



CONFERENCE CALLING

1. **DESCRIPTION.** With Preferred Advantage[®] Conference Calling Services, Customer may use an assigned fixed toll free number and meeting number to conduct a conference call anywhere at any time. This Service allows a Customer to carry on an audio call while also sharing files, conducting training or providing a presentation from their computer.

a. Anytime Conference Calling. Anytime Conference Calling allows a Customer to connect multiple parties to listen and participate in meetings via the telephone, regardless of geographical location within the country, with the use of a personal dial-in toll free number, without an advanced reservation.

b. Anytime Conferencing with Web. Anytime Conferencing with Web allows a Customer to combine the Anytime Conference Calling Audio Service with data sharing through the Internet. Participants require a Java script enabled browser and a minimum 28k bandwidth in order to utilize Web Conferencing.

c. Event and Basic Assisted Conferencing Services. Event and Basic Assisted Conferencing Services allow a Customer to establish a conference call reservation and conduct an attended conference call as follows:

i. Pass Code. Applicable to Customers who utilize a pass code function, Customer establishes a reservation and is assigned a toll free conference call number and PIN access code. An operator will be available if required.

ii. Meet Me. Customer establishes a reservation, sends reservation invitations to attendees, and an operator will attend the call.

iii. Dial-Out. Customer establishes a reservation and an operator will dial-out to conference call attendees.

2. SERVICE SPECIFIC TERMS.

a. Rates and Features. Feature descriptions for Conference Calling shall be as set forth in Attachment 1. Rates for Conference Calling services shall be as set forth in Attachment 2.

b. Billing. Billing for Conference Calling Services shall be monthly in arrears and shall indicate a minute-of-use total by conference call type. Billable features shall be itemized and the date of such feature's use shall be itemized.

c. Limitations of Service and Indemnification. Notwithstanding any other provision of this Agreement, this Agreement applies only to Services provided to Customer directly as the end-customer for Services (whether or not by PAETEC or its third-party suppliers). These provisions shall not apply to offerings under which Customer resells the Services to other third parties. This Agreement does not constitute a joint undertaking with Customer for the furnishing or reselling of any service to third parties. Services provided to Customer under this Agreement may be connected to other facilities of Customer between certain locations and thereby constitute a portion of end-to-end service furnished by Customer to its customers. PAETEC does not undertake to offer any Service to any person or entity other than Customer. Customer agrees to indemnify, defend and hold harmless PAETEC, any PAETEC affiliate and the officers, directors, employees, agents, successors and assigns of PAETEC and each PAETEC affiliate (each an "Indemnified Party") against all losses, claims, damages liabilities, penalties, actions, proceedings, or judgments (collectively "Losses") to which an Indemnified Party may become subject and from any Losses which arise out of, or relate to this Agreement or Customer's use of Services or any of PAETEC's equipment housed at a Customer premise. PAETEC shall not be responsible for the content of any communications made through use of the Services, nor for obtaining any necessary consents of copyright holders, music licensing organizations, performers' representatives or other parties for necessary authorizations, clearances or consents with respect to transmission ("Consents"). Customer shall indemnify, defend and hold harmless PAETEC from and against any court, administrative or agency action, suit or similar proceeding, whether civil or criminal, private or public, arising out of or related to transmission content, including but not limited to claims, actual or alleged, relating to any violation of copyright law, export control laws, failure to procure Consents, or that such transmission contents are libelous, slanderous, an invasion of privacy, pornographic or otherwise unauthorized or illegal. PAETEC shall promptly notify Customer of any such claim.

d. Intellectual Property. Other than those rights of usage necessary to enjoy the use of the Services, no intellectual property rights whatsoever are transferred to the Customer for any products, software and/or documents associated to the Services.

e. Outage Credits. Failure of the Services provided hereunder (“Outage”) shall result in a pro rata reduction of the charges for the Service(s) involved (“Credit”), provided that Customer promptly notifies PAETEC’s technical support personnel of such Outage. The applicable credit for an Outage for the Services shall be determined by multiplying the applicable minute charge for such Service(s) by the number of minutes or portion thereof (rounded to the nearest full minute) that such Outage occurred. Other than remedy of termination for Cause as set forth in the Agreement, the foregoing remedy is Customer’s exclusive remedy for failure of Services and no other remedy for such failure is provided to Customer.

