

Verizon Wireless Pricing Index –

NYS OGS Group 77017-Telecommunication Connectivity Services

Definitions

Access Discount: Government Subscribers are eligible for a 25% 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 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 and Attachment 02-Pricing, 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-Discounted Plan: Verizon Wireless voice or data plan under this agreement eligible to be activated on Subsidized Equipment or Unsubsidized Equipment.

Subsidized Equipment: Equipment purchased at Verizon Wireless government matrix and/or government promotional price. Subsidized Equipment must be active on Subsidized-Discounted Plan pricing for 24 months or more before being eligible to be upgraded.

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.

Transition Plan. All existing State agency lines purchasing under the expired New York State contract Group 77017, award 20268, Contract #PS63766 between New York State - Office of General Services and the Contractor will migrate to this Contract as inactive plans in a phased approach. Contractor will allow New York State's existing non-state agency Government Subscribers who are currently procuring services from Contractor pursuant to previously offered calling plans contained in their existing agreements ("Grandfathered Agreements"), to continue receiving such services at the pricing, terms and conditions contained in such Grandfathered Agreements until such Subscribers either migrate to the pricing under this Agreement as set forth below or terminate pursuant to the Grandfathered Agreements; however, such inactive calling plans and associated discount programs contained in the Grandfathered Agreements will no longer be available for Customer's Subscribers activating service, upgrading a device, or changing calling plans once the migration phase is complete. Any monthly access discounts, usage discounts, revenue discounts or rebates currently offered under such Grandfathered Agreements shall be discontinued upon execution of a contract between New York State - Office of General Services and the Contractor resulting from RFP 23100. Existing Government Subscribers procuring services under such Grandfathered Agreements are not eligible for equipment upgrades until such Subscribers migrate to the pricing under this Agreement after phase implementation. Additionally, such Subscribers will not be eligible to participate in any access or usage discounts or other benefits available under this Agreement until such Subscribers migrate to an applicable pricing plan available under this Agreement. All New York State Government Subscribers purchasing under the expired New York State contract Group 77017 award 20268 Contract #PS63766 must migrate to the current pricing available under a contract between New York State - Office of General Services and the Contractor resulting from RFP 23100 no later than September 16th, 2020. NYS Government Subscribers participating in the E-rate program in the 2020-2021 E-rate funding year must migrate to the pricing under this Agreement by July 1st, 2020 to correspond with the beginning of the 2020-2021 E-rate funding year.

Unsubsidized Equipment: Equipment purchased at full retail price from Verizon Wireless or that is Bring Your Own Device (BYOD)/ Customer Provided Equipment (CPE).

Unsubsidized Plan: Verizon Wireless voice, data or M2M plan under this agreement eligible to be activated on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension):

- a. Customers taking advantage of Subsidized Equipment offers must remain on a Subsidized-Discounted Plan with the same IMEI for more than 24 months before proactively requesting to be moved to an Unsubsidized Plan.
- b. Should customer take advantage of any Subsidized Equipment offers or promotions for a new service activation or eligible device upgrade, the customer shall be moved from an Unsubsidized Plan to a Subsidized-Discounted Plan.
- c. Customer must proactively request to be moved to an Unsubsidized Plan after a device on their billing account has been in service for more than 24 months.

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

Public Safety Plans

Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for First Responders (Subsidized - Discounted) Government Liable Subscribers Only This plan is not eligible for monthly access fee discounts. Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan.	
Monthly Access Fee	\$39.99(16807)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	Unlimited
Domestic Messaging Allowance	Unlimited
Optional	
Domestic Mobile Hotspot	\$5.00 additional per month (76440)
Push-to-Talk Plus	\$2.00 additional per month (81129/81174)
<p>NOTE: No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G network, while available. Data usage for actively engaged and deployed fire, police, emergency medical technicians and emergency management agency 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 allows customers to 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 First Responders</p>	
621910 Ambulance Services 922120 Police Protection 922160 Fire Protection (except private)	

Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security and Public Safety (Subsidized - Discounted)

Government Liable Subscribers Only

This plan is not eligible for monthly access fee discounts.

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

Monthly Access Fee	\$39.99 (16807)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance⁽¹⁾	Unlimited
Domestic Messaging Allowance	Unlimited
Optional	
Domestic Mobile Hotspot	\$5.00 additional per month (76440)
Push-to-Talk Plus	\$2.00 additional per month (81129/81174)

NOTE: No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G network, while available. Data usage on this rate plan is not subject to speed reductions (“throttling”) within a given billing cycle. ⁽¹⁾However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to 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 and Public Safety customers only as defined by the following NAICS (formerly SIC) Codes:

922110 Courts	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922190 Other Justice, Public Order, and Safety Activities	921110 Executive Offices
923120 Administration of Public Health Programs	485111 Mixed Mode Transit Systems
928110 National Security	485112 Commuter Rail Systems
926120 Regulation and Administration of Transportation Programs	

**Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for First Responders
(Subsidized - Discounted) Government Liable Subscribers Only**

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

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

Monthly Access Fee	\$37.99 (20312)
Domestic Data Allowance	Unlimited
<p>NOTE: No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G network, while available.</p> <p>Data usage for actively engaged and deployed fire, police, emergency medical technicians, and emergency management agency 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 allows customers to 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 IoT devices are expressly prohibited on this rate plan. This plan is only available to First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	
621910 Ambulance Services 922120 Police Protection 922160 Fire Protection (except private)	

**Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security and Public Safety
(Subsidized - Discounted)
Government Liable Subscribers Only**

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

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

Monthly Access Fee	\$37.99 (20312)
Domestic Data Allowance⁽¹⁾	Unlimited
<p>NOTE: No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G network, while available. Data usage on this rate plan is not subject to speed reductions ("throttling") within a given billing cycle.⁽¹⁾ However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 720p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to 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 IoT devices are expressly prohibited on this rate plan. This plan is only available to First Responder customers only as defined by the following NAICS (formerly SIC) Codes:</p>	

922110 Courts 922130 Legal Counsel and Prosecution 922140 Correctional Institutions 922150 Parole Offices and Probation Offices 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 Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems
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**Custom Unlimited Basic Phone Plan for National Security, Public Safety, and Emergency Preparedness
(Subsidized - Discounted)
Government Liable Subscribers Only**
This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$22.99 (16810)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	100MB
Domestic Messaging Allowance	Unlimited
Domestic Data Overage	\$10.00 per GB

Optional Features

Push to Talk Plus	\$2.00 additional per month (device dependent) ((3G)83270/(4G)81174)
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Notes: Current coverage details can be found at www.verizonwireless.com. No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This service plan is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes:

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 Commercial Sectors 926130 Regulation and Administration of Comms, Electric, Gas, Utilities 921150 American Indian and Alaska Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems
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**Custom Unlimited Push to Talk Plus Only Plan for
National Security, Public Safety, and Emergency Preparedness
(Subsidized-Discounted)**

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

Monthly Access Fee	\$17.99 (96626 (4G)/ 96625 (3G/4G))
Monthly Push to Talk Plus	Unlimited
Domestic Voice Per Minute Rate	\$0.25

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

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
	485111 Mixed Mode Transit Systems
	485112 Commuter Rail Systems

**Private Responder Core Service for
National Security, Public Safety, and First Responders**
Government Liable Subscribers Only

Monthly Access Fee

\$0.00

Verizon Wireless Private Responder Core Service for National Security, Public Safety, and First Responders (“Private Core”):

Private Core separates wireless data communications from commercial and consumer traffic on our network. This service is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC)

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
- 485111 - Mixed Mode Transit Systems
- 485112 Commuter Rail Systems

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

**Mobile Broadband Priority Feature for
National Security, Public Safety, and Emergency Preparedness
Government Liable Subscribers Only**

Monthly Access Fee

\$0.00 (86124)

Mobile Broadband Priority ensures customers can connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. This feature is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes:

621910 Ambulance Services	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
	485111 - Mixed Mode Transit Systems
	485112 Commuter Rail Systems

**Verizon Wireless Preemption Service Feature for
National Security, Public Safety, and First Responders
Government Liable Subscribers Only**

Monthly Access Fee Per MDN

\$0.00 (86428 Basic/Smart Phone and 86433 Non-Phone)

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:

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
	485111 - Mixed Mode Transit Systems
	485112 Commuter Rail Systems

Voice/Data Plans

**Unlimited Plan for Smartphones – Government
(Subsidized - Discounted)**

Government Subscribers Only

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$70.00 (99719)
Monthly Anytime Minutes – Domestic, Canada and Mexico	Unlimited
Domestic Data and Messaging Allowance*	Unlimited
Canada & Mexico Data and Messaging Allowance**	Unlimited
Mobile Hotspot^	Included
Domestic, Canada and Mexico Long Distance Toll Free^^	Included
International Messaging Allowance^^^	Unlimited

Notes: Coverage area includes the Verizon Wireless 4G network; and the 3G and Extended partner networks, while available. Data speeds are not guaranteed while on Extended or roaming partner networks. Only a 4G LTE GSM/UMTS global-capable smartphone can be activated on this plan. No domestic roaming or long distance charges.

