



1 BRIEF OVERVIEW

RNL has developed a solution that will allow your calling program to take place outside of a central engagement center (“**Remote Engagement**”).

2 SERVICES

- A. Pursuant to an executed RNL Omnichannel SOW and during Remote Engagement, RNL will set up RNL Engage to be used remotely which may include the following (“**Services**”):
 - i. Establish VPN and manage team to setup remote calling stations;
 - ii. Coordinate communications material;
 - iii. Establish and execute strategy changes to outreach plan; and
 - iv. Secure Internet Dialing to allow for discrete call monitoring, real-time training, and Dynamic Caller ID.

- B. Pursuant to an executed RNL Omnichannel SOW and during Remote Engagement, RNL may provide the following equipment:
 - i. Shipment of the necessary equipment and access to the necessary software for purposes of Remote Engagement, as determined in RNL’s sole discretion. All such equipment and software is owned and maintained by RNL.
 - ii. Client shall return such equipment to RNL, at Client’s expense, upon expiration or termination of Remote Engagement.
 - iii. Client shall be responsible for the costs to repair or replace RNL’s equipment provided pursuant to this Section if it is damaged by Client. Client shall immediately notify RNL of any such damage. RNL will repair or replace the equipment in its sole discretion and invoice the Client for the repair and/or replacement costs, with such invoice due upon receipt.