe that Customer content has been improperly used in the Service in a way that constitutes copyright infringement please contact Verizon at the address below. Pursuant to Title II of the DMCA, all claims alleging copyright infringement for material that is believed to be residing on Verizon's system or network should be promptly sent in the form of written notice to Verizon's Designated Agent. The Designated Agent for DMCA Notice is:

Verizon Copyright Department  
1320 North Courthouse Road, Floor 9  
Arlington, Virginia 22201, U.S.A.  
Fax 703.351.3669  
Email [DMCA@verizon.com](mailto:DMCA@verizon.com)

**NOTE:** No other notices or communications should be sent to the Designated Agent, who is appointed solely for the purpose of receiving notices of claims alleging copyright infringement under the DMCA. Specific requirements for proper notification of claimed infringement are set forth in the DMCA (see 17 U.S.C. § 512(c)(3)). Valid notification must be a written communication that includes all of the following elements:

1. Signature of copyright owner or person authorized to act on behalf of the owner;
2. Identification of copyrighted work claimed to be infringed;
3. Identification of the material claimed to be infringing or to be the subject of infringing activity and information reasonably sufficient to permit the service provider to locate the material;
4. Information reasonably sufficient to permit the service provider to contact the complaining party (address, phone number and, if available, email address);
5. A statement that the complaining party has a good faith belief that use of the material in the manner complained is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of the exclusive right allegedly being infringed.

It is the policy of Verizon that upon receipt of a valid DMCA notice Verizon will remove or disable access to allegedly infringing material. There are substantial penalties for false claims (see 17 U.S.C. § 512(f)).

14. **Open Source and Third Party Licenses.** Customer's use of the Service is subject to open source licenses that form part of the Service. Certain software or technical information is licensed from third parties, and may be covered by one or more U.S. Patents, pending U.S. patent applications, and pending counterpart European and international patents. The open source licenses that form part of the Service. Please refer to the Call Filter open source licenses attached hereto. :

- [This link is broken. Our technical team reached out to the vendor and that vendor is working on the links, but it has not yet been resolved.
- 
- This link is broken. Our technical team reached out to the vendor and that vendor is working on the links, but it has not yet been resolved.

15. **Termination.** Subject to the dispute resolution provision in the Agreement, Verizon may limit, suspend, terminate or discontinue the Service, or certain features or functions of the Service, at any time without notice, including if Customer breaches this Call Filter Attachment. Customer may terminate Customer's use of the Service at any time by unsubscribing to the Service.

16. **DISCLAIMER OF WARRANTIES.** THE SERVICE AND ANY INCLUDED APPLICATION IS PROVIDED BY VERIZON OR ITS LICENSORS 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OR CONDITIONS OF ANY KIND, INCLUDING FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. CUSTOMER USES THE SERVICE AT ITS OWN RISK. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE ACCURACY, AVAILABILITY, COMPLETENESS, USEFULNESS, SECURITY, RELIABILITY, INTEROPERABILITY, OR THAT THE SERVICE WILL BE UNINTERRUPTED, VIRUS FREE, OR COMPATIBLE WITH YOUR DEVICE OR THAT THE SERVICE WILL MEET YOUR EXPECTATIONS AT ALL OR AS TO THE IDENTIFICATION, LABELING, SPAM OR BLOCK MANAGEMENT, OR BLOCKING OF CALLS. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS DO NOT PROVIDE ANY WARRANTY (EXPRESS OR IMPLIED) OR GUARANTEE THAT ALL SPAM, ROBOCALLER AND FRAUDULENT CALLERS WILL BE IDENTIFIED, LABELED CORRECTLY OR BLOCKED. THE SERVICE COULD CAUSE DAMAGE TO CUSTOMER, ITS DATA, DEVICES, SOFTWARE OR HARDWARE.
17. **LIMITATIONS OF LIABILITY.** TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE LIABILITY OF VERIZON WIRELESS OR ITS LICENSORS, AND VENDORS FOR MONETARY DAMAGES FOR ANY CLAIMS, THAT CUSTOMER MAY HAVE UNDER THESE TERMS ARE LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD, AND THE MAXIMUM IN DAMAGES RECOVERABLE SHALL BE TEN (\$10) U.S. DOLLARS. UNDER NO CIRCUMSTANCES ARE VERIZON WIRELESS, ITS LICENSORS, AND VENDORS LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST DATA, REPUTATION, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES ON ANY THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE SERVICE OR THE INABILITY TO USE THE SERVICE IN ANY WAY WHETHER FORESEEABLE OR NOT OR WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES, COSTS OR PENALTIES (DIRECT OR INDIRECT) AS A RESULT OF MIS-IDENTIFICATION, MIS-MANAGEMENT OR BLOCKING OF A CALLER OR FAILURE TO PROPERLY IDENTIFY, MANAGE OR BLOCK A CALLER.
18. **[Reserved]**
19. **Export Control.** Use of the Service may be subject to the export and import laws of the United States and other countries. Customer agrees to comply with all applicable export and import laws and regulations. By using the Service and/or by downloading the applicable Application, Customer agrees that Customer are not located in, under the control of, or a resident or national of any country, or person, on the United States Treasury Department's list of Specially Designated Nationals or the United States Commerce Department Table of Deny Orders. Customer also agrees that Customer are not located in a country that is subject to the U.S. government embargo, or that is designated by the U.S. as a terrorist supporting country and Customer are not listed on any U.S. government list of prohibited or restricted parties. Customer agrees also not to attempt to export or import any encrypted information, materials, hardware or software.
20. **Safety.** Customer must not endanger either Customer or others by using the Service while driving or engaging in any other activity that requires Customer's full attention.