*After 25 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.

**For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds will be reduced for the remainder of the day.

^Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If 15 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.

^^Toll free calling from the US to Canada and Mexico, from Mexico to the US and Canada, and from Canada to the US and Mexico.

^^^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.

Plan 99719 is eligible to use Travel Pass SPO 988.

**Custom 4G Business TravelPass Feature¹;
Unlimited Plan for Smartphones – Government (99719)**

Government Subscribers Only Rates are not eligible for discounts.

Canada and Mexico Daily Rate²	\$0.00 (SPO 988)
Rest of World Daily Rate^{2,3}	\$10.00/day
Non-Travel Pass Countries⁴	Pay As You Go

Notes: ¹ This feature requires a 4G LTE GSM/UMTS global-capable device. ² The daily rate covers a 24-hour time period.

³ For eligible countries, ⁴ non-TravelPass country rates and additional information, go to www.verizonwireless.com/international. 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-only devices, this feature may be added to lines that have 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 plans Unlimited Plan for Smartphones – Government (99719) under this Agreement.

**Custom 4G Verizon Unlimited Smartphone Plan for Public Sector
Government Subscribers Only
(Subsidized - Discounted)**

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

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

Monthly Access Fee	\$65.00
Monthly Access Fee (discount applied)	\$48.75 (23655)
Monthly Minutes in U.S	Unlimited
Domestic Data Allowance	Unlimited ⁽¹⁾
Domestic Mobile Hotspot	Unlimited ⁽²⁾
Domestic and International Messaging Allowance	Unlimited ⁽³⁾

Notes: Current coverage details can be found at 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.

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

⁽²⁾ Mobile Hotspot is available on all capable devices and allows Government 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.

⁽³⁾ 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.

Plan 23655 is eligible to use Travel Pass SPO 383.

**Custom 4G Business p Feature¹;
Custom 4G Verizon Unlimited Smartphone Plan for Public Sector (23655)**

Government Subscribers Only Rates are not eligible for discounts.

Travel Pass Countries²	\$10.00/day (SPO 383)
Non-Travel Pass Countries⁴	Pay As You Go

Notes: ¹ This feature requires a 4G LTE GSM/UMTS global-capable device. ² The daily rate covers a 24-hour time period. ³ For eligible countries, ⁴ non-TravelPass country rates and additional information, go to www.verizonwireless.com/international. 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-only devices, this feature may be added to lines that have 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 (23655) under this Agreement.

**Custom NYS Nationwide Smartphone Only Price Plan
with Shared 3G/4G Data and Unlimited Messaging
(Subsidized - Discounted)**

Government Subscribers Only

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

Total Government Subscriber Lines*	1 – 20,000	20,001 – 30,000	30,001 – 40,000	40,001 – 50,000	50,000+	Any Tier
Monthly Access Fee	\$48.14	\$45.67	\$43.20	\$40.73	\$38.26 (36911)	\$70.36 (36912)
Monthly Access Fee (Discounted 19%)	\$38.99	\$36.99	\$34.99	\$32.99	\$30.99	\$56.99
Monthly Anytime Minutes	Unlimited					
Per Minute Rate	N/A					
Domestic Long Distance	Included					
Domestic Data Allowance (with Mobile Hot Spot (MHS) and Sharing)	5 GB		10 GB		20 GB	
Data Overage Rate	\$7.99 per GB					
Mobile to Mobile Minutes	Unlimited					
Night and Weekend Minutes	Unlimited					
Domestic Messaging (Text, Picture, and Video)	Unlimited					

OPTIONAL FEATURE

Unlimited Domestic Push to Talk Plus	\$0.00 (device dependent)
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Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This plan cannot share minutes with any other plan. 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. Only 3G and 4G smartphones can be activated on this plan.

***All existing lines under the contract including IOT, M2M Lines \$34.99 and higher.** The State has 180 days from the Effective Date of the MSA to activate enough Total Government Subscriber Lines, (including IoT and M2M Lines \$34.99 and higher) to meet its 50,000+ Tier as detailed above. If the State and Users fail to meet its Tier, or fall below it for two consecutive billing cycles at any time thereafter, Vendor may move the State and User lines to the applicable the lower Tier plan based upon the number of eligible lines in service. If the State and User lines exceed it for two consecutive billing cycles, the State must request a change in writing to its Tiered plan based on the higher Tier. It may take one to two billing cycles to adjust the plan and we will not apply any retroactive discounts, credits or charges.

Data Sharing (Domestic Only) Account Share: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

**Custom NYS for Business Share Plans with Shared 4G Business Email
NYS Subscribers Only [Unsubsidized**]**

These plans are NOT Eligible for monthly access fee discounts.

Monthly Access Fee	\$28.00 (36304)	\$30.00 (36434)	\$40.00 (36440)
Domestic Shared Data Allowance	2 GB	4 GB	10 GB
Monthly Anytime Minutes	Unlimited		
Per Minute Rate After Allowance	N/A		
Data Overage Rate per GB	\$9.97 per GB		
Domestic Night and Weekend Minutes	Included		
Domestic Mobile to Mobile Minutes	Included		
Domestic Long Distance	Included		
Domestic Messaging (Text, Picture, and Video)	Unlimited		

Optional Features

Mobile Hotspot	\$0.00 Available to select ¹
4G Push to Talk Plus	\$0.00 (Device dependent) (81814/81295)

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. 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 obtained by contacting the Government Account Manager. Lines activating on these plans must be on 4G HD voice-capable smartphones, except that existing lines on 3G smartphones may change to these plans while 3G service is available.

¹Mobile Hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices.

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.

**Unsubsidized pricing is eligible to be activated on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension).

**Custom NYS for Business Share Plans with Shared 4G Data
NYS Subscribers Only
(Subsidized - Discounted)**

These plans are NOT Eligible for monthly access fee discounts.

Monthly Access Fee	\$40.00 (36441)	\$45.00 (36444)	\$55.00 (36446)
Domestic Shared Data Allowance	2 GB	4 GB	10 GB
Monthly Anytime Minutes	Unlimited		
Per Minute Rate After Allowance	N/A		
Data Overage Rate per GB	\$9.97		
Domestic Night and Weekend Minutes	Included		
Domestic Mobile to Mobile Minutes	Included		
Domestic Long Distance	Included		
Domestic Messaging (Text, Picture, and Video)	Unlimited		

Optional Features

Mobile Hotspot	\$0.00 Available to select ¹
4G Push to Talk Plus	\$0.00 (Device dependent) (81814/81295)

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. 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, can be obtained by contacting the Government Account Manager. Lines activating on these plans must be on 4G HD voice-capable smartphones except that existing lines on 3G smartphones may change to these plans while 3G service is available.

¹ Mobile Hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices.

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.

**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.

Monthly Access Fee	\$65.00 (3G) 95265/(4G) 95266)	\$85.00 (3G) 95267/(4G) 95268)
Monthly Domestic Voice Allowance in US/Canada/Mexico	Unlimited	Unlimited
Domestic Data Allowance in U.S. (with Sharing)	2 GB	3 GB
Domestic Data Overage Rate	\$10.00 per GB	\$10.00 per GB
Mobile Hotspot*	Included	Included
Domestic and International Travel Messaging Allowance†	Unlimited	Unlimited
International Travel Voice Allowance (ROW)**	120 Minutes	180 Minutes
International Travel Voice Overage Rate	\$0.40 per minute	\$0.30 per minute
International Travel Data Allowance††	1 GB	1 GB
International Travel Data Overage Rate	\$45.00 per GB	\$40.00 per GB
International Long Distance - Toll Free	Included	Included

Notes: Current coverage details and additional plan information can be found at 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.

††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. *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.

†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.

**Custom State of New York Nationwide Voice Calling Share Plans: Basic Feature Phones Only
(Subsidized - Discounted)**

Government Subscribers Only

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

Monthly Access Charge (shared minutes)	\$14.99 (36628)	\$29.99 (36630)
Shared* Domestic Anytime Voice Minutes Per Month	200	500
Overage Rate per minute	\$0.06	
Domestic Night & Weekend Minutes	Unlimited	
Domestic Mobile to Mobile Minutes	Unlimited	
Domestic Text, Picture & Video Message Allowance	800	
Domestic Text, Message Overage Rates (per message per address)	\$0.10 outbound/\$0.02 inbound per Text	
Domestic Picture & Video Message Overage Rates (per message per address)	\$0.25 per Picture or Video Message	
Domestic Long Distance	Included	
Domestic Data (data can be blocked)	3G \$1.99 per MB or per data package 4G data blocked. Data package must be selected.	
OPTIONAL FEATURES		
Unlimited Domestic Push-to-Talk Plus (PTT+)	\$2.00 (device dependent) (3G)83270/(4G) 81174)	
Unlimited Domestic Picture & Video Message (SMS/MMS)	\$10.00 (75659)	

Notes: See attached Calling Plan and Feature Details for important information about calling plans, features and options. 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 www.verizonwireless.com/international. Lines activating on these plans must be on 4G HD voice-capable basic phone, except that existing lines on 3G basic phone may change to these plans while 3G service is available. 4G Service requires for 4G Equipment and 4G Coverage.

