



**STATE OF OKLAHOMA STATEWIDE CONTRACT WITH
VERIZON BUSINESS NETWORK SERVICES, LLC**

This State of Oklahoma Statewide Contract No. 1014 (“Contract”) is entered into between the state of Oklahoma by and through the Office of Management and Enterprise Services and Verizon Business Network Services, LLC on behalf of MCI Communication Services LLC d/b/a Verizon Business Service (“Supplier”) and is effective as the date of the last signature to this Contract. The initial Contract term, which begins on the effective date of the Contract, is one year and there are four (4) one-year options to renew the Contract.

Purpose

The State is awarding this Contract to Supplier for the provision of a non-mandatory statewide contract for telecommunication products and services, as more particularly described in certain Contract Documents. Supplier submitted a proposal which contained additional terms, exceptions to the Solicitation, and with certain information requested to be considered confidential. This Contract memorializes the agreement of the parties with respect to negotiated terms of the Contract that is being awarded to Supplier.

Now, therefore, in consideration of the foregoing and the mutual promises set forth herein, the receipt and sufficiency of which are hereby acknowledged the parties agree as follows:

1. The parties agree that Supplier has not yet begun performance of work under this Contract. Upon full execution of this Contract, Supplier may begin work. Issuance of a purchase order is required prior to payment to a Supplier.
2. The following Contract Documents are attached hereto and incorporated herein:
 - 2.1. Solicitation, Attachment A;
 - 2.2. General Terms, Attachment B;
 - 2.3. Oklahoma Statewide Contract Terms, Attachment C;
 - 2.4. State of Oklahoma Information Technology Terms, Attachment D;
 - 2.5. Information Security Requirements, Attachment D-1.
 - 2.6. Additional Terms, Attachment E1;
 - 2.7. Master Terms, Attachment E2;
 - 2.8. Pricing, Attachment E3;
 - 2.9. Value Add Terms, Attachment E4;
 - 2.10. Third Party Terms, Attachment E5;
 - 2.11. Negotiated Exceptions to Contract, Attachment F; and

- 2.12. Template for Contract Modifications for Quotes, Statements of Work, or other Ordering Documents, Attachment F1;
3. The parties additionally agree:
- 3.1. Supplier shall provide or make available monthly usage reports to OMES for all State Customer Acquisitions. Supplier shall make the report available in a format that can be utilized by OMES and Supplier will cooperate in good faith to OMES's requests for additional information. For prices not set in the Contract (i.e., discounts in the pricing attachment subject to Supplier's market prices), Supplier shall also provide OMES and Customer written advance notification of price or rate increases.
 - 3.2. Except for information deemed confidential by the State pursuant to applicable law, rule, regulation or policy, the parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to Supplier.
 - 3.3. Unless mutually agreed to in writing by the Chief Information Officer (CIO) utilizing Attachment F-1, no Contract Document or other terms and conditions or clauses, including via a hyperlink or uniform resource locator shall supersede or conflict with the terms of this Contract or expand the State's or Customer's liability or reduce the rights of Customer or the State. If supplier is acting as a reseller, any third-party terms provided are also subject to the foregoing.
 - 3.4. To the extent any term or condition in any Contract Document, including via a hyperlink or uniform resource locator, conflicts with an applicable Oklahoma and/or United States law or regulation, such term or condition is void and unenforceable. By executing any Contract Document which contains a conflicting term or condition, the State or Customer makes no representation or warranty regarding the enforceability of such term or condition and the State or Customer does not waive the applicable Oklahoma and/or United States law or regulation which conflicts with the term or condition.
 - 3.5. The parties agree that the terms of this Contract shall pass to any applicable acquisition placed by the State or Customer hereunder. Any conflicting third-party terms and conditions shall not apply or supersede unless specifically agreed to by the State in writing.
 - 3.6. To the extent any term or condition in Attachments E1 through E5, including via hyperlink or uniform resource locator, conflicts with applicable terms in Attachments A through D1 or F, the State and Supplier further agree that the terms and conditions in Attachments A through D1 and F take precedence over conflicting terms in Attachments E1 through E5. The State does not agree to any


additional duties, obligations, or liabilities other than those outlined in Attachments A through D1 and F.