### Verizon Push to Talk Responder (PTT Responder) Terms and Conditions

This Agreement is between you, as our Customer or End User, and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which you agree to use and we agree to provide PTT Responder, a mission-critical push to talk solution (also known as the "Service"). By using or accessing PTT Responder, you accept these Terms & Conditions. VZW may change these terms and conditions from time to time as permitted by applicable law. By continuing to use the Service after VZW has notified you of changes, you are accepting those changes.

1. **Customer Agreement.** For business customers, PTT Responder is subject to your company's major account agreement with VZW.
2. **How the Service Works.** You can access PTT Responder in the following ways: (i) through a mobile application (the "**Mobile App**"), or (ii) by downloading computer software from the VZW website (the "**Computer Client**"). Not all PTT Responder service features are available through all access methods.

3. **Charges.** Your download of PTT Responder will be billed according to the applicable data plan. Your use of PTT Responder will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan, please see the Public Safety Services document attached
4. **Privacy.** VZW may use information about your activity in PTT Responder, subject to our Privacy Policy and applicable law attached hereto. .
5. **Licenses.** Mobile App, Computer Client, or any other executable associated with your access or use of PTT Responder is referred as "PTT Responder Software". You have a limited, non-exclusive, non-transferable license to use PTT Responder in the U.S. and the object code version of PTT Responder Software solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers and, for the sake of clarity, is not for resale and is not sublicensable. The PTT Responder Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, and information about these items is available in the attached Open Source document. . Nothing in this Agreement will be construed to limit any rights granted under such open source licenses.
6. **Maps.** If you are using PTT Responder Dispatcher Request Location from Client and PTT Responder Dispatch with MAP Integration as standalone products (not in conjunction with Push to Talk Plus), such use will require use of OpenStreetMap (© OpenStreetMap contributors). Use of OpenStreetMap within PTT Responder is subject to the Open Data Commons Open Database License (ODbL) licensed by the OpenStreetMap Foundation (OSMF). Please refer to the attached Open Street map document. . The ODbL may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the ODbL including all limitations and restrictions therein as may be updated by OpenStreetMap from time to time, you may not use PTT Responder. Your use of the OpenStreetMap service within PTT Responder will constitute your acceptance of the ODbL. If there is a conflict between these Terms and that license, the ODbL license terms will control.
7. **Consent to Share Location Information.** PTT Responder Dispatcher Request Location from Client and PTT Responder Dispatch with MAP require sharing of your "Location Information" (data that can be used to describe, determine or identify the location of the mobile device you use while accessing PTT Responder). With your consent, your Location Information will be shared with your employer, for business purposes only.
8. **Additional Terms for Device Call Logging and Recording.** For PTT Responder, the Device Call Logging and Recording feature within PTT Responder permits your employer to log and record your calls while you are using a mobile device with PTT Responder. By using PTT Responder, you consent to calls on your mobile device being logged and recorded by your employer, and you consent to any person authorized by your employer listening to your conversation(s) for training and other legitimate business purposes. Employers shall restrict access to the Device Call Logging and Recording feature of PTT Responder to only authorized employees, who shall only use the feature during business hours for training and other legitimate business purposes.