*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.

Voice Sharing (Domestic Only) Profile Share: 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. Plan changes may not take effect until the billing cycle following the change request.

Flexible Business Plans For Basic & Smartphones (Subsidized - Discounted)

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

	Basic Phone*	Smartphone ¹				
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	\$26.25	\$48.75	\$56.25	\$63.75	\$71.25	\$78.75
Shared Data Allowance	100 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Data Overage	\$10.00 per GB					
Mobile Hotspot ²	Included					
Monthly Anytime Minutes	Unlimited					
Messaging Allowance ³	Unlimited Domestic and International Messaging					
Optional Features						
Domestic Push to Talk Plus	Additional monthly access fee per line \$5.00 per line					

Notes: Current coverage details and additional plan information can be found at 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. 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.

¹Lines activating on these plans must be on 4G LTE basic phones or 4G HD voice-capable smartphones, except that existing lines on 3G basic phones or smartphones may change to these plans while 3G service is available.

²Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices.

³Unlimited 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.

Data Sharing (Domestic Only) Account Share: 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. Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

Custom 4G Business TravelPass Feature¹: Flexible Business Plans Only

Government Subscribers Only Rates are not eligible for discounts.

Canada and Mexico Daily Rate²	\$2.00
Rest of World Daily Rate^{2,3}	\$10.00
Non-Travel Pass Countries⁴	Pay As You Go

Notes: ¹This feature requires a 4G LTE GSM/UMTS global-capable device. ²The daily rate covers a 24-hour time period.

³For eligible countries, ⁴non-TravelPass country rates and additional information, go to www.verizonwireless.com/international. 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-only devices, this feature may be added to lines that have 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 plans under this Agreement: Flexible Business Plans for Basic and Smartphones, Flexible Business Plans for Data Devices.

**Custom NYS Nationwide Voice Rate Plan: Basic Feature Phone Only
(Subsidized - Discounted)**

Government Subscribers Only

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

Monthly Access Charge	\$5.00 (36636)
Domestic Anytime Voice Minutes Per Month	0 Minutes
Voice Per Minute Rate	\$0.25
Domestic Night & Weekend Minutes	Unlimited
Domestic Mobile to Mobile Minutes	Unlimited
Domestic Long Distance	Included
Domestic Roaming Rate per minute	Included
Domestic Text, Picture & Video Message Rates	\$0.10 outbound/\$0.02 inbound per Text \$0.25 per Picture or Video Message
Domestic Data (data can be blocked)	3G \$1.99 per MB or per data package 4G data blocked. Data package must be selected.

OPTIONAL FEATURES

Unlimited Domestic Picture & Video Messages (SMS/MMS)	\$10.00 (75659)
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Notes: See Calling Plan and Feature Details for important information about calling plans, features and options. Voice service is required. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. This plan may NOT be used as Push-to-Talk+ service only plan. PTT+ feature may NOT be added to this plan.

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. Lines activating on this plan must be on 4G LTE basic phones, except that existing lines on 3G basic phones may change to this plan while 3G service is available. Smartphones cannot be activated on this plan. 4G Service requires for 4G Equipment and 4G Coverage.

This plan is for basic feature phones only, other device types are ineligible to activate on this plan.

No more than 50% of the lines on a single account can be placed on this plan. Government Subscribers activated on this plan are not eligible for voluntary suspension.

Data Packages for Basic Feature Phone Only

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

Monthly Access Per Line when added to an eligible voice plan	Data Allowance	Rate After Allowance
\$10.00 (77810)	75 MB	\$10.00 per each additional 75 MB of usage
\$12.00 (85533)	300 MB	\$15.00 per each additional GB of usage

Notes: Current coverage details can be found at www.verizonwireless.com. See attached Calling Plan and Feature Details for important information about calling plans, features and options. The \$12.00/300MB data package for Basic Devices can be added to a voice only price plan with a monthly access fee of \$14.99 or higher, this feature cannot be activated on a Smartphone Device.

**4G Mobile Broadband Access
(Subsidized - Discounted)**

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

Monthly Access Fee	\$37.99 (95431)
Domestic Data Allowance	Unlimited*
Overage Rate Per GB	N/A

NOTE: Current coverage details and additional plan information can be found at www.verizonwireless.com. 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 www.verizonwireless.com/international. Lines activating on these plans must be on 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.

**Public Sector Mobile Broadband Share Plans
[Subsidized - Discounted]**

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

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

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. Current Mobile Broadband coverage details can be found at www.verizonwireless.com. New activations on these service plans require 4G LTE devices. 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 Plans are able to share with each other on the same account.

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. Plan changes may not take effect until the billing cycle following the change request.

**Public Sector Machine to Machine (M2M) Share Plans
[Unsubsidized]**

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

Public Sector Machine to Machine (M2M) Share Plans	5 Gigabytes	10 Gigabytes	20 Gigabytes
Monthly Access Fee	\$34.99 (90231)	\$59.99 (90234)	\$99.99 (90235)
Domestic Data Allowance (Shared)	5GB	10GB	20GB
Domestic Overage Per Gigabyte	\$8.00 Per Gigabyte		

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. New activations on these service plans require 4G LTE devices. Netbook, Smartphone, and Tablet devices are not eligible for M2M pricing. Customer must provide its own authenticated equipment approved for use on the Verizon Wireless network. Equipment purchased from Verizon Wireless must be purchased at full retail. Existing customers transitioning to one of these service plans are able to utilize existing 3G devices. The 5GB, 10GB, and 20GB Public Sector Machine to Machine Plans are able to share with each other on the same account.

Data Sharing (Domestic Only): Account Share. Sharing among M2M Lines is available only among M2M Lines active on this plan. 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 NYS Mobile Broadband Share Plans
(Subsidized - Discounted)**

Government Subscribers Only

These plans are Not eligible for monthly access discounts.

Monthly Access Fee	\$15.00 (36650)	\$25.00 (36653)	\$45.00 (36654)
Data Allowance	2 GB	4 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. 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 mobile broadband devices except that existing lines on 3G mobile broadband devices may change to these plans while 3G service is available. No tablets may be activated on this plan.

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 NYS 4G Mobile Broadband Data Share Plans for Tablets
(Subsidized - Discounted)**

NYS 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. 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 NYS 4G Mobile Broadband Data Share Plans for Tablets
NYS Subscribers Only [Unsubsidized**]**

These plans are Not eligible for monthly access discounts.

Monthly Access Fee	\$5.00 (36664)	\$15.00 (36665)	\$20.00 (36668)	\$30.00 (36670)	\$45.00 (36672)
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. 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.

**Unsubsidized pricing is eligible to be activated ONLY on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension).

**3G/4G Machine-to-Machine (M2M) Wireless Backup Router Plan
[Unsubsidized]**

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

Monthly Access Fee	\$10.00 (91188)
Domestic Data Allowance	25 MB
Domestic Overage Rate	\$10.00 per GB
Domestic Voice Rate	\$0.25 per minute (Device Dependent)

Notes: This plan is restricted to the Verizon Wireless 4G network only. Machine-to-machine coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. *M2M Lines activated on this plan cannot be used outside the United States. During an outage of the primary connection, all usage within the billing cycle in excess of the 25 MB allowance will be charged at the overage rate of \$10.00 per GB. Text messaging feature packages may be added to this plan. The Wireless Router Plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. Verizon Wireless reserves the right to move Customer to the standard commercial 5 GB M2M price plan should usage on the lines provisioned on the M2M Wireless Backup Router Plan exceed 1 GB for three (3) consecutive months.

**Unsubsidized pricing is eligible to be activated on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension)

**Custom Machine-to-Machine Plans (M2M) Share Plans High Usage Group
[Unsubsidized]**

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

Monthly Access Fee	\$9.00 (36707)	\$17.00 (17874)	\$23.00 (36708)	\$35.00 (36709)	\$60.00 (36710)
Domestic Data Allowance (Shared)	500MB	1GB	2GB	5GB	10GB
Domestic Overage Per Gigabyte	\$10.00 Per Gigabyte				

Notes: This plan is available for domestic data only devices, on the Verizon Wireless network only. New activations on these service plans require 4G LTE devices. Netbook, Smartphone, and Tablet devices are not eligible for M2M pricing. Existing customers transitioning to one of these service plans are able to utilize existing 3G devices.

Data Sharing (Domestic Only): Profile Share. At the end of each bill cycle, any unused data allowances for lines sharing across multiple accounts unused data allowances will be applied proportionally to all lines with overages and bills overage as KB. Plan changes may not take effect until the billing cycle following the change request. Please note that the high usage plans **cannot** share with the low usage plans on profile share.

**Unsubsidized pricing is eligible to be activated on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension)

**Machine-to-Machine (M2M) Share Plans Low Usage Group
[Unsubsidized]**

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

Monthly Access Fee	\$5.00 (36706)	\$7.00 (95218)
Domestic Data Allowance (Shared)	1MB	5MB
Domestic Overage Rate	\$1.00 per MB	

Note: Machine to Machine coverage included the Verizon Wireless 4G, 3G and 3G Extended networks, while available. 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 M2M pricing. 4G service requires 4G equipment and 4G coverage. All terms and conditions of the Agreement apply to M2M service and M2M Lines as a Wireless Service.

