**This is Schedule Number {{ScheduleId}}** to the Frontier Services Agreement dated **{{Effective\_Date}} (“FSA”)** by and between **{{Subscriber\_Name}}** (“Customer”) and **Frontier Communications of America, Inc.** on behalf of itself and its affiliates (“Frontier”). Customer orders and Frontier agrees to provide the Services identified in the Schedule below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Service Location:** | **{{ServiceStreet}}, {{ServiceCity}}, {{ServiceState}} {{ServicePostalCode}}** | **Schedule Date:** | **{{Schedule\_Date}}** |
| **Schedule Type/Purpose:** | **{{ScheduleType}}** | **Service Term:** | **{{ContractTerm}}** |
| ★ *Additional Service Locations may be provisioned. Addresses and location-specific Service details will be as outlined in the Frontier data collection sheet, and additional E-911 location charges apply, as outlined in the table below.* | | | |
|

**{{#LIServiceAddress}}Service Location: {{LIServiceStreet}}{{LIServiceCity}}{{LIServiceState}}{{LIServicePostalCode}}**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product Name** | **Qty** | **MRC** | **Total MRC** | **NRC** |
| {{#Product}}{{ProductName}} | {{Quantity}} | {{RecurringCharge}} | **{{TotalMRC}}** | {{OneTimeCharge}}{{/Product}} |
| **Total** |  | | **{{saRecurringTotal}}** | **{{saOneTimeTotal}}** |

**{{/LIServiceAddress}}**

|  |  |  |  |
| --- | --- | --- | --- |
| **Grand Total** |  | **{{RecurringTotal}}** | **{{OneTimeTotal}}** |

**1. CONTACT CENTER AS A Service (ccaas Service).**

A. General Description: Unified Communications by Frontier is a hosted cloud contact center solution (CCaaS Service) with a tiered feature set corresponding to each license (Silver, Gold, Platinum). Upon and subject to the terms of the FSA and this Schedule, including without limitation the license restrictions, Customer is hereby granted a non-exclusive, non-transferable, limited, revocable license to use during the Service Term for Customer’s internal business purposes only.

` B. CCaaS Service Feature Set List (feature is subject to availability by tier)

1. Data Center Features
2. Queue Features
3. Call Center Group Features
4. Quality Management
5. Reporting
6. Routing capabilities
7. Intelligent Routing
8. Announcement
9. Advanced IVR
10. Directory Integrations
11. Call Recording
12. Workforce Management

C. Restrictions, Prohibited Uses, Warranties, and Privacy

i. Restrictions: Other than as permitted herein, Customer shall not, and shall cause its permitted users not to, license, sub-license, sell, rent, transfer, assign, distribute or otherwise commercially exploit or make available to any third party the Licensed Product or Content in any way. Customer shall not, and shall cause its permitted users not to, do any of the following:

* 1. modify or make derivative works based upon the Licensed Product or Content;
  2. create internet ‘links’ to the CCaaS Service or ‘frame’ or ‘mirror’ any content on any other server or wireless or Internet-based device;
  3. obscure, remove or alter any of the trademarks, trade names, logos, patent or copyright notices or marking to the Licensed Product, nor add any other notices or markings to the CCaaS Service or any portion thereof; or
  4. reverse engineer or access the Licensed Product (unless and only to the extent expressly permitted or required under applicable law) in order to:
     1. build competitive products or services,
     2. build a product using similar ideas, features, functions or graphics of the CCaaS Service, or
     3. copy any ideas, features, functions or graphics of the CCaaS Service.

ii. Prohibited Uses. Customer shall not, and shall cause its permitted end users not to, do any of the following in connection with the use of the CCaaS Service:

1. engage in any activity which could cause loss or degradation of data or use of the CCaaS Service by third parties;
2. compromise the security or integrity of the data, computer systems or software of Frontier or its suppliers or third parties or use the CCaaS Service to store or transmit viruses, worms, time bombs, Trojan horses or other harmful or malicious code, files, scripts, agents or programs; or
3. breach any applicable laws, Internet etiquette rules or protocols, or otherwise infringe any third party’s intellectual property, privacy or other rights.