3. CUSTOMER OBLIGATIONS. Customer agrees that it shall utilize PAETEC as a preferred supplier for Conference Calling Services. PAETEC shall provide the Services on an as-needed basis.

4. SERVICE SUSPENSION AND MAINTENANCE. PAETEC may perform scheduled network maintenance during a maintenance window of 12:00 a.m. CST to 6:00 a.m. CST. PAETEC may also perform unscheduled network maintenance that may result in a brief service interruption. PAETEC will give advance notification of unscheduled interruptions whenever reasonably possible. Any PAETEC liability resulting from an unscheduled Service interruption will be determined in accordance with the governing Agreement.

ATTACHMENT 1
Feature descriptions

I. Anytime Conferencing

Standard Anytime Conferencing Services/Features
<u>Music on Hold</u> – While participants are waiting for the start of the conference call, they hear pleasing music rather than silence.
<u>Entry/Exit Announcement</u> – As each participant enters or leaves the conference call their name is announced.
<u>Operator Assistance</u> – Available by touching *10*
<u>Lecture / UnLecture</u> – Mutes all lines but the hosts.
<u>Mute / Un mute</u> your own line.
<u>Lock / Unlock</u> – once enabled no one else may access the conference.
<u>Voice Roster</u> – plays back a list of participants’ names.
<u>Number of Participants</u> – provides the total number of participants on the conference.

II. Basic Assisted and Event Conferencing

Feature	Description
Music on Hold	While participants are waiting for the start of the conference call, they hear pleasing music rather than silence.
Conference Set-up	Charge for setting up a conference.
Conference Cancellation	Cancellation of a Conference.
Roll Call	Operator calls roll from a pre-submitted listing or from a list made as each participant join the conference call.
Listen Only	While waiting for the conference call to begin, or during the conference call, or both, the operator can place participants in a listen only mode. They can hear the moderator or other designated presenters, but cannot be heard themselves.
Tone Entry/Exit	As each participant enters or leaves the conference call, a brief electronic tone is heard.
Passcode Security	Participants are only allowed to join a conference call after entering the proper Pass code.
Call Security	The moderator can activate call security, which prohibits the Operator from monitoring the conference call or other from joining the conference call.
Operator Reconnects	When a participant disconnects from a conference call, the Operator can reconnect the participant to the call.
Duplicate Bills	A copy of an invoice is available.
Reservation Confirmation (Fax or Email)	A confirmation of conference reservation can be faxed or emailed upon request.
Busy Break In/ Missing Party Notification	When a participant cannot be reached because the participant’s telephone line is busy, the Operator can break into the call and inform the participant that the conference call is about to begin.
Sub-Conference	Two or more participants in a conference call can be moved to a separate conference call.

ATTACHMENT 2
Rates

ANYTIME CONFERENCING		
Anytime Dial-Out, Anytime Toll and Anytime Toll-Free Meet Me	Price	Unit of Measure
	\$0.1200	Per minute/per leg
Standard Anytime Conferencing Services/Features		
Music on Hold	No charge	
Entry/Exit Announcement	No charge	
Operator Assistance	No charge	
Lecture/Unlecture	No charge	
Mute/Unmute	No charge	
Lock/Unlock	No charge	
Voice Roster	No charge	
Number of Participants	No charge	
Anytime Audio w/ Web		
Meeting Center	\$0.05	Per minute/per leg (premium on audio)
Live Audio Streaming	\$6.50	Per participant/per connection
Archive	\$120.00	Per archive zip file
Archive	\$175.00	Per archive CD ROM
CD Archive Shipping and Handling	ICB	
Archiving Recording (3 days)	ICB	
Archiving Recording (next business day)	ICB	
Archive Hosting	\$225.00	Per archive/per 3 months
Hosting Renewal Option	\$120.00	Hosted for add'l 3 months
Branded Lobby	\$3000.00	NRC setup
Branded Lobby	\$600.00	Yearly fee
Customer Conference Applets	\$3500.00	Per year, requires Branded Lobby
Event Web Connection	ICB	Per connection