Data Sharing (Domestic Only): Profile Share. At the end of each bill cycle, any unused data allowances for lines sharing across multiple accounts unused data allowances will be applied proportionally to all lines with overages and bills overage as KB. Plan changes may not take effect until the billing cycle following the change request. Please note that the low usage plans **cannot** share with the high usage plans on profile share.

**Unsubsidized pricing is eligible to be activated on Unsubsidized Equipment or Subsidized Equipment that has been active on a Subsidized-Discounted Plan for 24 months or more (excluding any periods of suspension)

4G Field Force Manager: Pricing Options. Data package required

The calling features below are not eligible for the monthly access fee discount.

Feature*	Monthly Access Per Line	SFO for Basic Phones	SFO for Smartphones & Tablets
FFM Limited	\$15.00	76721	76636
FFM Basic	\$20.00	76722	76637
FFM Pro	\$25.00	76723	76638

Note: *These features require a data package with a monthly allowance e.g., Nationwide for Business shareable data packages and plans. To avoid excessive usage charges, these features are not compatible with pay per use data. **Optional features may be added onto an eligible 4G Smartphone/4G Tablet price plan of \$34.99 or higher; or 4G Basic phone price plan of \$14.99 or higher.** May not be available on all devices. By purchasing the field force manager Customers 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. Requires a minimum of 2MB of data for application download. This is a current retail plan and is subject to change or discontinuance upon 30-day notice to the customer.

International Options Monthly Features: Mexico and Canada

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

International Options Monthly Feature: Mexico and Canada	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee (1 Month)*	\$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	\$10.00	\$20.00	\$15.00	\$22.50	\$25.00
International Options Monthly Recurring Feature: Mexico and Canada	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee (Recurring)**	\$10.00 (SPO 427)**	\$20.00 (SPO 446)**	\$15.00 (SPO 434)**	\$30.00 (SPO 424)**	\$25.00 (SPO 442)**
Monthly Access Fee less discount	\$10.00	\$20.00	\$15.00	\$22.50	\$25.00
Voice Overage Rate	Pay Go		\$0.10/minute		\$0.05/minute
Data Allowance ¹	100 MB	250 MB	100 MB	250 MB	1 GB
Data Overage Rate After Allowance ²	\$10.00/100 MB				\$20.00/1 GB
Messaging Allowance ³	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming	500 sent; unlimited incoming
Messaging Overage Rate After Allowance ²	Pay Go		\$0.10/Sent Message		\$0.05/Sent Message

Notes: Current coverage details and additional information can be found at www.verizonwireless.com. ¹The 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. ²The overage rate is not eligible for discounts. ³Multimedia 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 can be found at www.verizonwireless.com/International.

*This is a monthly feature and will be removed from the account one month after being added to an account.

**This is a recurring feature and will remain on the account until removed.

International Options Monthly Features: 140+ Countries

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

International Options Monthly Feature: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee (1 Month)*	\$25.00 (SPO 431)*	\$50.00 (SPO 433)*	\$40.00 (SPO 445)*	\$85.00 (SPO 423)*
Monthly Access Fee less discount	\$18.75	\$37.50	\$30.00	\$63.75
International Options Monthly Recurring Feature: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee (Recurring)	\$25.00 (SPO 412)**	\$50.00 (SPO 432)**	\$40.00 (SPO 444)**	\$85.00 (SPO 422)**
Monthly Access Fee less discount	\$18.75	\$37.50	\$30.00	\$63.75
Voice Overage Rate	Pay Go		\$0.25/minute	
Data Allowance ¹	100 MB	250 MB	100 MB	250 MB
Data Overage Rate After Allowance ²	\$25.00/100 MB			
Messaging Allowance ³	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming
Messaging Overage Rate After Allowance ²	Pay Go		\$0.25/Sent Message	
<p>Notes: Current coverage details and additional information can be found at www.verizonwireless.com. ¹The 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. ²The overage rate is not eligible for discounts. ³Multimedia 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 can be found at www.verizonwireless.com/International.</p> <p>¹This is a monthly feature and will be removed from the account one month after being added to an account.</p> <p>²This is a recurring feature and will remain on the account until removed.</p>				

4G Global Data Package Features

These Features are not eligible for discounts.

Monthly Line Access	Data Allowance (non-share)	Data Overage for	Data Overage for
		Included Countries	Rest of World
\$45.00 per device (87170)	1 Gigabyte	\$0.25 per MB	\$2.05 per MB

Notes: This feature requires a 4G LTE GSM/UMTS global-capable MiFi, USB, tablets, and embedded laptop devices and may only be added to Mobile Broadband Plans with a monthly access of \$30.00 or greater. Cannot be combined with any unlimited MBB Plans.

4G Global Data Package Features Country List (for Data Allowance)

Aland Islands	Albania	Andorra	Anguilla
Antigua	Argentina	Armenia	Aruba
Australia	Austria	Azerbaijan	Bahamas
Barbados	Barbuda	Belarus	Belgium
Bermuda	Bolivia	Bonaire	Bosnia and Herzegovina
Brazil	Bulgaria	Canada	Cayman Islands
Chatham Island	Chile	China	Christmas Island
Colombia	Croatia	Curaçao	Cyprus
Czech Republic	Denmark	Dominica	Dominican Republic
Ecuador	Egypt	England	Estonia
Faroe Islands	Finland	France	French Guiana
Georgia	Germany	Gibraltar	Grand Bahamas
Greece	Greenland	Grenada	Guadeloupe
Guam	Guernsey	Guyana	Haiti
Hong Kong	Hungary	Iceland	India
Ireland	Ireland, Northern	Isle of Man	Israel
Italy	Jamaica	Japan	Jersey
Kazakhstan	Korea, South	Latvia	Liechtenstein
Lithuania	Luxembourg	Macao	Macedonia
Malta	Martinique	Mayotte Island	Mexico
Moldova	Monaco	Montenegro	Montserrat

Netherlands	Netherlands Antilles	New Providence (Nassau)	New Zealand
Northern Mariano Islands	Norway	Palestinian Authority	Paradise Island
Paraguay	Peru	Philippines	Poland
Portugal	Reunion	Romania	Russia
Saba	Saipan	Samoa	San Marino
Scotland	Serbia	Singapore	Slovakia
Slovenia	South Africa	Spain	St. Barthelemy
St. Eustatius	St. Kitts and Nevis	St. Lucia	St. Maarten
St. Martin	St. Vincent & Grenadines	Svalbard	Sweden
Switzerland	Taiwan	Thailand	Tortola
Trinidad & Tobago	Turkey	Turks and Caicos Islands	Ukraine
United Kingdom	Uruguay	Uzbekistan	Vatican City
Venezuela	Vietnam	Virgin Gorda	Virgin Islands, British
Wales			

ADDITIONAL WIRELESS OPTIONS

One Talk Solution: Government Subscribers Only (Subsidized - Discounted)

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

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

One Talk Solution: Desk Phone/Mobile Client

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

One Talk Solution: Auto Receptionist (AR)

Auto Receptionist

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

One Talk Solution: Hunt Group (HG)

Hunt Group

Every ECPD profile will be allowed to activate two Hunt Groups by default; additional Hunt Groups can be purchased as long as the ratio of active One Talk lines to Hunt Groups is 3:1 respectively

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

Optional Features

One Talk Premium Visual Voicemail	\$2.99
One Talk Voicemail Talk To Text	\$2.99

Additional Devices

For MDN's activated on a Smartphone, Desk Phone, Mobile Client, a maximum of up to eight (8) devices can be shared with the MDN as follows: 1 Smartphone, up to 2 desk phones and up to 5 mobile clients.

Smartphone Device	Desk Phone ¹	Mobile Client ² (Includes Smartphones and Tablets)	Auto Receptionist/ Hunt Group
Additional devices (endpoint) incur a \$10.00 monthly access	\$0.00 for additional devices (excluding Smartphone devices with One Talk Basic Dialer)	\$0.00 for additional devices (excluding Smartphone devices with One Talk Basic Dialer)	N/A

Notes: One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is **not** compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. Mobile client is the One Talk client. ¹One (1) additional Desk Phone can be added as an additional device per MDN. ²Mobile Client eligible devices (includes devices from other carriers); Smartphones (without One Talk Basic Dialer), wireless and WiFi tablets; limit five (5) total per MDN (including primary device. Installing the One Talk Mobile client consumes an estimated 50MB of data. For additional information regarding One Talk please visit: <http://www.verizonwireless.com/onetalk> ¹ Available on select Americas Choice plans.

**Custom Wireless Phone for Government Plan*:
(Subsidized - Discounted)
No Domestic Roaming or Long Distance Charges**

This Plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	\$20.00 (93792)
Monthly Anytime Minutes	Unlimited

Notes: Current coverage details and additional plan and feature information can be found at www.verizonwireless.com. Activation on this plan 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 plan is for State Agency owned Home Health Care Facilities only.

