



Vendor Liaison - Schedule ITS-5

Effective Date: October 14, 2025 | Supersedes prior versions.

Service Summary

Service Provider shall provide Vendor Liaison services (“Vendor Liaison”) to assist Client in coordinating support with third-party technology vendors. This service is intended to simplify Client’s experience by allowing Service Provider to act as the first point of contact for vendor-related issues, manage communication, and track resolution progress. Vendor Liaison is a coordination service only and does not create any responsibility for the performance, obligations, or guarantees of the third-party vendors themselves.

Scope of Services

- Serving as the initial point of contact for technology vendors designated by Client (e.g., internet service providers, VoIP carriers, hardware or software vendors).
- Opening, tracking, and escalating tickets with third-party vendors as needed.
- Providing relevant system information or logs to the vendor to aid in troubleshooting.
- Coordinating communication between Client and vendor to ensure issues are tracked to resolution.
- Documenting vendor issues and related correspondence within Service Provider’s ticketing system for Client visibility.

Service Limitations

- Vendor Liaison does not replace Client’s contractual relationship with the vendor; Client remains the vendor’s customer of record.
- Service Provider does not guarantee vendor response times, service quality, or resolution outcomes.
- Service Provider is not responsible for vendor fees, service outages, or penalties resulting from vendor performance.
- Liaison services are limited to reasonable coordination and communication efforts and do not extend to vendor contract negotiation, billing disputes, or legal review.

Exclusions

- Any responsibility for the vendor’s services, SLAs, or compliance obligations.
- Management of vendors not explicitly identified and accepted by Service Provider.
- Vendor selection, procurement, or vendor contract management unless separately contracted.
- On-site work performed by vendors (Service Provider may assist in coordinating but is not liable for vendor performance).
- Any services not expressly listed in this Schedule.

Client Responsibilities

- Maintain all vendor service agreements and remain responsible for payments, renewals, and compliance obligations.
- Provide Service Provider with up-to-date vendor contact information and account authorization (e.g., account PINs, customer numbers) necessary to open or escalate tickets.
- Notify Service Provider promptly of vendor issues requiring assistance.
- Cooperate with Service Provider in supplying any information or approvals vendors may require to complete troubleshooting.
- Authorize escalation to Project Services where remediation requires work outside standard coordination.



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General Terms

- Vendor Liaison is a coordination service only. Service Provider assumes no liability for vendor performance, outages, compliance, or contractual obligations.
- Resolution times are dependent on the third-party vendor and are outside Service Provider's control.
- All communication with vendors will be logged within Service Provider's ticketing system to the extent reasonably possible.
- Fees for this Schedule are billed in accordance with the Payment Terms of the Master Service Agreement.