BASIC ASSISTED AND EVENT CONFERENCING		
Toll Free Meet Me	Price	Unit of Measure
	\$0.30	Per minute/per leg
Domestic Dial Out		
	\$0.30	Per minute/per leg
Local Meet Me		
	\$0.27	Per minute/per leg
Pass code		
	\$0.22	Per minute/per leg
Standard Basic and Event Services		
Music on Hold	No charge	
Conference Set-Up	No charge	
Conference Cancellation	No charge	
Roll Call	No charge	
Listen Only	No charge	
Tone Entry/Exit	No charge	
Pass code Security	No charge	
Call Security	No charge	
Operator Reconnects	No charge	
Duplicate Bills	No charge	
Reservation Confirmation (Fax or Email)	No charge	
Busy Break In/Missing Party Notification	No charge	
Sub-Conference	No charge	

Enhanced Event Conferencing Services		
Transcription	\$80.00	Per 15 minutes
Transcription overnight shipping	\$25.00	
Q&A	\$0.15	Per minute per line
Voting/Polling	\$0.15	Per minute per line
Participant List	\$6.00	Per list
Participant Notification-Domestic	\$4.00	Per participant
Participant Notification-International	\$10.00	Per participant
Coordination Line (Comm. Line)	\$65.00	Per comm. Line
Remote Replay	\$40.00	Set up charge, plus unattended service rate per call
Replay Participant Report	\$1.75	Per participant
Tape Rebroadcast	\$12.50	Per tape, plus unattended service rate per call
RSVP	\$1.75	Per conference participant reservation
Taping/Duplicates	\$25.00	Per conference
Taping/Duplicates	\$10.00	Per additional tape copy
Ship-to-Shore Connection	\$20.00	Per minute/per location
Translation	ICB	
Electronic Data Files	ICB	
Streaming Live Set Up	\$175.00	
Streaming Live Usage	\$0.18	
Event Audio CD	\$25.00	
Unused Line Fees- Basic Assisted, Event & Pass Code Conferencing		
Attended Unused Line Fee	\$7.50	Per unused line w/ 25 or more unused lines
Cancellation Fee	\$7.50	Per unused line with less than 24 hours notice
No Show Fee	\$7.50	Per line reserved

International

Albania	\$	0.45	per minute per line, in addition to domestic fee
Algeria	\$	0.64	per minute per line, in addition to domestic fee
American Samoa	\$	0.38	per minute per line, in addition to domestic fee
Andorra	\$	0.39	per minute per line, in addition to domestic fee
Angola	\$	0.43	per minute per line, in addition to domestic fee
Antarctica (Casey)	\$	1.06	per minute per line, in addition to domestic fee
Antarctica (Scott)	\$	0.56	per minute per line, in addition to domestic fee
Argentina	\$	0.43	per minute per line, in addition to domestic fee
Armenia	\$	0.47	per minute per line, in addition to domestic fee
Aruba	\$	1.09	per minute per line, in addition to domestic fee
Ascension Island	\$	1.01	per minute per line, in addition to domestic fee
Australia	\$	0.18	per minute per line, in addition to domestic fee
Austria	\$	0.24	per minute per line, in addition to domestic fee
Azerbaijan	\$	0.60	per minute per line, in addition to domestic fee
Bahrain	\$	0.90	per minute per line, in addition to domestic fee
Bangladesh	\$	0.88	per minute per line, in addition to domestic fee
Belarus	\$	0.56	per minute per line, in addition to domestic fee
Belgium	\$	0.15	per minute per line, in addition to domestic fee
Belize	\$	0.73	per minute per line, in addition to domestic fee
Benin	\$	1.14	per minute per line, in addition to domestic fee
Bhutan	\$	0.64	per minute per line, in addition to domestic fee
Bolivia	\$	0.73	per minute per line, in addition to domestic fee
Bosnia	\$	0.49	per minute per line, in addition to domestic fee
Botswana	\$	0.44	per minute per line, in addition to domestic fee