**4G Smartwatch with NumberShare¹ Unlimited Plan – Government
[Unsubsidized]**

This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	\$10.00 (13413)
Domestic Anytime Minutes	Unlimited
Domestic Data Allowance²	Unlimited
Domestic and International Messaging Allowance³	Unlimited

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. 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.

**Private Network/Dynamic Mobile Network Routing (DMNR)/Service Based Access(SBA)
Static IP – Isolated Pool w/Fixed End System (FES) [Internet Restricted]**

The Account Set-Up Fees below reflect any applicable discount. No additional discounts apply.

Mobile Broadband and metered data plans or features only

Configuration	Cost			
Per Account FES Connect Set-Up (One time fee)	\$1500.00			
	Private Network Only	Private Network with DMNR	Private Network with SBA	Static IP Only
Per Account Level Set-Up (One time fee)	Waived for NYS- OGS subscribers	\$250.00	\$250.00	Waived for NYS- OGS subscribers
DMNR or SBA (Per build)	\$250.00 (Adding to existing Private Network Only)			
Public Safety Subscribers Account Set-Up: Verizon Wireless will waive all account set-up fees including the \$1500.00 connection fee, \$500.00 Account Set-up Fee and the DMNR/SBA for new Public Safety builds classified with the following NAICS (formerly SIC) Codes only.				
485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems 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 Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices			

Note: Set-Up fees apply to new Private Network/DMNR/SBA builds (Verizon Home Agent Portal (VHAP)). This applies to New Private Networks built as Standard, Parent or Child. Subscribers that are placed into this pool will be limited to utilizing the Verizon Wireless Network for transport to and from their FES connections to the Verizon Wireless Network. Static IP addresses will be available on remote access, Mobile Broadband and Unlimited metered data plans or features only. Fees may not apply in certain VPN environments. Fees are per account level (regardless of the number of IPs ordered) selecting Static IP, and may apply in addition to \$1500.00 Connect Fee in certain configurations. Does not include MPLS.

Static IP: Fees are per account level (regardless of the number of IPs ordered). Static IP addresses will be available on remote access, Mobile Broadband and metered data plans or features only. Static IP addresses may be reserved and should be assigned to the mobile numbers within 90 days. De-activated Static IP addresses will go into an “ageing pool” for 24 hours. After 24 hours, these Static IP addresses will be returned to reserved status for the account. Reserved Static IP addresses will be shown at the account level and can be viewed from the billing system. Feature activations will be stored in the “data warehouse” database along with the Static IP Address for reporting. A Static IP address is associated with the device’s MDN (Mobile Dialing Number). Each time the subscriber initiates a data session the Static IP address that is associated with their MDN is assigned to their device for each session. Subscribers completing an ESN (Electronic Serial Number) change will retain their Static IP address.

Eligible 3G/4G data service: Mobile Broadband, Mobile Broadband Wireless Router, Telemetry (M2M), Wireless Email, or usage-based Megabyte pricing. DMNR and SBA are optional features that can co-exist on a Customer's Private Network profile

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

Government Subscribers Only

Metered Data Pricing only. Not compatible with Unlimited Data Plans

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

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

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

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 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 Alaskan Native Tribal Governments 921190 Other General Government Support 921110 Executive Offices 485111 Mixed Mode Transit Systems 485112 Commuter Rail Systems
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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.)

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

Push to Talk+ is not eligible for any further discounts.

Product	Monthly Access
Tablet	\$3.75 (590919)
Inter-carrier (only any device)	\$3.75 (594853)
3rd Party Web (HTML) API Client	\$3.75 (594854)
Dispatch (License) Windows PC with PTT and mapping	\$22.50 (590918)

Notes: Current coverage details can be found at www.verizonwireless.com. 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.

Land Mobile Radio (LMR) for PTT+ : Government Subscribers Only**Push to Talk Plus service is required.**

LMR is not eligible for any further discounts.

Product	Monthly Access
LMR Channel per account	\$0.00 (590921)

Notes: Customer may have multiple channels.

LMR FEATURE Only

(When added to a Basic/Smartphone Device with PTT+)

Basic/Smartphone Devices (FEATURE)	\$4.50 (85280 SFO)
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Notes: LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.

LMR with PTT+

Tablet	\$8.25 (600952)
Inter-carrier (any device)	\$8.25 (600954)
3rd Party Web (HTML) API Client	\$8.25 (600953)
LMR with Dispatch (for Windows PC with PTT+ and mapping)	\$27.00 (615952)

Notes: Current coverage details can be found at www.verizonwireless.com. 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.

Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment

Additional Discounts Not to Apply for Virtual Deployments.

*Virtual Deployment type	Price	Provided Via Email	Provided Via Phone	Project Management	Configuration of Equipment	Testing of Equipment	Up to 4 Talk Groups
	Software Plan Id and Description						
Onetime Fee							
ROIP Assisted Virtual Deployment	\$2,500	Included	Not Included	Not Included	Not Included	Not Included	Not Included
	623458: PTT+/LMR Assisted Install: ONE TIME						
Onetime Fee							
ROIP Managed Virtual Deployment	\$8,000	Included	Included	Included	Included	Included	Included
	623459: PTT+/LMR Managed Remote: ONE TIME						
Onetime Fee							
ISSI Managed Virtual Deployment	\$25,000	Included	Included	Included	Included	Included	Included
	623461: PTT+/LMR Managed Plus P25: ONE TIME						

Note: *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.

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).

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.

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.

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
Define technical parameters for VPN	Configure ROIP Gateway(s)

Requests for managed deployment assistance can be reached at:

Phone Requests: (469) 476-0820

Email Requests: 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

Digital Signage Service

Fees include purchase costs of the Media Player and the Digital Signage service as set forth below.

LTE Media Player Hardware

Charge Frequency	Description	Hardware SKU	Price
One time	LTE Media Player	VZW090000280009	\$450.00 includes shipping.* Taxes not included.

*Shipping is ground 3 to 5 days.

Digital Signage Service Fees

Digital Signage Service ¹ The fees are NOT eligible for discounts. (Unsubsidized)		
Plan**	Monthly Access Fee per Media Player	Data Allowance
Basic	\$40.00 (19615)	Unlimited ²
Premium	\$55.00 (19616)	Unlimited ³

Notes: The Digital Signage service is for use only in the United States on the Verizon Wireless 4G network. Coverage details and additional information can be found at www.verizonwireless.com. **Only a Media Player may be activated on the Digital Signage service. Voice calling and text messaging are blocked on this plan. If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls. If the text messaging block is removed, default rates will apply. Detailed billing information will only be available online and the account will require its own unique log in credentials. ¹Consists of the monthly service fee, data and access to the Portal, which includes device management, mobile app, reporting and analytics, campaign scheduling, weather and news widgets, etc.

²Usage may be prioritized behind other customers in the event of network congestion.

³After 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.

Additional Wireless Services

Enterprise Messaging: Text and Multi-Media Plans (SMS/MMS Plans)		
# Messages Included	Monthly Access	Per Message Rate After Allowance
Text & Multimedia		
15,000 (98234)	\$100	\$0.02
100,000 (98235)	\$400	\$0.02
500,000 (98236)	\$1,950	\$0.02
1,000,000 (98238)	\$3,700	\$0.02
5,000,000 (98239)	\$18,000	\$0.01
Enterprise Messaging for Public Safety: Text Only (SMS)*		
# Messages Included	Monthly Access	Per Message Rate After Allowance
Unlimited (83431)	\$0.00	N/A

ENTERPRISE MESSAGING TERMS OF SERVICE

Verizon Wireless's Enterprise Messaging Access Gateway platform and portal ("**EMAG**") allows customers ("Customer") to send high volumes of text messages. This agreement is between Customer as our subscriber and Verizon Wireless ("**VZW**") and it sets forth the terms and conditions under which Customer agrees to use and VZW agrees to provide access to EMAG. By using EMAG, Customer accepts these Terms of Service ("**TOS**"), which may be modified by VZW from time to time.

1. Enterprise Messaging. EMAG is a VZW service available for a monthly access fee that provides access to EMAG. Customer may use EMAG to send short message service ("**SMS**") and/or multimedia messaging service ("**MMS**") messages, as applicable, to VZW subscribers and to subscribers on most domestic wireless carriers; *provided, however*, that inter-carrier messaging requires additional provisioning, is subject to message size, message throughput requirements, and delivery of A2P traffic may also be impacted by an another carrier's SPAM policy. Additional charges may apply for inter-carrier messaging Application to Person ("**A2P**") traffic. Customers must have a valid Blanket Purchase Agreement with at least five (5) active Government lines ("**MDNs**"). Customer is solely responsible for monitoring its messaging operations. Customers using the EMAG Portal must provide a user ID and password and must safeguard the Portal credentials and prevent unauthorized use. VZW has the right to alter or not offer the EMAG service in part or at all.

