

Statement of Work
For
UiPath RPA Implementation – Retail Order Entry

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1. INTRODUCTION

This Statement of Work (the “SOW”) is between Level 3 Communications, LLC (“Level 3”) and Infosys BPM Limited (“Infosys”), (individually, a “Party”, or collectively, the “Parties”).

This SOW, effective from December 1, 2019 (the “SOW Effective Date”), is subject to and governed by the terms and conditions of the Master Services Agreement dated March 28, 2008, and as amended (“Agreement”) by and among Level 3 and Infosys. Capitalized terms in this SOW shall have the meaning given to them in the Agreement unless otherwise defined in this SOW. Subject to the terms of the Agreement, this SOW shall remain in effect through October 31, 2020.

In the event of any conflict between the terms of this SOW and the Agreement, with respect to the subjects addressed herein, the terms of the Agreement shall control.

Infosys shall perform the services specified herein in accordance with the terms and conditions of the Agreement. Infosys shall provide all deliverables in electronic form, where appropriate.

2. SCOPE OF WORK

Infosys has proposed the implementation of Robotic Process Automation (“RPA”) for Order management operations. Infosys RPA team will be augmenting existing CTL RPA COE team as part of this project. Below is the scope of automation for this team:

The following are the 6 processes that will be automated:

#	Process Name
1	New Installations (POTS,HUNT,RCF,Key,PBX,ISDN BRI,OPX,OPS,Fictitious)
2	Disconnection Order
3	Re term or Renewal or Contract/Services/Lines/Bundle
4	CRSP Change of Responsibility/BAN to BAN Movement
5	New BAN & Installation
6	Add, Remove or Change Bundle

Infosys shall perform the following activities:

	Activities	Responsible	Output
Infrastructure Setup and Access	UiPath Software Setup: <ul style="list-style-type: none"> Access and download UiPath setup files from UiPath portal or as provided by CTL COE Team Setup UiPath components: Orchestrator, UiPath Studio, UiPath Robot (unattended) in Development/UAT, Production and DR environments. Apply License keys Verify if all UiPath components have been installed successfully or not Application Access: CTL IT/COE Team to provide access for BOTs to access/automate CTL applications	Infosys, CTL COE Team, CTL IT	UiPath Software Setup Successfully Access for BOTs
Process and Solution Design	Process Design Document (PDD) Documentation: Infosys RPA team to document functional and non-functional requirements in the PDD PDD Doc Signoff: CTL Ops team and Level3 to review and signoff Process Design Document Solution Design Document(SDD) Documentation: Infosys RPA Team to build Solution Design Document based on signed off Process Design Document SDD Doc Signoff: CTL RPA COE team to review, provide inputs/suggestions and signoff Solution Design Document	Infosys Infosys, CTL Ops Infosys CTL COE	 Signed-off PDD Signed-off SDD
Build & Test	Development & Unit Testing: Infosys RPA Team to develop automation in Development/UAT environment as per SDD System Testing: Infosys RPA team to perform system testing in Development/UAT environment UAT Testing: CTL Ops team to perform UAT testing and provide sign-off	Infosys Infosys Infosys	System tested Code UAT tested Code
Production Deployment	Production Deployment: CTL COE Team to package code and deploy into production environment Production Scheduling: CTL COE Team to schedule bots in production as per defined and agreed frequency Bot Hypercare Support: Infosys RPA Team to provide 2 weeks of hyper care support post go-live Bot Knowledge Transfer: Infosys RPA Team to provide KT on developed BOTs and initiate transfer to CTL Ops Team	CTL COE,CTL Ops, Infosys	Go-Live Sign-off Hyper care support completion KT/User Manual

Out of Scope items:

Other than and only to the extent not set forth in above, the following services are outside of the Infosys scope of work of this RPA Project SOW:

- Implement RPA for processes outside of identified scope of work mentioned above
- Changes to any of the CTL IT systems
- Any data migration between IT systems
- Support for any IT applications managed by CTL with which the RPA robots are expected to interface
- Any enhancements / change request (CR) identified post requirement gathering sign off (PDD) will follow the change management process

2.1. Assumptions

- Level 3 will identify a Single Point of Contact, who will work closely with the Infosys RPA Team for the duration of this implementation. The SPOC will assist in coordinating the communication between Infosys RPA Team and CTL IT/COE team that might be required to complete this activity
- Level 3 will provide the necessary support to Infosys RPA Team in carrying out this engagement. This includes providing relevant access to network, domain, systems, servers etc. ensuring availability of identified stakeholders with whom Infosys RPA Team will need to interact and discuss
- Level 3 will provide support in providing clarifications within reasonable timeframe
- Level 3 will provide the necessary user access, ID and network connectivity for Infosys RPA Team to carry out the installation from India office (Bangalore)
- UiPath platform and the deployed robots will be installed in the Level 3 data center and not on cloud or any other external domain

2.3 Software and Hardware Requirement

- Referenced below are the s/w, h/w specifications for hosting UiPath in Level 3 network:

Environment	Server/VM Type	Configuration	Qty	Software Required
Development /UAT	Orchestrator Server	4 vCPU, 2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, Microsoft Office 2016
	Database Server	4 vCPU, 2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, SQL Server 2016
	Development Machines	2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	4	Windows 10 64 Bit, UiPath Studio, Microsoft Office 2016, Adobe Reader, Internet Explorer, Access to in-scope applications
	Runtime Machines for Robots	2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	2	Windows 10 64 Bit, UiPath Unattended Robot, Microsoft Office 2016, Adobe Reader, Internet Explorer, Access to in-scope applications
Production	Orchestrator Server	4 vCPU, 2.4 GHZ, 16GB RAM, 500 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, Microsoft Office 2016
	Database Server	4 vCPU, 2.4 GHZ, 16GB RAM, 500 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, SQL Server 2016
	Runtime Machines for Robots	2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	4	Windows 10 64 Bit, UiPath Unattended Robot, Microsoft Office 2016, Adobe Reader, Internet Explorer, Access to in-scope applications
DR	Orchestrator Server	4 vCPU, 2.4 GHZ, 16GB RAM, 500 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, Microsoft Office 2016
	Database Server	4 vCPU, 2.4 GHZ, 16GB RAM, 500 GB HDD, 64 Bit	1	Windows Server 2016 64 Bit, SQL Server 2016
	Runtime Machines for Robots	2.4 GHZ, 8 GB RAM, 200 GB HDD, 64 Bit	4	Windows 10 64 Bit, UiPath Unattended Robot, Microsoft Office 2016, Adobe Reader, Internet Explorer, Access to in-scope applications

- Listed below are the UiPath Licenses needed for (Development/UAT/Production/DR) environments:

Environment	Orchestrator	Ui Path Studio	Ui Path Robot (Unattended)
Development/UAT	1	4	2
Production	1	0	4
DR	1	0	4
Total	3	4	10

3. RESOURCING

Infosys RPA Team:

Resource Roles	Count
Sr. Business Analyst (Offshore) – Starting Nov 1	1
Senior Developer (Offshore) – Starting Nov 1	1

Developer (Offshore) – Starting Nov 1

3

4. IMPLEMENTATION SCHEDULE

Infosys will complete the services and deliverables in accordance to the indicative timelines outlined below. Infosys will finalize the detailed project plan within 4 weeks from the date of execution of this document.

Project	Phase	W1	W2	W3	W4	W5	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16	W17	W18	W19	W20	W21	W22	W23	W24	W25	W26	W27	W28	W29	W30				
	Resource Mobilization																																		
	Infrastructure Setup including System Accesses																																		
Disconnection Order	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		
Install New POTS, HUNT, RCF, Key, PBX, ISDN BRI, OPX, OPS, Fictitious	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		
New BAN & Installation	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		
Reterm or Renewal of Contract/Services/Lines/Bundle	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		
Add, Remove or Change Bundle	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		
CRSP - Change of Responsibility	Requirements Documentation																																		
	Application Development																																		
	Code Review and System Test																																		
	User Acceptance Test																																		
	Go Live and Hypercare																																		

5. LEVEL 3 RESPONSIBILITIES

The following responsibilities (collectively "Level 3's Obligations") shall be addressed by Level 3. If any of Level 3's obligations are not performed or prove to be incorrect, Infosys' ability to complete the Activities and Services described in this SOW may be impacted.

- Provide required UiPath hardware and software as mentioned in section 2.3
- Provide necessary access to applications for automating them
- Support in preparing standardized input for SPW and SFA applications
- Production data replica on Test systems covering all scenarios/ settings

6. PRICING & COMMERCIALS

Infosys will not charge Level 3 for this RPA Implementation efforts outlined on the scope
The maximum spend for the SOW is \$0 (Zero)

7. CHANGE PROCEDURE AND CRITERIA

All changes to this SOW shall be made pursuant to the Change Control Procedures set forth in Section 3.6 of the MSA. Any deviation from the scope defined for the project having an impact

on timeline or cost will be considered as a change and will follow the Change Control Procedure

8. GOVERNANCE STRUCTURE

Governance and Escalation	Level3	Infosys
First Level Operations Management	Nelse Linder nelse.linder@centurylink.com	Arun Mishra Arun_Mishra02@infosys.com Ganesan Subramanian ganesan_s03@infosys.com Sobhan Gupta Sobhangupta.m@infosys.com
Second Level SOW Governance	Chris Currier, chris.currier@centurylink.com	Rajesh Kathuria Rajesh_Kathuria@infosys.com Shaji Kumar S Shaji.kumar@level3.com Trilok Chandra Gangwar trilok_gangwar@infosys.com
Third Level Executive Sponsor	Ophir Rahmani ophir.rahmani@level3.com	C S Sujatha Sujatha_CS@infosys.com Shaji Kumar S Shaji.kumar@level3.com

9. ACCEPTANCE CRITERIA

The acceptance criteria for this implementation will be jointly defined and detailed by Level 3 and Infosys during the Requirement Gathering phase. As a guideline, the acceptance criteria will consist of the following (but not necessarily limited) aspects and outcomes realized:

- Number of steps automated
- Average Handling Time reduction (range)
- Processes automated

10. LOCATION

Infosys will perform all activities related to this implementation from its offshore location (Bangalore, India), utilizing the existing CTL operations facilities and network connectivity

Infosys RPA Team will work from the following location:

Location	Location Address
Bangalore, India	INFOSYS BPM LIMITED Milestone Buildcon Pvt. Ltd. SEZ Unit, Bhartiya Centre of Information Technology (BCIT) Bhartiya City, Block 1, Thanisandra Main Road, Chokkanahalli, Bangalore – 560064

IN WITNESS WHEREOF, the parties hereto have executed this SOW by their proper officers or other authorized representatives as of the SOW Effective Date.

LEVEL 3 COMMUNICATIONS, LLC

INFOSYS BPM LIMITED


Alyssa Kennedy (Dec 30, 2019)


Binny Mathews (Dec 27, 2019)

Authorized Signature

Authorized Signature

Alyssa Kennedy

Binny Mathews

Name (Printed or Typed)

Name (Printed or Typed)

Procurement Manager

Vice President & Business Head

Title (Printed or Typed)

Title (Printed or Typed)

Dec 30, 2019

Dec 27, 2019

Date (Printed or Typed)

Date (Printed or Typed)