

Schedule L Key Personnel

This Schedule sets forth the titles and job functions of the Key Personnel:

1) Program Manager (Contractor Project Manager) - The Program Manager has overall responsibility for delivery of the Services to the Commonwealth and exercises day-to-day supervision of the Program Management Office (PMO). The PMO Manager will manage the overall relationship, will ensure that Verizon fulfills all of its obligations under the Contract, will work with the Governance Team to establish, manage, and meet commitments, requirements, and expectations, will ensure operational compliance with the Contract, will have a detailed knowledge and understanding of the Service Levels structure and credits, billing formats, hierarchies and credits, Services being provided and will ensure that Verizon fulfills its obligations under the Contract, including all obligations relating to deliverables. There will be one PMO Manager 100% dedicated to the Commonwealth for the Term. The PMO Manager will be located at the Verizon Harrisburg, Pennsylvania location.

2) PMO Transition Manager – The PMO Transition Manager provides technical expertise and leadership during the transition of the current state networks (i.e. the Commonwealth’s current network structure and services) to the steady state network (i.e. the Commonwealth’s new network structure and services to be provided by Verizon pursuant to the Contract), and provides continuing engineering support through the remainder of the Term. In conjunction with the Commonwealth, the PMO Transition Manager develops plan(s) (inclusive of a detailed schedule(s) for performing associated tasks) for Verizon’s implementation and transition of the Commonwealth from its legacy providers, cooperating with the Commonwealth to obtain the Commonwealth’s approval and acceptance of the Transition Plan, and identifying the Transition Plan roles, responsibilities, and performance contingencies. There will be two (2) PMO Transition Managers 100% dedicated to the Commonwealth for the entire Ramp-up Period. After the Ramp-up Period, the number of Transition Managers is reduced to one for the Term. The Transition Managers will be located at the Verizon Harrisburg, Pennsylvania location.

3) Service Level Management Analyst – The PMO Service Level Management Analyst will prepare and package mutually agreed to data, voice, and SLA reports, maintain Operations Manual, and oversee the Governance performance reporting. The Service Level Management Analyst will be located at the Verizon Harrisburg, Pennsylvania location.

4) Incident Management Manager - The PMO Incident Manager will program technical and operational escalations management and resolution, working with help desk and NOCs, provide escalation oversight and back up support for Program Manager, provide SLA review, compliance, and management, facilitate chronic issue management and resolution, and address operational and delivery issues and adherence to performance

targets and contract compliance. The Incident Manager will be located at the Verizon Harrisburg, Pennsylvania location.

5) Change Manager and Change Analyst – The Change Manager and Change Analyst will provide oversight and overall coordination of standard change management, process across products and services, and across the Category 1 agencies with an anticipated 5% - 10% MAC activity level, assist with incidents, issues, and escalations, provide root cause analysis and resolution, and provide change management for future strategy and planning, and provide chronic issue management support. The Change Manager will be located at the Verizon Harrisburg, Pennsylvania location.

6) Finance Manager and Finance Analyst – The Finance Manager and Finance Analyst will provide ARC/RRC billing support and facilitation of the consolidated billing process support for the one single invoice to the Commonwealth. The Finance Manager and the Finance Analyst will be located at the Verizon Harrisburg, Pennsylvania location.

7) Sales Manager – The Sales Manager is responsible for the overall accountability of the Commonwealth business relationship. There will be one Sales Manager providing shared support for the Term. The Sales Manager will be located at the Verizon Harrisburg, Pennsylvania location.

8) Agency Account Managers – Verizon will provide 4 dedicated Agency Account Managers responsible for understanding all of the services provided by Verizon and providing guidance to the agencies in understanding their telecommunications business needs, act as a liaison between Verizon and the agency, strengthen the strategic relationship between Verizon and the Commonwealth, maintain overall responsibility for sales, support, and operations, ensure that agreements are finalized and signed by all parties, provide periodic briefings to the Commonwealth on new services and technologies that may be of interest/use, and provide the Commonwealth with pricing information on request. The Agency Account Managers will be located at the Verizon Harrisburg, Pennsylvania location.

9) Agency Sales Engineers (Service Area Leads) - Verizon will provide 5 Sales Engineers responsible for the detailed design engineering of the Commonwealth's specific network designs and quotes and for coordinating with Verizon Subject Matter Experts (SME)s for other Commonwealth related requests. There will be 5 Sales Engineers dedicated to the Commonwealth for the Term. The Agency Sales Engineers will be located at the Verizon Harrisburg, Pennsylvania location.