2. Term and TOS Termination. The term of this TOS shall be one year from the date the Customer signs the TOS ("Effective Date"). The TOS shall automatically renew for additional terms of one (1) year each unless either Party shall give notice of cancellation at least thirty (30) days prior to the expiration of the original term or any renewal term or the TOS or service is otherwise terminated as per the terms of this TOS. Either party may terminate this TOS upon thirty (30) day's written notice to the other party for any reason. Fees are payable on a monthly basis and subject to increase upon thirty (30) days' notice to the Customer. Upon termination by the Customer, fees are due and payable up to the end of the month of termination.

3. Intellectual Property. VZW owns all rights, including intellectual property rights, in EMAG and its components, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW.

4. License Rights and Restrictions. Subject to the TOS and all documentation provided by VZW, VZW grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non-sublicensable license during the Term to access and use EMAG solely to send text and picture messages for internal business use. Customer will not, and will not allow any Third Party to, (a) modify, copy, or otherwise reproduce EMAG in whole or in part; (b) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code form or structure of any of the elements used in EMAG; (c) provide, lease or lend EMAG in whole or in part to any Third Party; (d) remove any proprietary notices or labels displayed on EMAG; (e) modify or create a derivative work of any part of EMAG; (f) use EMAG for any unlawful purpose; (g) use EMAG for any high risk or illegal activity; (h) use EMAG in contravention of any of VZW's policies,

procedures, rules or guidelines provided or made available by VZW or use EMAG in such a way that it interferes with, disrupts, damages, or accesses in an unauthorized manner the servers, networks, or other properties or services of VZW; (i) export or re-export EMAG without the appropriate U.S. or foreign government licenses; (j) incorporate or combine EMAG in whole or in part with any open source software in such a way that would cause EMAG, or any portion thereof, to be subject to all or part of the license terms of such open source software; or (k) provide access to or use of EMAG to any Third Party or sublicense any rights in EMAG to any Third Party. Customer is not entitled to resell the EMAG services without the express written approval of VZW.

5. Content. Customer is solely responsible for its content it transmits through EMAG (or use by any person or entity Customer permits to access EMAG). Customer agrees that its messaging will comply with applicable industry guidelines (e.g. Mobile Marketing Associate's best practices for messaging, and CTIA's Messaging Principles and Best Practices) and VZW content standards (attached hereto as Exhibit "A"), which may updated from time to time ("Messaging Guidelines"). Customer will not send any unsolicited bulk commercial messages (i.e., spam), "phishing" messages intended to access private or confidential information through deception, other forms of abusive, harmful, or malicious, unlawful, or otherwise inappropriate messages, messages which required an opt-in that was not obtained, messages containing executable files or links to other content or premium or similar messages that require a subscription or surcharge, and as otherwise set forth in the Messaging Guidelines or as determined by VZW, in its sole discretion. Customer will not transmit any messages that would violate any federal, state or local law, court order, regulation or the Messaging Guidelines. Customer will cooperate with VZW and/or any governmental authority in investigating any violation or prohibited use of EMAG.

6. Consent Requirements. Customer agrees that it will send messages only to subscribers that have opted in to receive its messages by: a) establishing an opt-in process that effectively captures each subscriber's consent to receive Customer's messages, informs subscribers of the nature and scope of Customer's messaging campaigns and any financial obligations associated with the messaging; b) maintaining opt-in records for a minimum of 6 months from the date of a recipient's opt-in consent; and c) immediately complying with subscriber opt-out requests such as STOP, END, CANCEL, UNSUBSCRIBE or QUIT in compliance with the Messaging Guidelines. Customer will send messages that require opt-in consent only to those recipients that have affirmatively opted in to receive such messages. Although VZW may provide in the Portal a way to manage lists of opt-out records, it is up to the Customer to obtain the consents and maintain proper records and VZW accepts no responsibility for consents and retention of such records.

7. HIPAA. EMAG is not designed for secure transmission or storage of personal healthcare information. Customer will not use EMAG 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"). If Customer is a Covered Entity or a Business Associate as defined by HIPAA, Customer will not use EMAG to store or transmit PHI. To learn more about HIPAA, go to: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

Contingent upon execution of a Blanket Purchase Agreement between the parties

8. Fees. Customer will pay monthly to VZW the amount in the below chart for each SMS and/or MMS sent through EMAG. The billing and payment terms set forth in Customer's Government agreement with VZW will apply to the EMAG charges set forth in Customer's Agreement with VZW will apply to the EMAG charges set forth on your VZW bill. Additional charges may apply for inter-carrier messaging Application to Person ("A2P") traffic. VZW reserves the right to increase pricing upon thirty (30) days' notice.

Enterprise Messaging (Open Market)

These plans are being offered as Open Market.

VZW bill. Additional charges may apply for inter-carrier messaging Application to Person ("A2P") traffic. VZW reserves the right to increase pricing upon thirty (30) days' notice.

*The \$0.00 Monthly Access Unlimited plan is only available to Public Safety/First Responders classified with the following NAICS Codes:

621910 - Ambulance Services

922110 - Courts

922120 - Police Protection

922130 - Legal Counsel & Prosecution

922140 - Correctional Institutions

922150 - Parole Offices & Probation Offices

922160 - Fire Protection (except private)

922190 - Other Justice, Public Order & Safety Activities

928110 - National Security

9. Pilot Mobile Phone. VZW shall provide Customer with one pilot mobile phone at no charge to manage password setup and resets. Customer should safeguard the pilot mobile phone in case password resets are needed as VZW must rely on regular mail delivery of password resets if the phone is not available (password resets cannot be given over the phone or sent via email). This pilot mobile phone will not be capable of making any voice calls. Customer shall promptly notify VZW if the phone is lost, damaged or stolen and VZW reserves the right to charge Customer for replacement phones.

10. Security and Unauthorized Code. Customer will comply with VZW's information security requirements available at <http://www.verizon.com/suppliers> (or successor website) as updated from time to time. Customer will implement and maintain effective administrative, physical and technical security controls to protect VZW's assets, network and other facilities, information and EMAG that Customer accesses or uses. Customer will design, develop, build, operate and maintain your access to EMAG to sufficiently prevent the transmission of Unauthorized Code and mitigate security threats, including, but not limited to, unauthorized access, use or fraud. Customer will not send or introduce any Unauthorized Code to EMAG, VZW's network or any other VZW system or facility. Customer will not use EMAG, or permit any Third Party to use EMAG, to engage in any fraudulent, illegal, or unauthorized use. Customer will continually monitor for the presence of any Unauthorized Code. In the event you detect the presence of any Unauthorized Code, Customer will: (a) notify VZW in writing the same day the Unauthorized Code is detected; (b) promptly remove the Unauthorized Code; and (c) promptly remedy any condition caused by the Unauthorized Code. VZW may audit your use of EMAG. Should such audit request be denied, or should the audit reveal a violation of applicable laws, regulations, policies or procedures, or this TOS, VZW may immediately terminate this TOS and your use of EMAG. "**Unauthorized Code**" means any virus, Trojan horse, worm, rootkit, back door, trap door, time bomb, drop-dead device, timer, clock, counter or other limiting routine, as well as any other instructions, designs, software routines, or hardware components designed to: (a) disable, erase, or otherwise harm software, hardware, data, text or any other information stored in electronic form; (b) cause any of the foregoing with the passage of time; or (c) place a program or hardware under the positive control of a Third Party other than an owner or licensee of the program or hardware.

11. Certification Tests. VZW may conduct certification tests in its sole discretion. Customer will pass such certification tests furnished by VZW prior to using EMAG. If Customer fails any such certification tests, then VZW may, in its sole discretion, refrain from providing Customer with access to EMAG.

12. Data Retention and Access. VZW provides access to the metadata relating to the messages (time/date/sent/received) for up to one year. For messages sent or received over the EMAG APIs, VZW provides Customer access to messaging content for up to fourteen (14) days after which time it is deleted. For messages sent or received over the Portal, Verizon retains Customer message content for sixty (60) days after which time it is deleted.

13. Customer Contact. Customer will provide to VZW contact information including a phone number and email address of an EMAG contact(s), who shall be available during business hours and during such time as Customer utilizes EMAG to assist with the resolving of service matters and trouble shooting. Customer must provide written notice of changes to contact information fourteen days prior.

14. Termination of Service. VZW CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF EMAG IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS TOS OR FOR GOOD CAUSE, which shall include, but is not limited to: (a) breaching this TOS or Customer's Government agreement with VZW; (b) spamming or other abusive messaging; (c) using EMAG in a way that adversely affects our network, our customers, or other customers; (d) allowing anyone to tamper with messaging applications in a manner contrary to this TOS; (e) any governmental body of competent jurisdiction suspends or terminates Customer's service or institutes a requirement, ruling or regulation that conflicts with this TOS; or (f) operational or other governmental reasons.