9. **Restrictions on Use.** You may not, or allow others to (i) transfer, assign or sublicense its license rights to any other person or entity or use the PTT Responder Software on any equipment other than the equipment on which it was originally installed, and You acknowledges that any attempted transfer, assignment, sublicense or use shall be void; (ii) make error corrections to or otherwise modify or adapt the PTT Responder Software, create derivative works based upon the PTT Responder Software, or permit third parties to do the same; (iii) reverse engineer or decompile, decrypt, disassemble or otherwise reduce the PTT Responder Software to human-readable form or attempt to reconstruct or discover the source code, underlying ideas or algorithms of any components of the PTT Responder Software, except to the extent otherwise expressly permitted under applicable law notwithstanding this restriction; (iv) use or permit the PTT Responder Software to be used to perform services for third parties, whether on a service bureau or time-sharing basis or otherwise, without the express written authorization of Verizon; (v) remove or obscure any proprietary notices from the PTT Responder Software, documentation or other materials furnished or made available hereunder; (vi) disclose, provide, or otherwise make available trade secrets contained within the PTT Responder Software and documentation in any form to any third party without the prior written consent of Verizon; (vii) enable any PTT Responder Software features or capacity (e.g., additional storage hours, agents, ports or mailboxes) which is licensed as separate products without Verizon's prior written consent; and/or (viii) permit or encourage

any third party to do any of the foregoing. Customer shall implement reasonable security measures to protect such trade secrets.

10. **Termination.** VZW may terminate or discontinue PTT Responder at any time without notice, including if you breach these Terms and Conditions, subject to the applicable contracts disputes act if you are a government entity.
11. **Disclaimer of Warranty; Limitation on Liability.** PTT RESPONDER AND ANY INCLUDED SOFTWARE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).
12. **Export Control.** You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and not export, or allow the export or re-export of PTT Responder in violation of any such restrictions, laws or regulations. By downloading or using PTT Responder, you agree to the foregoing and you represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any restricted parties list.
13. **Safety.** Please do not endanger yourself and others by using PTT Responder while driving or engaging in any other activity that requires your full attention.

## Verizon Local Network Command Terms and Conditions

1. GENERAL
  - 1.1 Service Definition
  - 1.2 Service Availability
2. SUPPLEMENTAL TERMS
  - 2.1 Customer Agreement
  - 2.2 Privacy
  - 2.3 Licenses
  - 2.4 Consent to Share Location Information
  - 2.5 Disclaimer of Warranty; Limitation of Liability
3. CUSTOMER RESPONSIBILITIES
  - 3.1 Restrictions on Use
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  - 4.1 Responsibility for Charges

### 1. GENERAL

- 1.1 **Service Definition.** Local Network Command is a local control solution allowing for temporary uplift of mobile devices to enhanced network performance (also known as the "Service").
- 1.2 **Service Availability.** You can access the Service through a web-based tool hosted at the VZW MyBiz portal. The account single point of contact (SPOC) must preselect the users for uplift through the Service. The account SPOC can preselect users individually or as part of a group. The account SPOC must also create and designate specific users as Incident Commanders. Incident Commanders will have the ability to create incidents using the Service and uplift preselected users during an incident.

### 2. SUPPLEMENTAL TERMS

- 2.1 **Customer Agreement.** For enterprise customers, the Service is subject to your organization's major account agreement with VZW.