If Frontier or its suppliers detects or is advised of any violations of this Section C. ii by Customer or its permitted end user(s), Frontier will promptly notify Customer of the violation. Customer understands and agrees that Frontier has the right to take such measures as it deems necessary to protect the integrity of Frontier’s and its suppliers’ network and systems, including but not limited to temporary suspension or throttling of traffic in the event of excessive use of disk space, bandwidth or other resources.

Frontier may terminate this Schedule or suspend Customer’s subscription to the CCaaS Service (i) upon thirty days’ written notice for material breach if such breach remains uncured in the thirty-day period, (ii) upon thirty days’ written notice for any breach of Section C. ii. of this Schedule if such breach remains uncured in the thirty-day period, or upon reasonable written notice if Frontier or its suppliers becomes aware that Frontier or its suppliers intends to discontinue or otherwise cease to provide the CCaaS Service.

iii. FRONTIER, AND ITS SUPPLIERS MAKES NO WARRANTY OF ANY KIND IN RESPECT OF THE CCAAS SERVICE OR CCAAS PROFESSIONAL SERVICES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND FORNTIER AND ITS SUPPLIERS SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, ABSENCE OF VIRUSES, RESULTS OR WORKMANLIKE EFFORT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. IN NO EVENT WILL FRONTIER OR ITS SUPPLIERS OR LICENSORS BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES, OR FOR LOSSES DUE TO LOST PROFITS, OPPORTUNITY COSTS, LOSS OF DATA, OR LOSS OF USE OF FACILITIES ARISING OUT OF OR IN CONNECTION WITH THE CCAAS SERVICE OR CCAAS PROFESSIONAL SERVICES, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY OF THE DAMAGES IN QUESTION AND EVEN IF SUCH DAMAGES WERE FORESEEABLE.

iv. Privacy. Customer hereby consents and agrees to the collection and use of information about Customer and its permitted end users by Frontier and its suppliers in accordance with the Telax Privacy Policy, available at <https://www.intermedia.net/legal/policies>

D. Frontier Contact Center Professional Services (CCaaS Professional Services).

i. Frontier will provide Customer with the CCaaS Professional Services required to launch Customer’s CCaaS Service. Frontier Professional Services will be delivered and includes, and as more specifically described in Exhibit 1:

* Project Coordination
* Database Collection
* CCaaS Service provisioning
* Systems Integration Support
* Preliminary Go-Live testing
* Remote Agent and Supervisor training
* Go-Live CCaaS activation and testing
* 30 Day Contact Center onboarding support
* 24x7x365 service and support

ii. Frontier Contact Center Professional Services are delivered during normal business hours, (Monday through Friday, 8:00 AM Eastern Time through 5:00 PM Pacific Time). Contact center Professional Services delivered after hours or on weekends are subject to additional charges and availability of Frontier resources.

1. Training. Training for this Service will utilize Training Videos. These videos are a user interactive web-based training aid, which can be accessed at any time at, [https://enterprise.frontier.com/cloud-collaboration](https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fenterprise.frontier.com%2Fcloud-collaboration&data=04%7C01%7CDanielle.Evirgen%40ftr.com%7C0905608ea8ea46474d7708d8802a1b7b%7C5fe198e9aa7c45d29da74fbbeb5d542e%7C0%7C0%7C637400265620267771%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=%2B296314nKjo4tVuOONnytZKgXIZKsPPB27wB9J19fVk%3D&reserved=0). In the event that onsite training is requested, additional charges will apply and must be noted as an exception to the standard Installation Services Scope of Work

**2. Customer Obligations.** In addition to the other obligations of Customer contained within the FSA, Customer will be responsible for the following obligations:

1. Customer Facilities: Except as otherwise expressly stated herein, Customer is responsible for obtaining, installing, configuring and maintaining all equipment (including, but not limited to, SIP phones, and firewalls), software, wiring, power sources, telephone connections and/or communications services necessary for inter-connection with Frontier’s network or otherwise for use in conjunction with IP Service (“Facilities”). Customer is responsible for ensuring that such Facilities are compatible with Frontier’s requirements and that they continue to be compatible with subsequent revision levels of Frontier’s Network relevant to the Services, and for meeting the minimum requirements outlined for Unified Communications by Frontier Service at www.enterprise.frontier.com. Frontier is not responsible for the availability, capacity and/or condition of any Facilities not provided by Frontier. Customer is responsible for operation and configuration of its computer(s) and LAN/WAN. If Customer connects any Facilities to IP Service, Customer is solely responsible for any effects that arise from that connection and Customer waives any claims against Frontier relating to the performance of IP Service.
2. Customer is responsible for maintaining the confidentiality of any passwords issued to access the CCaaS Service. Customer and/or its permitted end users shall notify Frontier support immediately of any unauthorized use of any unauthorized use of any password or account or any other known or suspected breach of security.
3. Performing the Customer Responsibilities as set forth in Exhibit 1.
4. Security:
   1. Use of IP Service, like other network-based services, carries certain security risks to the systems and networks of Customer, Frontier, and third parties, including but not limited to: misuse; unauthorized access; alterations; theft; destruction; corruption; and attacks (“Occurrences”). Customer shall, at its own expense, take security measures including but not limited to use of firewalls, passwords, access restrictions, encryption, policies, and physical access restrictions (“Security Measures”) to protect from Occurrences all IP traffic, Facilities and other equipment, software, data and systems located on Customer’s premises or otherwise in Customer’s control and used in connection with IP Service, whether owned by Customer, Frontier, or Frontier’s subcontractors. Customer agrees that FRONTIER is not liable, in contract, tort, or on any other basis, for any loss resulting from any occurrences or use of FRONTIER’S NETWORK, ip traffic, Facilities or other equipment, software, data and systems. Customer is responsible for all security measures, even if Customer uses a third party or FRONTIER to configure and implement them.
   2. Customer shall properly use any equipment or software, and all pass codes, personal identification numbers (**“PINs”**) or other access capability obtained from Frontier or an affiliate or vendor of Frontier and shall surrender the equipment and software in good working order to Frontier at a place specified by Frontier and terminate all use of any access capability upon termination or expiration of this Schedule. Customer shall be responsible for all uses of PINs, pass codes or other access capability during or after the term hereof. Customer’s use of any software component of the Service is limited to use with the Service, subject to and in strict compliance with the end user license agreement embedded in the software. Title and all other rights to the software shall remain at all times with Frontier or its suppliers. Customer is responsible for all costs and procedures associated with fraud, such as subscription fraud, cloning fraud, fraud associated with the use of the Service, hacking, or usage on lost or stolen devices that Customer has failed to notify Frontier should be deactivated.
   3. Customer is solely responsible for the security of its own networks, equipment, hardware, software and software applications, including security features for protection against unauthorized or fraudulent use of the Equipment or the Service. Customer is solely responsible for ensuring that all of Customer’s data files are adequately duplicated and documented at all times. Frontier and its contractors are not responsible or liable for data loss for any reason. Abuse that occurs as a result of Customer’s systems or account being compromised or as a result of activities of third parties permitted by Customer may result in suspension of Customer’s accounts or Internet access by Frontier. Customer will defend and indemnify Frontier and its affiliates with respect to claims arising from Customer’s or third parties’ usage of the CCaaS or Frontier Internet access through Customer’s hardware or software.
   4. **Frontier disclaims any express or implied warranty or condition that the Services prevent toll fraud, unauthorized access, loss or theft of electronic data, or invasion of privacy (collectively, “fraudulent activity”). Frontier shall have no liability to Customer in the event of such fraudulent activity.**
5. **Acceptable and Fair Use**. Customer shall comply, and shall cause all Service users to comply, with Frontier’s **Acceptable Use Policy** (**“AUP”**) and the Unified Communications by Frontier **Fair Use Policy** (“**FAFUP**”), each as may be modified by Frontier from time to time. The current AUP and FAFUP are available for review at the following address, subject to change: <http://www.frontier.com/policies>**. Customer is responsible for maintaining awareness of and adhering to the AUP and FAFUP as amended from time to time.** Failure to comply with the AUP or FAFUP is justification for immediate suspension or termination of the Service, notwithstanding any notice requirement which may otherwise be outlined in the FSA.