Brazil	\$	0.32	per minute per line, in addition to domestic fee
Brunei	\$	0.51	per minute per line, in addition to domestic fee
Bulgaria	\$	0.53	per minute per line, in addition to domestic fee
Burkina Faso	\$	1.38	per minute per line, in addition to domestic fee
Burundi	\$	0.60	per minute per line, in addition to domestic fee
Cambodia	\$	1.49	per minute per line, in addition to domestic fee
Cameroon	\$	0.74	per minute per line, in addition to domestic fee
Canada	\$	0.19	per minute per line, in addition to domestic fee
Cape Verde Islands	\$	0.94	per minute per line, in addition to domestic fee
Central African Republic	\$	1.71	per minute per line, in addition to domestic fee
Chad Republic	\$	2.19	per minute per line, in addition to domestic fee
Chile	\$	0.25	per minute per line, in addition to domestic fee
China	\$	0.36	per minute per line, in addition to domestic fee
Christmas and Cocos	\$	0.83	per minute per line, in addition to domestic fee
Colombia	\$	0.56	per minute per line, in addition to domestic fee
Comoros	\$	0.95	per minute per line, in addition to domestic fee
Congo	\$	1.01	per minute per line, in addition to domestic fee
Cook Islands	\$	6.93	per minute per line, in addition to domestic fee
Croatia	\$	0.49	per minute per line, in addition to domestic fee
Cuba	\$	2.05	per minute per line, in addition to domestic fee
Cyprus	\$	0.37	per minute per line, in addition to domestic fee
Czech Republic	\$	0.42	per minute per line, in addition to domestic fee
Denmark	\$	0.20	per minute per line, in addition to domestic fee
Diego Garcia	\$	3.82	per minute per line, in addition to domestic fee
Djibouti, Republic of	\$	1.25	per minute per line, in addition to domestic fee
Dominican Republic	\$	0.27	per minute per line, in addition to domestic fee
Ecuador	\$	0.67	per minute per line, in addition to domestic fee
Egypt	\$	0.76	per minute per line, in addition to domestic fee
El Salvador	\$	0.41	per minute per line, in addition to domestic fee
Equatorial Guinea	\$	1.02	per minute per line, in addition to domestic fee
Eritrea	\$	1.81	per minute per line, in addition to domestic fee
Estonia	\$	0.26	per minute per line, in addition to domestic fee
Ethiopia	\$	1.86	per minute per line, in addition to domestic fee
Faeroe Islands	\$	0.56	per minute per line, in addition to domestic fee
Falkland Islands	\$	0.96	per minute per line, in addition to domestic fee
Fiji Islands	\$	0.94	per minute per line, in addition to domestic fee
Finland	\$	0.19	per minute per line, in addition to domestic fee
France	\$	0.15	per minute per line, in addition to domestic fee
French Antilles	\$	0.53	per minute per line, in addition to domestic fee
French Guiana	\$	0.57	per minute per line, in addition to domestic fee
French Polynesia	\$	0.60	per minute per line, in addition to domestic fee
Gabon Republic	\$	0.85	per minute per line, in addition to domestic fee
Gambia	\$	0.90	per minute per line, in addition to domestic fee
Georgia	\$	0.68	per minute per line, in addition to domestic fee
Germany	\$	0.15	per minute per line, in addition to domestic fee
Ghana	\$	0.82	per minute per line, in addition to domestic fee
Gibraltar	\$	0.53	per minute per line, in addition to domestic fee
Greece	\$	0.24	per minute per line, in addition to domestic fee
Greenland	\$	0.62	per minute per line, in addition to domestic fee
Guadeloupe	\$	0.57	per minute per line, in addition to domestic fee
Guantanamo (Naval Base)	\$	2.16	per minute per line, in addition to domestic fee
Guatemala	\$	0.58	per minute per line, in addition to domestic fee
Guinea	\$	0.91	per minute per line, in addition to domestic fee
Guinea-Bissau	\$	0.95	per minute per line, in addition to domestic fee
Guyana	\$	1.70	per minute per line, in addition to domestic fee
Haiti	\$	0.81	per minute per line, in addition to domestic fee
Honduras	\$	0.97	per minute per line, in addition to domestic fee
Hong Kong	\$	0.15	per minute per line, in addition to domestic fee
Hungary	\$	0.38	per minute per line, in addition to domestic fee
Iceland	\$	0.26	per minute per line, in addition to domestic fee