- 2.2 **Privacy.** VZW may use information about your activity in using the Service, subject to our Privacy Policy and applicable law, which are attached hereto
- 2.3 **Licenses.** You have a limited, non-exclusive, non-transferable license to use the Service solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers.

For Location Information (defined below), the Service requires use of MapQuest. Use of MapQuest within the Service is subject to:

- the MapQuest Terms of Service attached hereto
- the MapQuest 3rd Party Notices and Licenses MapQuest Attributions attached hereto.,
- the Mapbox Notices MapQuest Mapbox as attached hereto, and
- the MapQuest Privacy Policy MapQuest System1 Privacy Policy as attached hereto

The MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices and MapQuest Privacy Policy may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices or MapQuest Privacy Policy, including all limitations and restrictions therein as may be updated by MapQuest from time to time, you may not use the Service. Your use of MapQuest within the Service will constitute your acceptance of the MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices and MapQuest Privacy Policy

- 2.4 **Consent to Share Location Information.** The Service will require sharing of “Location Information” (data that can be used to describe, determine or identify the location of all mobile devices subject to the Service). In using the Service, you represent and warrant that you have obtained all necessary consent(s) from individual users whose mobile devices will be subject to the Service, and that VZW has no responsibility to obtain such consent(s).
- 2.5 **Disclaimer of Warranty; Limitation of Liability.** THE SERVICE IS PROVIDED ‘AS IS’, WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW’S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).

### 3. CUSTOMER RESPONSIBILITIES

- 3.1 **Restrictions on Use.** You may not, or allow others to, adapt, alter, modify, de-compile, reverse engineer, translate, or create derivative works of the Service. The Service is intended for those devices with a clear need for temporary uplift to enhanced network improvement. You agree not to abuse the Service as determined by the sole discretion of Verizon. “Abuse” may include, but not be limited to, the indiscriminate uplift of all devices within a specific geographic area where such action adversely affects the Verizon wireless network.

### 4. FINANCIAL TERMS

- 4.1 **Responsibility for Charges.** Your use of the Service will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan

1. GENERAL

1.1 Service Definition

1.2 Service Features for DNS Service Plus

1.3 Service Features for DNS Service Advanced

2. SUPPLEMENTAL TERMS

2.1 Service Activation and Implementation

2.2 Services Agreement Flow Down Terms

2.3 Customer Responsibilities

2.4 Warranties

2.5 Use of Data

2.6 Term and Termination

3. FINANCIAL TERMS

3.1 General

4. DEFINITIONS

1. **GENERAL**

**1.1 Service Definition.** Verizon DNS Safeguard for Public Safety (DNS Service) is a cloud-based security platform intended to provide a first line of defense against threats on the Internet by detecting and blocking inappropriate and malicious sites and content before the Internet Protocol (IP) connections are established. DNS Service is enhanced with threat intelligence feeds from the Verizon Threat Research Advisory Center which, learning from internet activity patterns, automatically uncovers current and emerging threats to continually keep the network safe.

The DNS Service platform operates as a DNS resolver that converts domain names to IP addresses which allows the platform to prevent IP connections to known malicious sites. When a legitimate domain is resolved, the DNS Service returns the actual IP address.

The DNS Service consists of two offerings: DNS Service Plus and DNS Service Advanced.

**1.2 Service Features for DNS Service Plus.** The following service features are included with DNS Service Plus:

1.2.1 **DNS Layer of Breach Protection.** DNS Service is able to detect and block malicious sites and content before they reach the network as a DNS request is made before IP connections are established. Malware, ransomware, phishing, spyware, botnets, and command & control call-backs are blocked over any port or protocol before such threats can reach users and network.

1.3 **Service Features for DNS Service Advanced.** The following service features are included with DNS Service Advanced.

1.3.1 **Premium Threat Feeds.** DNS Service Advanced includes the Basic Threat Feeds described in the DNS Service Plus and additional threat feeds from the Verizon Threat Research Advisory Center's display of threat analytics and intelligence it gathers from third party proprietary and open source data.

## 2. SUPPLEMENTAL TERMS

### 2.1 **Service Activation and Implementation**

2.1.1 **Service Activation.** The DNS Service will begin Activation Date is 10 Business Days following the Order Confirmation Date.