6. **Emergency 911 Service.**
7. Customer acknowledges that IP phones and Softphones are portable and may be used at the Service Location or elsewhere. **If the IP phone or Softphone is moved, Customer must call Frontier at 855-438-7273 to register the phone’s new location for emergency calling purposes.** There are additional charges for each new location that Customer would like to register phones. These locations must be ordered in advance, in order to properly register the phones’ new location. **If the new locations are not ordered in advance, 911 calls will not be delivered to the correct Public Safety Answering Point (“PSAP”) until the new location is ordered, configured in the system, and the phone properly registered to the new location.**
8. Customer shall notify and inform each user that (a) 911 calls may not be delivered to the correct PSAP in some locations and that delays may occur in making a new location available through the PSAP's database; (b) 911 calls will be misdirected if the IP phone or Softphone is moved without registering its new location and that in such case if it becomes necessary for the user to seek assistance by using E-911 Service, any such call from an IP phone will identify such user’s location as being at the prior location, and will be directed to the E-911 PSAP associated with the prior location, and not where the user is physically located, and (c) the IP phones cannot be used for any calls, including emergency calls, if the broadband connection used by the phone fails, or if electrical power is not available to power the phone. **In addition, Customer is responsible for ensuring that any warning labels provided by Frontier outlining the limitations of 911 services over IP phones are placed on and/or near the equipment used in conjunction with the IP phone service.**
9. Customer is advised that the operation of e-911 requires accurate information be provided by Customer to Frontier for storage in Frontier’s database, which Customer is solely responsible for updating. Further, Customer acknowledges and agrees that e-911 service will not be available, and Frontier assumes no liability: (a) if there is a power failure or some other type of failure of the equipment installed at the Service Location; (b) if there is a failure or congestion of the access connection (such as dsl or t-1 connection) or associated equipment provided to connect the Service Location to the VOIP service network; (c) if there is a failure or congestion of the VOIP network providing Customer’s VOIP service, the public switched telephone network (pstn), the 911 service provider’s network or the emergency services network; (d) if Customer is using the Services outside of the United States; (e) if Customer has moved the VOIP device, delayed in providing or failed to provide accurate location information to Frontier, or the information provided has not yet been updated by or is inaccurate; (f) if the Services have been disconnected or suspended for non-payment or any other reason; (g) for those circumstances under which 911 service may be limited to traditional 911 service rather than enhanced 911 (or ‘e-911’). With e-911 the Customer address and callback information is automatically provided to the emergency services systems; or (h) failure of emergency services under certain circumstances, including but not limited to, those circumstances in which Customer is using call forwarding, call redirection or blocking services, and/or when the emergency callback number is configured to ring a phone at a different location than the Customer’s VOIP device. If e-911 service is not available in Customer’s area or at the time of the 911 call, then, the system may default to traditional 911 service and the Customer may be required to verbally inform the 911 call taker or emergency responder of their address and phone number.
10. 911 service is offered solely as an aid in contacting an appropriate PSAP in connection with fire, police and other emergencies. **FRONTIER IS NOT RESPONSIBLE FOR ANY LOSSES, CLAIMS, DEMANDS, SUITS OR ANY LIABILITY WHATSOEVER, WHETHER SUFFERED, MADE, INSTITUTED OR ASSERTED BY CUSTOMER OR BY ANY OTHER PARTY OR PERSON FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON OR PERSONS, AND FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY, WHETHER OWNED BY CUSTOMER OR OTHERS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED BY: (a) MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR OTHER DEFECTS IN THE PROVISION OF EMERGENCY 911 SERVICE, OR (b) INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, LOCATION OR USE OF ANY EQUIPMENT AND FACILITIES FURNISHING THIS SERVICE, OR (c) CUSTOMER’S FAILURE TO NOTIFY FRONTIER WHEN A PHONE IS MOVED IN A TIMELY MANNER.**
11. **FRONTIER IS NOT RESPONSIBLE FOR ANY INFRINGEMENT OR INVASION OF THE RIGHT OF PRIVACY OF ANY PERSON OR PERSONS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, OCCASION OR USE OF EMERGENCY 911 SERVICE AND THE EQUIPMENT ASSOCIATED THEREWITH, OR BY ANY SERVICES FURNISHED BY FRONTIER INCLUDING, BUT NOT LIMITED TO, THE IDENTIFICATION OF THE TELEPHONE NUMBER, ADDRESS OR NAME ASSOCIATED WITH THE PHONE USED BY THE PARTY OR PARTIES ACCESSING EMERGENCY 911 SERVICE, AND WHICH ARISE OUT OF THE NEGLIGENCE OR OTHER WRONGFUL ACT OF FRONTIER, CUSTOMER, ITS SERVICE USERS, AGENCIES OR MUNICIPALITIES, OR THE EMPLOYEES OR AGENTS OF ANY ONE OF THEM.**
12. **Customer specifically acknowledges receipt of and understanding of these limitations on emergency calling capabilities. Customer shall defend, indemnify and hold harmless Frontier from any loss, cost, expense or liability arising from or in any way related to Customer’s failure to provide the required notices, or otherwise related to any use of E-911 Services, not caused by the negligence or willful misconduct of Frontier.**