15. Service Limitations. VZW may establish limits on the use of EMAG, including, but not limited to, the number of messages sent over a limited time period (i.e., per minute, hourly and daily), the number of active connections, and recommended connections per group, as set out in our User's Guide (available on the EMAG Portal) which may be updated from time to time. VZW provides no service level commitments or quality of

service standards for EMAG. VZW will provide to Customer maintenance, technical and support services for EMAG, as determined by VZW in its sole discretion. VZW may extend, enhance, or otherwise modify EMAG at any time and for any reason without notice. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of text messages. These limitations include, but are not limited to, network limitations, when a wireless phone is not in range of one of our transmission sites or those of another company that carries our customer calls, insufficient network capacity, interference due to subscriber's equipment, terrain, proximity to buildings, foliage, and weather. Further, VZW does not own or control all of the various facilities and communications lines between a Customer's site and VZW's EMAG access point. Experience by carrier and region may cause the experience to vary. Due to these limitations and the limitation in the number of messages that can be sent, EMAG SHOULD NOT BE USED AS THE SOLE MEANS TO SEND MESSAGES THAT CONTAIN INFORMATION THAT IS ESSENTIAL TO THE PROTECTION OF LIFE OR PROPERTY, OR IS MISSION ESSENTIAL OR CRITICAL IN OTHER WAYS. VZW reserves the right to block any messaging traffic that violates this TOS or harms or may harm VZW, EMAG or our assets, network or facilities.

16. Disclaimer and Limitation of Liability. EMAG IS PROVIDED ON AN "AS IS" BASIS AND CUSTOMER'S USE OF EMAG IS ITS SOLE RESPONSIBILITY. VZW (AND ITS OFFICERS, EMPLOYEES, PARENTS, SUBSIDIARIES AND AFFILIATES), ITS THIRD PARTY LICENSORS, PROVIDERS VENDORS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES FOR EMAG OR TEXT MESSAGE DELIVERY, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, NONINTERFERENCE, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. VZW DOES NOT WARRANT THAT

EMAG WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, OR LOSS OF CONTENT, DATA, OR INFORMATION. VZW SHALL NOT BE LIABLE FOR ANY FAILURE TO PROVIDE EMAG, FOR ANY CONTENT, AND MAKES NO GUARANTEES THAT ANY TEXT MESSAGE WILL BE DELIVERED. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE TO THE OTHER PARTY, ITS EMPLOYEES, AGENTS OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN THE EVENT OF ANY BREACH BY VZW OF THIS TOS, VZW'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID TO VZW BY CUSTOMER UNDER THIS TOS DURING THE PREVIOUS THREE MONTHS.

17. Indemnification. Customer shall defend, indemnify, and save harmless VZW and its successors, assigns, employees, and agents, and their heirs, legal representatives and assigns from any and all claims or demands, including claims for bodily injury or death, or damage to property, arising from Customer's use of EMAG, including reasonable counsel fees and costs.

18. Miscellaneous. Customer will not resell or aggregate EMAG or allow Third Parties to use or access EMAG without prior written permission from VZW. This TOS supplements Customer's Government agreement with VZW as it relates to EMAG. If there are any inconsistencies between this TOS and Customer's Government agreement with VZW, then this TOS shall control with respect to EMAG. Customer agrees that its use of EMAG will comply with any applicable local, state, national and international laws and regulations. This TOS may not be assigned in whole or in part by the Customer with prior written consent of VZW. Any failure of VZW to perform hereunder shall be excused if caused by failure of a third party wireless or telecommunications provider serving a particular area, power failure, national emergency, interference by any governmental agency, acts of God, strikes, other labor disturbance, severe weather conditions, fire, terrorism, riots, war, earthquakes, or any other causes beyond VZW's reasonable control.

Exhibit "A"

VZW Content Standards

Customer may only provide content that is legal and does not include or provide access to content or material that falls into the following categories:

- Contains anything that is obscene or indecent or anything with strong sexual, explicit or erotic themes or that links to such content;
- Contains hate speech;
- Contains excessive violence;
- Contains extreme profanity;
- Contains misleading or fraudulent claims;
- Promotes or glamorizes alcohol abuse, illegal drug use or use of tobacco products; or
- Promotes a competitor of VZW or its affiliates.

All content must comply with applicable industry standards (e.g., Mobile Marketing Association’s Best Practices, CTIA’s Wireless Content Guidelines, etc.) and VZW’s commercial practices. Additionally, none of the content and materials included can disparage VZW or its affiliates. VZW will decide, in its sole discretion, whether the content, material or services provided complies with these standards.

Verizon Mobile Device Management (MDM): Government Subscribers Only

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

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

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

Directory Assistance: 411 SearchSM

Our wireless 411 SearchSM 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
	Per text message: \$1.99 plus airtime for the call and \$0.20 for the text message

Calling Plans & 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 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. Coverage information is available at www.verizonwireless.com. 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 plan's rate and coverage area, unless otherwise specified in the 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 (viii) 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.

Nationwide for Business Share Option: The Share Option is available to businesses with a minimum of five (5) Nationwide for Business lines on the same account with the share option. The Monthly Anytime Minutes of all lines on an account will be aggregated, and then allocated first to the line with the highest anytime minute usage, and then to the line with the next highest usage.

Push to Talk Plus: Push to Talk Plus (PTT+) 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 visit our website www.verizonwireless.com for additional Push to Talk Plus information.

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; see verizonwireless.com/International for details.

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. See verizonwireless.com/International for rates and destinations, which are subject to change without notice. International Eligibility required for GSM roaming, and for roaming in many destinations. Rates, terms and conditions apply only when roaming on participating GSM networks in published destinations. Availability of service, calling features, and Text messaging varies by country and network and may be restricted without notice. You must add International Eligibility to your account to roam in many destinations. Visit verizonwireless.com/narooming. 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 may 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. See www.verizonwireless.com for coverage and airtime rates. 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. Check www.vtext.com for the most current list of participating foreign carriers.

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 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. 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 visit www.verizonwireless.com/networkoptimization. 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 verizonwireless.com/privacy]

Unlimited Data Plans and Features (such as Mobile BroadbandAccess, Push to Talk Plus, and certain VZEmail services) 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 will 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 VZAccess and VZEmail: 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 VZAccess, VZEmail 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 BlackBerry or 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 VZEmail 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 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. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

International Data Optional Features: International PC Card required for international use. International PC Cards will not work in the United States or Canada and International Data Optional Features subscribers will need a Mobile Broadband PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. Prior to leaving the United States, subscribers must install International Data Optional Features VZAccess ManagerSM and run the OTA wizard. 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 Plan Terms and Conditions

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. Current coverage details, and list of Other Available Countries can be found at www.verizonwireless.com/International.

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 (Multi-Account) 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 Multi-Account 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: ¹A profile is defined as a Customer's overarching account of record under which Customer may have multiple billing accounts

Verizon Wireless Private Network Terms and Conditions

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.

Customer Requirement: Customer must have active Mobile Broadband or Machine-to-Machine lines at all times during the term of its Agreement in order to remain eligible for Private Network. If Customer does not maintain any active Mobile Broadband or Machine to Machine lines, Verizon Wireless will discontinue Private Network for non-use.

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.

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.

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.

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.

Verizon Wireless Private Network Traffic Management

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.

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 NAICS codes.

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.

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.

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' domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

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.

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' 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.

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. 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.

Subject to Private Network Terms of Use: The terms of Private Network. Supplement the Agreement and are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of Private Network and the Agreement, the terms of Private Network shall control with respect to Private Network.

One TalkSM 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 with up to eight (8) devices (which can include one (1) smartphone using One Talk in Basic Dialer mode (if available), five (5) smartphones and/or tablets using the One Talk Mobile App, and two (2) desk phones. (Note that desk phones are not required for the Service.) You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

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

A. One Talk Components

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

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

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

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

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

B. Charges

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

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection. The following applies if you use the VZW network to connect to the Service:

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

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

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

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

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, broadband connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. (Note: With a smartphone using the One Talk Mobile App, emergency services will use the 911 address only if you use Wi-Fi to make the 911 call. If end users are using the Verizon Wireless Network, their smartphone's built-in capabilities will provide the location of the end user's device.)

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>.

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.

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.

Digital Signage Service - Government Terms of Service

These terms and conditions are specific to the Digital Signage Service (“DSS”) (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between these DSS Government Terms of Service (“GTOS”) and the Agreement, these DSS GTOS shall control with respect to the Digital Signage Service. Any capitalized but undefined terms used in the DSS GTOS shall have the meanings given such terms in the Agreement. By using the Digital Signage Service, Customer acknowledges the terms and conditions on the Portal (defined below) at <https://digitalsignage.verizon.com/support/legal>, which are incorporated herein and may be modified by Verizon Wireless from time to time.

Digital Signage Service Overview. Verizon Wireless’s Digital Signage Service allows Customer’s digital content to be displayed on Customer signage. The service includes (i) a Verizon LTE Media Player and its components (“Media Player”), which is installed by Customer on its signage, (ii) connection to Verizon Wireless’s 4G LTE network, and (iii) use of the Digital Signage Management System (“Portal”), which is accessed via the internet, provides a tool to manage the Media Player, and distribute Customer Content (defined below) to multiple sign displays and to update content securely. Together, these components make up the “Digital Signage Service.”