2.1.2 **Offshore Support.** Customer agrees that the DNS Service may be provided by, and all related information (including data) accessed and/or stored by, resources located within and outside the United States. Customer consents to such performance of services, including access and storage of data, from outside the United States.

### 2.2 **Services Agreement Flow Down Terms**

2.2.1 **Acceptance of Terms.** From time to time, Verizon may update the functionality, add new features to the DNS Service, and/or change the access configuration for the DNS Services. In such event, these terms shall also apply to any upgrades or updates subsequently provided by Verizon for the DNS Services.

2.2.2 **Use of the DNS Services.** Customer accepts the non-assignable, non-transferable, non-sublicensable, and non-exclusive right to access and use the DNS Service only as authorized in this Agreement and related documentation for the duration of the Service Commitment and for the number of licenses purchased by and allocated to Customer.

### 2.3 **Customer Responsibilities**

2.3.1 **Internet Access.** Customer must have wireless internet access in place to use DNS Service. **Customer must have a subscription to Verizon's Responder Private Core in place to use DNS Service.**

2.3.2 **Prohibited Use.** Customer will not: (i) use the Services for any unlawful, unauthorized, fraudulent or malicious purpose, (ii) modify, adapt, sublicense, translate, sell, reverse engineer, decompile or disassemble any portion of the Services (except to the limited extent applicable laws specifically prohibit such restriction); (iii) bypass any measures Verizon may use to prevent or restrict access to the Services or otherwise interfere with any other party's use and enjoyment of the Services; or (iv) use Customer's account or the Services to infringe any intellectual property or other right of any other third party. Verizon may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Subject to Verizon's Privacy Policy, Verizon reserves the right at all times to disclose any information as Verizon deems

necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in Verizon's sole discretion.

## 2.4 **Warranties**

2.4.1 **Verizon's Disclaimer of Warranties.** Verizon does not warrant that any network, computer systems, or any portions thereof, are secure. Verizon does not warrant that use of DNS Service will be uninterrupted or error-free or that any defect in DNS Service will be correctable or that incidents will be fully contained. Customer acknowledges that impenetrable security cannot be attained in real-world environments and that Verizon does not guarantee protection against breaches of security, or the finding or successful prosecution of individuals obtaining unauthorized access. Verizon does not warrant the accuracy of information provided to Customer hereunder.

CUSTOMER'S USE OF THE DNS SERVICES IS AT CUSTOMER'S SOLE RISK. ALL DNS SERVICES ARE PROVIDED ON AN AS IS OR AS AVAILABLE BASIS, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, VERIZON EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS OF ANY KIND WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND SATISFACTORY QUALITY. VERIZON, ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, OR SUPPLIERS MAKE NO WARRANTY THAT THE SERVICES ARE ACCURATE, TIMELY, UNINTERRUPTED, VIRUS-FREE OR ERROR-FREE, OR THAT ANY PROBLEMS ENCOUNTERED WILL BE CORRECTED. THE WARRANTIES AND REMEDIES SET FORTH IN THIS SERVICE ATTACHMENT ARE VERIZON'S EXCLUSIVE WARRANTIES AND CUSTOMER'S SOLE REMEDIES FOR BREACH OF WARRANTY, IF ANY, BY VERIZON.

2.4.2 **Customer Warranty.** Customer represents and warrants that Customer (a) will use the DNS Safeguard services, including all reporting, deliverables, documentation, and other information provided in connection with DNS Service solely for purposes of protecting Customer from abusive, fraudulent, or unlawful use or access to its information, systems and applications including public internet service provided by Verizon and Customer will not market, sell, distribute, lease, license or use any such deliverables, documentation or information for any other purposes; and (b) will comply with all applicable laws and regulations.

2.4.3 **Third Party Warranties.** For any third party products and/or services incorporated as part of Service, Customer will receive only the warranties offered by such third party to the extent Verizon may pass through such warranties to Customer.