**3.** Equipment Purchase With respect to CCaaS Services, Frontier will notify Customer upon Frontier’s completion of the installation of CCaaS Services. If the total payment amount is less than $25,000, then Frontier shall provide to Customer a Certificate of Completion (“COC”) for installation (that the Customer is not required to complete and return to Frontier) and billing for such CCaaS Services shall commence. If the total payment amount is equal to or greater than $25,000, then Frontier shall provide to Customer a Certificate of Acceptance (“COA”) for installation of CCaaS Services that Customer shall complete and return to Frontier within five (5) business days and billing shall commence. If the COA for installation of CCaaS Services is not returned within such period, and Customer has not notified Frontier in writing of a material problem related to the CCaaS Services, then Customer shall be deemed to have accepted such Services (“Acceptance”) and billing shall commence. If there are minor pending items, the COA for installation of CCaaS Services will be signed by Customer with a list of exceptions (punch list), and Frontier will address the punch list items in a timely manner following the Acceptance.

**This Schedule is not effective and pricing, dates and terms are subject to change until signed by both parties.** This Schedule and any of the provisions hereof may not be modified in any manner except by mutual written agreement. The above rates do not include any taxes, fees or surcharges applicable to the Service. This Schedule, the documents incorporated herein by reference, and all terms and conditions of the FSA comprise the entire agreement between the parties with respect to the Services described herein, and supersede any and all prior or contemporaneous agreements, representations, statements, negotiations, and undertakings written or oral with respect to the subject matter hereof.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Frontier Communications of America, Inc.** | |  | **{{Subscriber\_Name}}** | |
| Signature: | {{Signer2Signature}} | Signature: | {{Signer1Signature}} |
| Printed Name: | {{Signer2FullName}} | Printed Name: | {{Signer1FullName}} |
| Title: | {{Signer2Title}} | Title: | {{Signer1Title}} |
| Date: | {{Signer2Date}} | Date: | {{Signer1Date}} |