Attachments referenced in this section are attached hereto and incorporated herein.

4. Any reference to a Contract Document refers to such Contract Document as it may have been amended. If and to the extent any provision is in multiple documents and addresses the same or substantially the same subject matter but does not create an actual conflict, the more recent provision is deemed to supersede earlier versions.

STATE OF OKLAHOMA
by and through the
OFFICE OF MANAGEMENT AND
ENTERPRISE SERVICES

VERIZON BUSINESS NETWORK
SERVICES, LLC

By: 
Joe McIntosh (Aug 19, 2024 16:18 CDT)

Name: Joe McIntosh

Title: CIO

Date: Aug 19, 2024

By: 

Name: David K Brown

Title: Director

Date: Aug 16, 2024

ATTACHMENT A
SOLICITATION NO. 0900000550

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

PURPOSE

The Contract is awarded as a statewide contract on behalf of the Office of Management and Enterprise Services (OMES) for Telecommunication Products and Services for Oklahoma State Agencies and Interlocal Entities.

The Supplier(s) shall be required to engineer, design, furnish, install, test, and maintain solutions that will interface with the existing state infrastructure and provide complete telecommunication network and/or services for all State Agencies and other Interlocal entities located in their area of geographic responsibility.

1. Contract Term and Renewal Options

The initial Contract term, which begins on the effective date of the Contract, is one year and there are [4] one-year options to renew the Contract.

2. Scope of Work

Certain Contract requirements and terms are set forth below as Exhibit 1.

Certain Contract requirements and terms are set forth below as Exhibit 2.

Certain Contract requirements and terms are set forth below as Exhibit 3.

Certain Contract requirements and terms are set forth below as Exhibit 4.

Certain Contract requirements and terms are set as Exhibit 5 – Pricing.

Exhibit 1

The State of Oklahoma requires the highest level of customer service before, during and after the provisioning of services. This optimized service for existing and new telecommunications services will be for strategic alliances with the capabilities to meet Oklahoma's ever growing and changing requirements. Supplier(s) will provide at minimum one of the below services within the below listed KEN's Regions.

1. Carrier Services
2. Equipment-Telecommunications Equipment
3. Telecommunication Services, Ongoing Support and Training
4. Leasing Option

Exhibit 2 – IRS Publication 1075

Safeguarding Contract Language for General Services

I. PERFORMANCE

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be performed under the supervision of the contractor or the contractor's responsible employees.
- (2) The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.
- (3) Any Federal tax returns or return information (hereafter referred to as returns or return information) made available shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the contractor is prohibited.
- (4) All returns and return information will be accounted for upon receipt and properly stored before, during and after processing. In addition, all related output and products will be given the same level of protection as required for the source material.
- (5) No work involving returns and return information furnished under this contract will be subcontracted without prior written approval of the IRS.
- (6) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
- (7) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

(Include any additional safeguards that may be appropriate.)

II. CRIMINAL/CIVIL SANCTIONS

Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized future

disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

(1) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000.00 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000.00 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRCs 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(2) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(3) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs [7431](#), [7213](#) and [7213A](#) in [IRS Publication 1075](#). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 1.8, Reporting Improper Inspections or Disclosures in [IRS Publication 1045](#).) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

III. DATA INCIDENT RESPONSE

The contractor will:

- (1) Cooperate with and exchange information with agency officials, as determined necessary by the agency, in order to effectively report and manage a suspected or confirmed breach.
- (2) Properly encrypt FTI in accordance with Publication 1075 and other applicable policies and to comply with any agency-specific policies for protecting FTI.
- (3) Complete regular training on how to identify and report a breach;
- (4) Report a suspected or confirmed breach in any medium or form, including paper, oral and electronic, as soon as possible and without unreasonable delay, consistent with the agency's incident management policy;
- (5) Maintain capabilities to determine what FTI was or could have been accessed and by whom, construct a timeline of user activity, determine methods and techniques used to access FTI and identify the initial attack vector; Allow for an inspection, investigation, forensic analysis and any other action necessary to ensure compliance with Publication 1075, the agency's breach response plan and to assist with responding to a breach; Identify roles and responsibilities, in accordance with Publication 1075 and the agency's breach response plan; and, explain that a report of a breach shall not, by itself, be interpreted as evidence that the contractor or its subcontractor failed to provide adequate safeguards for FTI.

IV. INSPECTION

The IRS and the Agency, with 24-hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

Exhibit 3 – IRS Publication 1075

Safeguarding Contract Language for Technology Services

I. PERFORMANCE

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the contractor or the contractor's employees.
- (2) The contractor and the contractor's employees with access to or who use FTI must meet the background check requirements defined in IRS Publication 1075.
- (3) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- (4) All returns and return information will be accounted for upon receipt and properly stored before, during and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- (5) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- (7) All computer systems receiving, processing, storing, accessing, protecting and/or transmitting FTI must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal Tax Information.
- (8) No work involving Federal Tax Information furnished under this contract will be subcontracted without prior written approval of the IRS.
- (9) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.

(10) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

(Include any additional safeguards that may be appropriate.)

II. CRIMINAL/CIVIL SANCTIONS

(1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

(2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is

prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(4) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS information. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs [7431](#), [7213](#) and [7213A](#) in [IRS Publication 1075](#). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See Section 1.8, Reporting Improper Inspections or Disclosures in [IRS Publication 1045](#).) For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

III. DATA INCIDENT RESPONSE

The contractor will:

- (1) Cooperate with and exchange information with agency officials, as determined necessary by the agency, in order to effectively report and manage a suspected or confirmed breach.
- (2) Properly encrypt FTI in accordance with Publication 1075 and other applicable policies and to comply with any agency-specific policies for protecting FTI.
- (3) Complete regular training on how to identify and report a breach;
- (4) Report a suspected or confirmed breach in any medium or form, including paper, oral and electronic, as soon as possible and without unreasonable delay, consistent with the agency's incident management policy;
- (5) Maintain capabilities to determine what FTI was or could have been accessed and by whom, construct a timeline of user activity, determine methods and techniques used to access FTI and identify the initial attack vector; Allow for an inspection, investigation, forensic analysis and any other action necessary to ensure compliance with Publication 1075, the agency's breach response plan and to assist with responding to a breach; Identify roles and responsibilities, in accordance with Publication 1075 and the agency's breach response plan; and, explain that a report of a breach shall not, by itself, be interpreted as evidence that the contractor or its subcontractor failed to provide adequate safeguards for FTI.