2.5 **Use of Data.** As part of Customer's use of the Services, Customer will be providing certain (i) Network Data, (ii) User Data and/or Feedback. Some Network Data is necessary for the essential use and functionality of the Services. Network Data is also used to provide associated services such as technical support and to continually improve the operation, security, efficacy and functionality of the Services.

2.5.1 **User Data.** Customer grants Verizon a worldwide, royalty-free, sublicensable license to use, modify, reproduce, publicly display, publicly perform, and distribute the User Data only as reasonably required to provide the Service.

2.5.2 **Network Data.** Customer hereby grants to Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use (i) the Network Data that is aggregated and de-identified so that it does not identify Customer for the purpose of enhancement of the Services, and (ii) any information that Verizon learns in evaluating Network Data to create the Statistical Data for the purpose of enhancing, developing, and/or promoting the Services.

2.5.3 **Feedback.** De-identified Feedback may be incorporated into the Services, and Customer hereby grants Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use de-identified Feedback for any purpose whatsoever, including, without limitation, for purposes of enhancing, developing and/or promoting products and services, including the Services.

## 2.6 **Term and Termination**

2.6.1 **Service Commitment.** The Service Commitment is for the terms specified in the Customer's purchase order as accepted by Verizon.

2.6.2 **Service Cancellation.** If Customer requests cancellation of Service, or Verizon cancels Service as a result of Customer's failure to provide the necessary information or reasonable assistance required by Verizon to provision such Service, Customer will pay any set-up fees and other amounts accrued for such Service through the date of such termination, plus an amount equal to any applicable annual third party license fee, which Customer acknowledges are liquidated damages reflecting a reasonable measurable of actual damages and not a penalty. Customer will pay the invoice for such charges in accordance with the terms of the Agreement.

## 3. **FINANCIAL TERMS**

3.1 **Responsibility for Charges.** Your use of the Service will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan.

## Verizon Wireless Private Network Terms and Conditions

1. **Verizon Wireless Private Network Service (“Private Network”):** Private Network extends Customer’s IP network to its wireless equipment by segregating the data between such devices and Customer’s servers from the public Internet (the “Internet”). Customer’s use of Private Network is subject to the Private Network Roles and Responsibilities Customer Guidelines, which are available from your Sales representative.
2. **Customer Minimum Line Requirement:** Customer must maintain a minimum of 100 Machine-to-Machine lines at all times during the term of its Agreement in order to remain eligible for Private Network. If Customer falls below the 100-line minimum, Verizon Wireless reserves the right to discontinue Private Network for non-use.
3. **Connection to Verizon Wireless Facility:** Customer must establish a direct-connect circuit from its facilities to Verizon Wireless’s facilities by the use of Virtual Private Network, Verizon Private IP, or Fixed End System connections. Customer is solely responsible for making arrangements with a local access provider for installation and ongoing maintenance of such a connection, with sufficient data throughput to meet Customer’s anticipated data needs. Customer is also responsible for all charges incurred directly or through a third party associated with establishing the connection, as well as for accessing Private Network, including Internet access fees, hardware, software, license fees, and telecommunications charges.
4. **Customer Provided Equipment (“CPE”):** Customer must procure routers and any other CPE that meet Verizon Wireless requirements for Private Network connectivity. Customer is responsible for ensuring any CPE meets its data capacity and throughput needs.
5. **IP Addresses:** Customer is responsible for procuring private IP addresses, which must be communicated to Verizon Wireless during implementation. Private Network supports static and dynamic addressing for 1X service and/or EVDO service; 4G LTE service; and Internet addressing system Internet Protocol version 4. Direct Internet access requires static IP addressing.
6. **Dynamic Mobile Network Routing (“DMNR”):** DMNR allows configuration of Private Network for dynamic routing to the subnets it serves (up to eight) to other devices on Customer’s network and as support for mobile or stationary routers. DMNR is based off Mobile IPv4-based Network Mobility protocol and requires the router to be configured to support this capability. Customer is responsible for any charges associated with the customization of its CPE to support DMNR.
7. **Service Based Access (“SBA”):** SBA is an optional configuration of Private Network that enables customers to access Verizon’s Visual Voice Mail; multimedia messaging services; and 3G location-based services assisted Global Positioning System. Customer is responsible for any charges associated with the customization of its CPE to support SBA.