Account Protection. Verizon Wireless will provide Customer with an initial user name and password to access the Portal, for which Customer is solely responsible. Customer shall permit access to the Portal only by individuals who are authorized by Customer (“User(s)”). Any access to the Portal via such user name and password shall be deemed by Verizon Wireless to be done with Customer’s authorization. Customer shall be liable for the acts and omissions of its Users. Customer agrees to immediately notify Verizon Wireless of any unauthorized access to the Portal, account, or any other breach of security. The account and Portal credentials are for Customer’s internal use only and may not be assigned or used by any third party for any reason without Verizon Wireless’s written consent.

Content. Customer grants Verizon Wireless, its agents, suppliers and subcontractors, the right to process and deliver digital content and data sent to or received by Verizon Wireless from or at the direction of Customer and/or its Users as part of the Service (“Content”). Customer retains all right, title and interest in Content and is solely responsible for any Content uploaded or provided to Verizon Wireless. Transmission, use, distribution or storage of any Content without proper authorizations, or in violation of any applicable law, regulation, or publicity or privacy rights is prohibited. Content shall not include any malware, spyware or any other malicious code. If Verizon Wireless believes Content or any use of the Service violates this DSS Attachment, is fraudulent or misleading, or if the continued provision of the Service violates applicable law, Verizon Wireless may immediately suspend the Digital Signage Service and take other measures as necessary to protect Verizon Wireless, its customers, facilities, network, services, or third parties.

Equipment. As part of the Service, Customer must purchase, install and maintain the required Media Player(s). Media Players are for use only in connection with the Digital Signage Service and for no other use.

Customer Obligations. Customer is responsible for: (a) proper configuration and use of the Digital Signage Service, (b) determining whether Content is suitable for the Digital Signage Service, including whether the Digital Signage Service is compatible with Customer provided equipment and requirements for transmission; (c) obtaining all required third-party consents for Verizon Wireless’s processing and delivery of Content (including transfers outside the country of origin); (d) taking appropriate steps to secure and backup Content.

Campaigns. Customer can schedule Content packages for delivery (“Campaign”). Customer is responsible for Campaign set up and management and Campaign fees, and for the technical integration of Content with the Digital Signage Service. Verizon Wireless shall not be held liable for any failure to set up, test or manage any Campaign.

Intellectual Property Rights. Verizon Wireless owns all intellectual property rights in the Digital Signage Service and its devices, components, platform, software, tools, Portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by Verizon Wireless. Subject to the DSS GTOS and all terms and conditions located on the Portal, Verizon Wireless grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non-sub-licensable license, during the DSS GTOS Initial Term and any renewal term, to access and use the

Digital Signage Service solely for internal business use. Customer may not, nor allow a third party to, redistribute, resell, develop, market, rent, transfer, commercialize, host, license, sublicense, decompile, lease, time-share, copy, modify, create derivative works of, translate, reverse engineer, disassemble, remove proprietary labels or notices from, copy any ideas, features or functions of the Digital Signage Service or any part thereof in any way. No Content made available in any Campaign, will infringe any patent, copyright, trademark, or violate any right of publicity or right of privacy.

Restrictions. Customer will not, and will not allow any third party to, use the Digital Signage Service for any unlawful purpose or for any high risk or illegal activity, export or re-export the Digital Signage Service, or incorporate or combine the Digital Signage Service in any way with any open source software that would cause the Digital Signage Service, or any portion thereof, to be subject to any license terms of such open source software.

License of Customer Marks. Except as otherwise set forth herein, neither Verizon Wireless nor Customer may use any name, logo, marks of the other Party or refer to the other Party in any advertising, promotion, press release or publication without the other Party's prior written approval.

Support of the Digital Signage Service. Verizon Wireless reserves the right to enhance or modify features or functionality of the Digital Signage Service upon prior notice to the Customer, which may be via the Portal. The Digital Signage Service may have outages or be down from time to time for maintenance or for reasons beyond our control. Customers will be notified of any discontinued product and software updates via the Portal.

Service Limitations. The Digital Signage Service is provided to Customer only for access and use in the United States on Verizon Wireless's 4G LTE network. Verizon Wireless may establish limits on the use of the Digital Signage Service, including, but not limited to, the amount of Content sent over a limited time period, delivery times, and the number of active connections.

Data Retention and Access. Customer is responsible for protecting and backing up its Content. If Content and Campaigns have not been accessed for 60 days, Verizon Wireless may remove them from the Portal.

Fees. Customer shall pay Verizon Wireless all applicable charges ("Fees") for the Digital Signage Service, which are set out in the Digital Signage Service pricing herein.

Term and Termination. The term of the DSS GTOS will begin on the date Customer activates the service ("Effective Date") and will run for one year from the Effective Date ("DSSGTOS Initial Term"). The term of the DSS GTOS shall automatically renew for additional one--year periods ("DSS GTOS Renewal term") unless either Party gives notice of cancellation at least 30 days prior to the expiration of the DSS GTOS Initial Term or any DSS Attachment Renewal Term or the Digital Signage Service is otherwise terminated as per the terms herein. VERIZON WIRELESS CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF THE DIGITAL SIGNAGE SERVICE IF CUSTOMER BREACHES THE TERMS AND CONDITIONS HEREIN.

GPS Tracking/ Customer Data/Privacy. The Media Player may use external antennae to report GPS location information of the device to Verizon Wireless for use with the Digital Signage Service. By using the Digital Signage Service, Customer hereby agrees to such GPS tracking for use with the Digital Signage Service. Verizon Wireless may collect information provided by Customer in connection with the Digital Signage Service, including Customer contact information, Media Player location, Content, Campaign information, technical data, usage statistics, hardware configuration, and IPAddresses ("Customer Data"). Customer represents and warrants that it owns all rights, title, and interest in and to, or has a license for and the right to allow Verizon Wireless to access and use any Customer Data furnished by Customer to Verizon Wireless, and assumes the sole responsibility for the accuracy of the Customer Data. Customer approves and grants to Verizon Wireless, its affiliates and contractors the nonexclusive, fully paid-up, transferable license, and right to collect, access and use Customer Data including to analyze, monitor, measure, maintain, and optimize the performance of the Digital Signage Service, provide updates, and develop new offerings. By using the Digital Signage Service, Customer consents to Verizon Wireless's collection and use of information in this way and to the terms of the Verizon Wireless Privacy Policy which can be found at <https://www.verizon.com/about/privacy/>.

Customer Representations and Warranties. Customer represents and warrants that it has obtained and will maintain during the DSS Attachment Term and any DSS Attachment Renewal Term all permits, orders,

approvals, authorizations or consents required for Customer to access and use the Digital Signage Service. All activities Customer undertakes in connection with this DSS Attachment will be performed in compliance with all applicable laws, rules and regulations (including, if applicable, the notice and take down requirements contained in the Digital Millennium Copyright Act).

Contributions. Should Customer provide Verizon Wireless with information, including, but not limited to, feedback, data, answers, questions, comments, suggestions, improvements, observations testing comments, evaluation information, plans, or ideas relating to the Digital Signage Service (“Contributions”), either orally or in writing, Customer hereby assigns all intellectual property rights in such Contribution to Verizon Wireless and agrees not to assert any related rights against Verizon Wireless.

Warranty Disclaimer; Limitation of Liability. EXCEPT AS EXPRESSLY PROVIDED HEREIN, VERIZON WIRELESS PROVIDES THE DIGITAL SIGNAGE SERVICE “AS IS” AND ‘AS AVAILABLE’ AND DISCLAIMS ALL REPRESENTATIONS OR WARRANTIES TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THAT SERVICES SHALL BE ERROR-FREE OR COMPLETELY SECURE. VERIZON WIRELESS

DISCLAIMS any and all liability related to any outage, downtime, interruption, breakdown or unavailability (for maintenance, upgrades, updates or otherwise) of ITS Platform, portal, System and/or Service. NEITHER PARTY SHALL BE LIABLE FOR LOST DATA, LOST PROFITS, LOST REVENUES, BUSINESS INTERRUPTION, OR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR CONTENT OR CUSTOMER OWNED EQUIPMENT OR SIGNAGE. OTHER THAN FOR INDEMNIFICATION OR PAYMENT OBLIGATIONS, EACH PARTY’S AGGREGATE LIABILITY FOR CLAIMS AND DAMAGES IN CONNECTION WITH THE AGREEMENT IS LIMITED TO THE LESSER OF (i) DIRECT DAMAGES PROVEN BY THE OTHER PARTY OR (ii) THE AMOUNT OF FEES OR CHARGES PAID TO VERIZON WIRELESS FOR THE SERVICE DURING THE 12-MONTH PERIOD BEFORE THE DATE ON WHICH ANY CLAIM AROSE.

Indemnification: Each Party agrees to indemnify, defend and hold harmless the other Party and its and their respective employees, officers, directors, agents, suppliers from an against any losses, liabilities, damages, penalties, fines, costs or expenses (including, without limitation, reasonable attorneys’ fees and allocable cost of in-house counsel) resulting from or arising out of or relating to a Party’s (a) non-compliance with Laws, or (b) breach of any representation, warranty or covenant herein.