India	\$	1.11	per minute per line, in addition to domestic fee
Indonesia	\$	0.51	per minute per line, in addition to domestic fee
Iran	\$	1.15	per minute per line, in addition to domestic fee
Iraq	\$	2.21	per minute per line, in addition to domestic fee
Ireland	\$	0.22	per minute per line, in addition to domestic fee
Israel	\$	0.25	per minute per line, in addition to domestic fee
Italy	\$	0.19	per minute per line, in addition to domestic fee
Ivory Coast	\$	1.12	per minute per line, in addition to domestic fee
Jamaica	\$	0.46	per minute per line, in addition to domestic fee
Japan	\$	0.19	per minute per line, in addition to domestic fee
Jordan	\$	1.04	per minute per line, in addition to domestic fee
Kazakhstan	\$	0.72	per minute per line, in addition to domestic fee
Kenya	\$	1.15	per minute per line, in addition to domestic fee
Kiribati	\$	1.08	per minute per line, in addition to domestic fee
Kuwait	\$	0.68	per minute per line, in addition to domestic fee
Kyrgyzstan	\$	0.71	per minute per line, in addition to domestic fee
Laos	\$	1.18	per minute per line, in addition to domestic fee
Lebanon	\$	0.81	per minute per line, in addition to domestic fee
Lesotho	\$	0.58	per minute per line, in addition to domestic fee
Liberia	\$	0.85	per minute per line, in addition to domestic fee
Libya (Libyan Arab)	\$	0.56	per minute per line, in addition to domestic fee
Liechtenstein	\$	0.18	per minute per line, in addition to domestic fee
Lithuania	\$	0.56	per minute per line, in addition to domestic fee
Luxembourg	\$	0.21	per minute per line, in addition to domestic fee
Macao	\$	0.46	per minute per line, in addition to domestic fee
Macedonia	\$	0.71	per minute per line, in addition to domestic fee
Madagascar	\$	2.45	per minute per line, in addition to domestic fee
Malawi	\$	0.61	per minute per line, in addition to domestic fee
Malaysia	\$	0.19	per minute per line, in addition to domestic fee
Maldives	\$	1.19	per minute per line, in addition to domestic fee
Mali Republic	\$	1.67	per minute per line, in addition to domestic fee
Malta, Republic of	\$	0.36	per minute per line, in addition to domestic fee
Marshall Islands	\$	0.84	per minute per line, in addition to domestic fee
Mauritania	\$	1.00	per minute per line, in addition to domestic fee
Mauritius	\$	1.16	per minute per line, in addition to domestic fee
Mayotte Island	\$	0.95	per minute per line, in addition to domestic fee
Mexico	\$	0.40	per minute per line, in addition to domestic fee
Mexico City	\$	0.27	per minute per line, in addition to domestic fee
Micronesia	\$	1.24	per minute per line, in addition to domestic fee
Moldova	\$	0.60	per minute per line, in addition to domestic fee
Monaco	\$	0.23	per minute per line, in addition to domestic fee
Mongolian People's Rep	\$	1.24	per minute per line, in addition to domestic fee
Morocco	\$	1.00	per minute per line, in addition to domestic fee
Mozambique	\$	0.62	per minute per line, in addition to domestic fee
Namibia	\$	0.48	per minute per line, in addition to domestic fee
Nauru	\$	4.40	per minute per line, in addition to domestic fee
Nepal	\$	2.00	per minute per line, in addition to domestic fee
Netherlands	\$	0.13	per minute per line, in addition to domestic fee
Netherlands Antilles	\$	0.38	per minute per line, in addition to domestic fee
New Caledonia	\$	0.98	per minute per line, in addition to domestic fee
New Zealand	\$	0.19	per minute per line, in addition to domestic fee
Nicaragua	\$	0.77	per minute per line, in addition to domestic fee
Niger Republic	\$	0.89	per minute per line, in addition to domestic fee
Nigeria, Republic of	\$	1.07	per minute per line, in addition to domestic fee
Niue	\$	6.11	per minute per line, in addition to domestic fee
Norfolk island	\$	1.75	per minute per line, in addition to domestic fee
Norway	\$	0.20	per minute per line, in addition to domestic fee
Oman	\$	1.08	per minute per line, in addition to domestic fee
Pakistan	\$	1.07	per minute per line, in addition to domestic fee
Palau	\$	1.19	per minute per line, in addition to domestic fee