**Exhibit 1**

|  |  |  |
| --- | --- | --- |
|  | **Frontier Responsibilities** | **Customer Responsibilities** |
| **Project Coordination** | Frontier will assign a project coordinator to facilitate the delivery of Frontier Contact Center services.  The Frontier project coordinator will provide timely project updates, execute the delivery of Contact Center Services according to the Contact Center project plan, and coordinate all critical project milestones and deliverables with the Customer project contact and Frontier resources.  Frontier Contact Center Professional Services Delivery project plan milestones and deliverables include:   * Contact Center Project Kick-Off * Project Plan delivery and updates * Scheduling and facilitation of project meetings according to mutually agreed upon meeting schedule * Contact Center Requirements Gathering Sessions * Customer Approval of Final Contact Center Design * Scheduling and Delivery of Agent / Supervisor Remote Training * Scheduling and Execution of Preliminary Go-Live Service Testing * Scheduling and Execution of Go-Live Service Activation and Testing * Facilitating 30-day Contact Center On-Boarding * Customer Sign-off of Contact Center Services and Transition to Frontier Support Team | The Customer will provide a designated project coordinator responsible for participating in all scheduled Contact Center delivery events, managing the timely delivery of all Customer deliverables, and coordinating all Customer resources required for the delivery of Contact Center services |
| **CCaaS Database Collection** | A CCaaS technician will work with the Customer to collect all the requisite information to configure the Contact Center service per the customer’s requirements. (see Contact Center Requirements Gathering worksheet)  Upon completion of the Contact Center database collection, the CCaaS project coordinator will present the Customer with a final copy of the Contact Center configuration gathered for Customer approval.  Upon Customer approval of the final Contact Center configuration, a freeze will be implemented on the gathering and acceptance of any additional Contact Center configurations. | The Customer project coordinator is responsible for participating in all Contact Center database collection sessions with the Frontier CCaaS professional services technicians.  The Customer project coordinator is responsible for the timely delivery and ensuring that all Customer Contact Center database requirements are completely captured during the Contact Center database collection sessions.  Upon the completion of the Contact Center database gathering, the Customer project coordinator will provide timely approval of the Customer’s Contact Center final configuration. The final approved Contact Center configuration will be submitted to the Frontier CCaaS professional team for Contact Center provisioning.  Once the Customer has approved the final Contact Center configuration, Frontier will implement a freeze on any additional Contact Center configuration requirements and/or changes. Any subsequent Contact Center configuration requirements and/or changes will need to be submitted to the Frontier CCaaS project coordinator during the 30-day On-Boarding Support period following the successful Go-Live activation of the Contact Center service. |
| **Contact Center Service Provisioning** | The Frontier CCaaS professional services team will provision the Contact Center service according to the Customer’s approved requirements. | The Customer project coordinator will provide timely responses to the Frontier CCaaS professional services team during the Contact Center Service provisioning. |
| **Systems Integration Support** | The Frontier CCaaS professional services team will provide the Customer instructions for setting up natively supported systems integrations features in preparation for Preliminary Go-Live Service Testing.  Any custom integration requirements with Customer third-party systems will be captured during the CCaaS Database Collection process under an accompanying statement of work. Additional charges may apply and will be delivered to the Customer for approval prior to Contact Center Service Provisioning. | The Customer project coordinator will work with internal resources to instructions set up natively supported systems integrations features in preparation for Preliminary Go-Live Service Testing.  The Customer project coordinator will work with the Frontier CCaaS professional team to identify and document any integration requirements with Customer third-party systems captured during the CCaaS Database Collection process.  The Customer project coordinator will work with Customer resources to approve all additional change orders and execute all accompanying statements of work for Customer third-party systems integration required to support the Customer’s final Contact Center configuration. |
