Transition Strategy

As part of our overall transition strategy, Verizon will work with the DON to establish a plan for converting its end users to the Verizon services available under the new contract and any subsequent task order. In certain areas, and depending on the number of transitions to our network, Verizon may arrange for on-site installation services to replace or convert wireless devices, during regular business hours. This accommodation is provided at no additional charge.

Within seven (7) business days of award, the Verizon Government Project Management team will provide support and the appropriate technology to enable the transition of DON subscribers from existing contractual agreements and/or task orders to the DON rate plan(s) established under an awarded contract/task order. The Government Project Management team will work diligently with DON to establish the following key elements. This will enable Verizon to further create a more comprehensive transition management plan designed to meet DON’s specific requirements.

- Designated points of contact for the transition program
- Device roll-out schedule for specified DON Regions
- Transition plan to transfer mobile telephone numbers from other wireless carriers
- Transition plan to transfer subscribers from an existing task order to a new task order
- Schedule for on-site/on-line training for DON subscribers
- Billing structure for DON Regions
- Complete review of contract deliverables.

Transition Process

The transition process will begin once the DON end user provides the number of the wireless phones to be transitioned and a date and time for the transition to take place. There are a few different scenarios that may occur depending upon the disposition of the subscriber line to be converted.

DON End Users Currently on Verizon Service

- Lines will be transitioned via an order processing form.
- Transition will occur without interruption in service.
- Reprogramming of the mobile telephone number is not necessary.

DON End Users Currently on Verizon Service Wishing to Upgrade their Devices

- Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile telephone number can be retained and there should be no or minimal interruption in service.
- Upon completion of an order processing form, the DON end user lines will be registered under the appropriate DON account.
DON end users will receive their new equipment via 2nd day delivery (there is a charge for expedited and multiple device orders). As an alternative, other delivery options may be arranged with your Verizon Program Manager.

DON End Users Not Currently on Verizon Service Wishing to Keep Their Current Device

- Lines will be transitioned via an order processing form.
- DON subscribers will be able to port their existing mobile telephone numbers. However, equipment programming is required.
- Mobile devices owned DON end users can be retained as long as the equipment is compatible with Verizon’s network and calling plan chosen and can be reprogrammed to the Verizon service. DON end users that do not have compatible equipment must purchase new equipment.

DON End Users Not Currently on Verizon Service Wishing to Upgrade Their Current Device

- Lines will be transitioned via an order processing form.
- DON end users will be able to port their existing mobile telephone numbers.
- Generally, the transfer of account information and equipment upgrade will occur simultaneously. The original mobile telephone number can be retained and there should be no or minimal interruption in service.
- Once ordered, new equipment will be shipped via 2nd day delivery (there is a charge for expedited and multiple device orders). As an alternative, other delivery options may be arranged with your Verizon Program Manager.

Transition Process from Old Task Order to New Task Order

- Verizon Contracts and Proposals Group will provide a quote for new services/products.
- DON Contracting Department will enter Verizon’s quote into competition for the award of the task order.
- Upon award of task order, Verizon’s sales team will acquire new task order with each ELIN for any proposed product(s) and/or services(s).
- Verizon will review, accept and sign new task order, if applicable.
- Verizon’s Government Implementations Team will implement the new task order by completing the following:
  - Transmit total obligated funds to Enterprise Purchase Order Database (ePOD) team
  - Establish new profile,
  - Establish new account.
- Verizon sales team will provide new device/equipment, if applicable.
- Verizon Global Enterprise Advisory (GEA) Team will complete the transition by completing the following:
  - Establish new hierarchy within the online portal billing and analysis tool,
• Associate all specified Single Point of Contact(s) (SPOC) to newly created account, profile, and online portal hierarchy,
• Transfer all specified mobile telephone numbers (MTN) to new account number,
• Change MTN to new specified price plan,
• Create new log-in and passwords for SPOC(s), and
• Conduct a review and walk-through of the online portal billing tool for customer satisfaction.

Verizon will conduct and provide a monthly report to monitor/track the progress of the transition process through completion.

Verizon will complete transitions within thirty (30) calendar days of an order being placed by individuals authorized to issue task orders under the resulting contract. There will be no termination or reactivation fees assessed against any DON subscriber transferring to or from a contract/task order awarded to Verizon. We will coordinate with DON subscribers to ensure no down time of devices. The transition will also include porting telephone numbers, as applicable.
Summary of Deployment Capabilities

Verizon will partner with [Command Name] to ensure a seamless transition of [#] lines with our [list type of] devices porting from [Carrier Name]. VZW will manage the implementation project strategies of new profile & account creation, on-site delivery of devices, and onsite deployment coordination. The overall project management plan is customized with each opportunity in order to meet the specific deliverable requirements of our customers.

Deployment Deliverables

- **Phone Number Ports Validation from [Carrier Name]**
  Coordinate with VZW port center to validate that all mobile numbers are portable and manage the transition process to ensure no disconnect in service.

- **New Verizon Account Implementation**
  Ensure account structure set-up, price plans and PTT feature, and any additional special features that are requested.

- **Port-Ins**
  Customer to provide current inventory list of [# of lines] users that will port in from [Carrier Name]. (Account Number, Billing address, Account PIN, End Users’ Name, and MTN are required to begin port request)

- **Deployment Activity Reporting**
  Master summary report for inventory tracking (MTN, MEID, End User, Etc.)

- **Device and Accessory Ordering**
  Partner with Sales Team and GCO/GEA Team for management of equipment delivery logistics to the end users.

- **On-Site Device Staging and Set Up**
  Assemble on-site team to manage device preparation specific to the customer’s need (Removal of unwanted collateral, charging and insertion of batteries into devices, labeling, and organizing devices alphabetically.)

- **On-Site Phone Programming**
  Pre-staging of devices, phone activations, PTT enablement, and phonebook transfers.

Onsite Staging & Setup

Inventory of device shipment is assessed to begin preparation for the deployment. The following tasks are performed for a more efficient hand-off to the end users.

1. Shipment boxes are opened
2. Devices are removed from shipment boxes, assembled with batteries and rubber banding the Order Confirmation Sheet to individual device boxes for labeling
3. Device IMEI s are scanned into master spreadsheet that identifies the End User Name, MTN, IMEI, and Price Plan
4. Device boxes are labeled with pre-printed stickers indicating the End User Name, IMEI and any additional pertinent information requested.
5. Devices are sorted alphabetically for quicker identification during the registration at check-in.

**Activation Process with Push to Talk**
The below steps are processed after the end user has checked-in at the registration table and the new/old devices have been handed to the activation staff:

1. Turn off the old device
2. Install Battery and power up new device
   a. If device does not power on, follow DOA procedure by contacting Verizon Client Partner (Insert Name)
3. Network Activate new device; *228 SEND, option 1 (Note: This process depends on the device type and order type.)
4. Once device receives text stating “Port Complete”, place outbound test call by dialing #832
   NOTE: For Port fallouts, call VZW Port Center at 1-800-786-8274 to have reviewed
5. Enable the PTT mode on the device by going to Menu > Settings & Tools > Call Settings > PTT Mode
   NOTE: Customer must be associated with an ECPD ID, Customer must be enrolled in either My Business or Verizon Enterprise Center web portal, and the corporate administrator must have internet access with a valid email address to manage PTT contacts online.