Panama	\$	0.49	per minute per line, in addition to domestic fee
Papua New Guinea	\$	0.58	per minute per line, in addition to domestic fee
Paraguay	\$	0.66	per minute per line, in addition to domestic fee
Peru	\$	0.66	per minute per line, in addition to domestic fee
Philippines	\$	0.35	per minute per line, in addition to domestic fee
Poland	\$	0.36	per minute per line, in addition to domestic fee
Portugal	\$	0.31	per minute per line, in addition to domestic fee
Qatar	\$	0.84	per minute per line, in addition to domestic fee
Reunion Island	\$	0.83	per minute per line, in addition to domestic fee
Romania	\$	0.62	per minute per line, in addition to domestic fee
Russia	\$	0.41	per minute per line, in addition to domestic fee
Rwanda	\$	1.41	per minute per line, in addition to domestic fee
San Marino	\$	0.48	per minute per line, in addition to domestic fee
Sao Tome	\$	1.68	per minute per line, in addition to domestic fee
Saudi Arabia	\$	0.71	per minute per line, in addition to domestic fee
Seychelles	\$	1.09	per minute per line, in addition to domestic fee
Sierra Leone	\$	1.18	per minute per line, in addition to domestic fee
Singapore	\$	0.20	per minute per line, in addition to domestic fee
Slovakia	\$	0.35	per minute per line, in addition to domestic fee
Slovenia	\$	0.36	per minute per line, in addition to domestic fee
Solomon Islands	\$	5.33	per minute per line, in addition to domestic fee
South Africa	\$	0.54	per minute per line, in addition to domestic fee
Spain	\$	0.22	per minute per line, in addition to domestic fee
Sri Lanka	\$	1.08	per minute per line, in addition to domestic fee
St. Helena	\$	1.37	per minute per line, in addition to domestic fee
St. Lucia	\$	0.53	per minute per line, in addition to domestic fee
St. Pierre/Miquelon	\$	0.37	per minute per line, in addition to domestic fee
Suriname	\$	1.43	per minute per line, in addition to domestic fee
Swaziland	\$	0.46	per minute per line, in addition to domestic fee
Sweden	\$	0.16	per minute per line, in addition to domestic fee
Switzerland	\$	0.15	per minute per line, in addition to domestic fee
Syria	\$	1.18	per minute per line, in addition to domestic fee
Taiwan	\$	0.19	per minute per line, in addition to domestic fee
Tajikistan	\$	0.67	per minute per line, in addition to domestic fee
Tanzania	\$	0.75	per minute per line, in addition to domestic fee
Thailand	\$	0.45	per minute per line, in addition to domestic fee
Togo	\$	1.29	per minute per line, in addition to domestic fee
Tonga Islands	\$	1.30	per minute per line, in addition to domestic fee
Tunisia	\$	0.76	per minute per line, in addition to domestic fee
Turkey	\$	0.58	per minute per line, in addition to domestic fee
Turkmenistan	\$	0.80	per minute per line, in addition to domestic fee
Tuvalu	\$	3.71	per minute per line, in addition to domestic fee
Uganda	\$	0.66	per minute per line, in addition to domestic fee
Ukraine	\$	0.59	per minute per line, in addition to domestic fee
United Arab Emirates	\$	0.61	per minute per line, in addition to domestic fee
United Kingdom	\$	0.13	per minute per line, in addition to domestic fee
Uruguay	\$	0.50	per minute per line, in addition to domestic fee
Uzbekistan	\$	0.53	per minute per line, in addition to domestic fee
Vanuatu	\$	4.47	per minute per line, in addition to domestic fee
Vatican City	\$	0.30	per minute per line, in addition to domestic fee
Venezuela	\$	0.49	per minute per line, in addition to domestic fee
Vietnam	\$	1.80	per minute per line, in addition to domestic fee
Wallis / Futuna	\$	4.40	per minute per line, in addition to domestic fee
Western Samoa	\$	1.17	per minute per line, in addition to domestic fee
Yemen Arab Republic	\$	1.56	per minute per line, in addition to domestic fee
Yugoslavia	\$	0.66	per minute per line, in addition to domestic fee
Zaire	\$	1.03	per minute per line, in addition to domestic fee
Zambia	\$	1.01	per minute per line, in addition to domestic fee
Zimbabwe	\$	0.50	per minute per line, in addition to domestic fee