## Verizon Wireless Private Network Traffic Management

8. **Private Network Traffic Management (PNTM):** PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over Verizon Wireless’s LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.
  - a. **PNTM for Public Safety:** Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by the following Qualifying Public Safety NAICS codes a) 621910 Ambulance Services; b) 922110 Courts; c) 22120 Police Protection; d) 922130 Legal Counsel and Prosecution; e) 922140 Correctional Institutions; f) 922150 Parole Offices and Probation Offices; g) Fire Protection; h) 922190 Other Justice, Public Order, and Safety Activities or i) National Security.
9. **Customer Private Network Contact:** Customer must designate a Private Network representative and provide contact information, including a phone number and email address. The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.
10. **Private Network Implementation and Testing:** Verizon Wireless will implement Customer’s Private Network, which requires Customer to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information) necessary to complete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer’s applications.
11. **Wireless Devices/Network Access:** Customer must use Private Network-compatible end-user Equipment and at Customer’s expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification. Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private

Network functionality may also be available on the networks of Verizon Wireless's domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

**12. Permitted Use/Fraud:** Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage.

**13. Maintenance/Service Changes/Termination of Private Network Service:** Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network. In addition, VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS ADDENDUM OR FOR GOOD CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless's customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.

**14. No Warranties:** Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.

**15. NO RESELLING:** Customer cannot resell Private Network /Private Network Traffic Management service(s) or allow third parties to use Private Network/Private Network Traffic Management service(s) or access Private Network/Private Network Traffic Management service(s) without prior written permission from Verizon Wireless.

**16. Subject to the Customer's Government Agreement:** The terms of this Addendum supplement the Customer's Government Agreement. The terms of the Agreement are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of this Addendum and the Customer's Government Agreement, the terms of this Addendum shall control with respect to Private Network.

## Employee Discount Supplement

Individual-Liable Service Pricing Discount	
Category	% Discount
Equipment	0
Services	19
Accessories	25*
Activation Fees	Waived
*Individual-Liable Subscribers are eligible to receive a 25% discount from the non-discounted, retail price of qualifying accessories.	

Revision History		
Version	Date	Description
1.0	2/12/21	Pricing Offer
2.0	5/14/21	Best and Final Offer
2.1	4/1/22	<p>ADDED</p> <ul style="list-style-type: none"> <li>5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector</li> </ul> <p>REVISED/REMOVED</p> <ul style="list-style-type: none"> <li>Employee Discount Supplement. The following sentence is deleted in its entirety from this section; "It is Verizon's intent to continue offering its Employee Program consistent with the terms and conditions provided under the current DMS 10/11-008C contract, Exhibit 7"</li> </ul>
2.2	May 2, 2022	<p>ADDED:</p> <ul style="list-style-type: none"> <li>DoForms</li> <li>Wireless Network Performance</li> </ul> <p>REMOVED:</p> <ul style="list-style-type: none"> <li>Canvas</li> <li>The PTT Codes</li> </ul> <p>Revised/Updated:</p> <ul style="list-style-type: none"> <li>One Talk</li> <li>MobileIron</li> <li>Samsung Knox</li> <li>Network Fleet</li> <li>VZ Mobile Device Management to Include Pro Services</li> </ul>
2.3	July 7, 2022	<p>ADDED:</p> <ul style="list-style-type: none"> <li>Business Unlimited Plus Data Device Plan</li> <li>Business Unlimited Tablet Pro Plan</li> <li>Group Command Software SKUs</li> <li>Group Advanced Software SKUs</li> <li>Push To Talk Plus Group Command Feature Only</li> <li>Push To Talk Plus Group Advanced Feature Only</li> </ul> <p>Revised/Updated:</p> <ul style="list-style-type: none"> <li>Group First Response for National Security, Public Safety, and First Responders</li> <li>Group First Response for Non Public Safety Customers</li> <li>Group First Response Dispatch and Video Bundles</li> <li>IBM MaaS360 Enterprise Mobility Management</li> </ul>