| **Preliminary Go-Live Service Testing** | Upon completion of Contact Center provisioning, the Frontier CCaaS project coordinator will schedule the Preliminary Go-Live Service Testing with the Customer.  On the scheduled Preliminary Go-Live Service Testing date, the Frontier CCaaS professional team will perform the preliminary go-live testing procedures with the Customer. (See the Go-Live Checklist) | Upon completion of Contact Center provisioning, the Customer project coordinator will schedule the Preliminary Go-Live Service Testing with the Frontier CCaaS project coordinator.  On the scheduled Preliminary Go-Live Service Testing date, the Customer project coordinator will ensure all requisite internal resources participate in the preliminary go-live testing procedures with the Frontier CCaaS professional services team.  The Customer project coordinator will ensure that all Customer network and/or hardware configuration changes are completed according to agreed upon deadlines |
| **Agent & Supervisor Training (Remote)** | Upon successful completion of the Preliminary Go-Live Testing, the Frontier CCaaS project coordinator will schedule remote training sessions for Contact Center agents, supervisors, and administrators with the Customer.  Contact Center training will be delivered via remote (web-based) training sessions according to the  Customer’s approved Contact Center training schedule.  Customer requests for on-site Contact Center training are addressed on an ICB-basis.  On-site Contact Center training for agents, supervisors, and administrators is subject to additional charges and availability of Frontier CCaaS Professional Services resources.  Maximum Class Size (approx. 15-20) | Upon successful completion of the Preliminary Go-Live Testing, the Customer project coordinator will schedule remote training sessions for Contact Center agents, supervisors, and administrators with the Frontier CCaaS project coordinator.  Contact Center training will be delivered via remote (web-based) training sessions according to the  Customer’s approved Contact Center training schedule.  The Customer project coordinator will ensure that all agents, supervisors, and administrators participate in the scheduled Contact Center training sessions.  The rescheduling of Contact Center training sessions may delay the downstream Go-Live Service Activation and Testing schedule. |
| **Go-Live Service Activation and Testing** | The Frontier CCaaS project coordinator will schedule the Go-Live Service Activation and Testing date with the Customer.  On the scheduled Go-Live Service Activation and Testing date, the Frontier CCaaS professional services team will perform the go-live service activation and testing procedures with the Customer. (See the Go-Live Checklist) | The Customer project coordinator will schedule the Go-Live Service Activation and Testing date with the Frontier CCaaS project coordinator.  On the scheduled Go-Live Service Activation and Testing date, the Customer project coordinator will ensure all requisite internal resources participate in the go-live activation and testing procedures with the Frontier CCaaS professional services team.  The Customer project coordinator will ensure that all Customer network and/or hardware configuration changes are completed according to agreed upon deadlines.  The Customer project coordinator will ensure that all Customer third-party systems interoperate correctly with the Frontier Contact Center service.  The Customer project coordinator will work directly with Customer third-party vendors to configure any impacted hardware and/or systems required to interoperate with the Frontier Contact Center service. |
| **30-Day Contact Center On-Boarding Support** | Upon successful activation and testing of the Contact Center service, the Frontier CCaaS project coordinator will coordinate any post-activation configuration changes with the Customer and the Frontier Contact Center professional services team for a period of 30 calendar days. | Upon successful activation and testing of the Contact Center service, the Customer project coordinator will document and deliver to the Frontier CCaaS project coordinator, in the form of a Contact Center post- activation punch list, any post-activation configuration changes  The Frontier Contact Center professional services team will complete any post-activation (punch list) configuration changes for a period of 30 calendar days.  Upon completion of the 30-day Contact Center On-Boarding period, the Customer project coordinator will work with the Frontier CCaaS project coordinator to transition on-going service and support to the Frontier Customer Service team. |
| **24x7x365 Service and Support** | Upon completion of the 30-day Contact Center On-Boarding period, the Frontier CCaaS project coordinator will conduct a warm-transfer of on-going service and support to the Frontier Customer Service team. | The designated Customer contact will be responsible for contacting the Frontier Customer Service team for service and support of Frontier Contact Center services. |