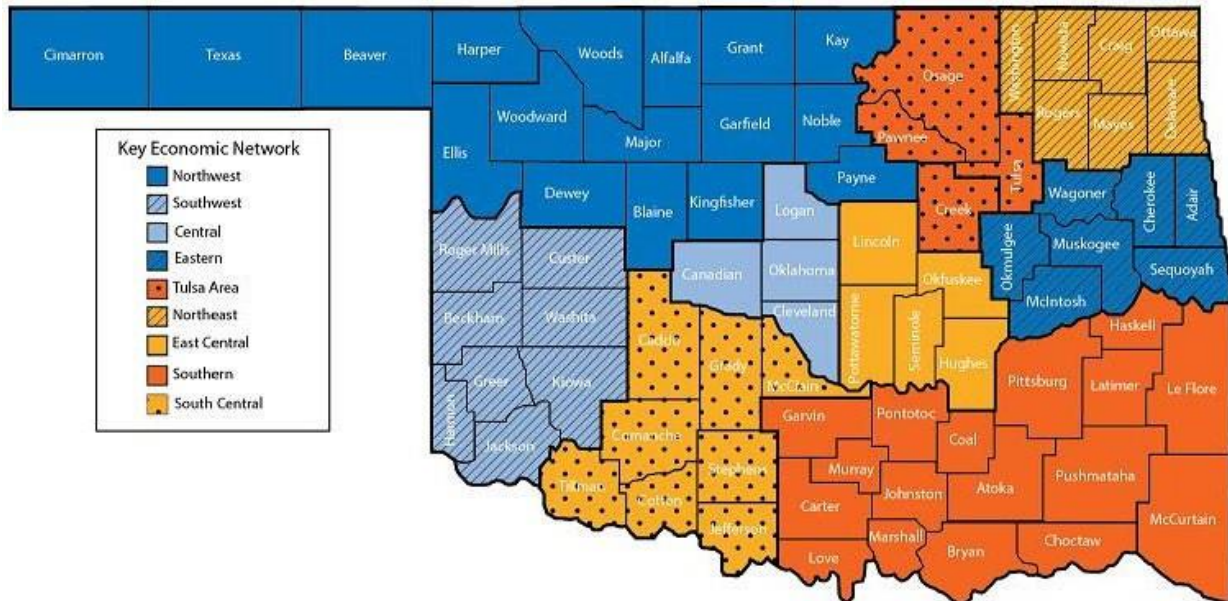
IV. INSPECTION

The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The

IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that

access, store, process or transmit FTL. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

Exhibit 4 - Oklahoma Key Economic Networks (KENs) Regions



9 Regions:

Northwest

Southwest

Central

Eastern

Tulsa Area

Northeast

East Central

Southern

South Central

ATTACHMENT B

STATE OF OKLAHOMA GENERAL TERMS

This State of Oklahoma General Terms (“General Terms”) is a Contract Document in connection with a Contract awarded by the Office of Management and Enterprise Services on behalf of the State of Oklahoma.

In addition to other terms contained in an applicable Contract Document, Supplier and State agree to the following General Terms:

1 Scope and Contract Renewal

- 1.1** Supplier may not add products or services to its offerings under the Contract without the State’s prior written approval. Such request may require a competitive bid of the additional products or services. If the need arises for goods or services outside the scope of the Contract, Supplier shall contact the State.
- 1.2** At no time during the performance of the Contract shall the Supplier have the authority to obligate any Customer for payment for any products or services (a) when a corresponding encumbering document is not signed or (b) over and above an awarded Contract amount. Likewise, Supplier is not entitled to compensation for a product or service provided by or on behalf of Supplier that is neither requested nor accepted as satisfactory.
- 1.3** If applicable, prior to any Contract renewal, the State shall subjectively consider the value of the Contract to the State, the Supplier’s performance under the Contract, and shall review certain other factors, including but not limited to the: a) terms and conditions of Contract Documents to determine validity with current State and other applicable statutes and rules; b) current pricing and discounts offered by Supplier; and c) current products, services and support offered by Supplier. If the State determines changes to the Contract are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Addendum. Further, any request for a price increase in connection with a renewal or otherwise will be conditioned on the Supplier providing appropriate documentation supporting the request.
- 1.4** The State may extend the Contract for ninety (90) days beyond a final renewal term at the Contract compensation rate for the extended period. If the State

exercises such option to extend ninety (90) days, the State shall notify the Supplier in writing prior to Contract end date. The State, at its sole option and to the extent allowable by law, may choose to exercise subsequent ninety (90) day extensions at the Contract pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new Supplier.

- 1.5** Supplier understands that supplier registration expires annually and, pursuant to OAC 260:115-3-3, Supplier shall maintain its supplier registration with the State as a precondition to a renewal of the Contract.

2 Contract Effectiveness and Order of Priority

- 2.1** Unless specifically agreed in writing otherwise, the Contract is effective upon the date last signed by the parties. Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until the Contract is effective.

- 2.2** Contract Documents shall be read to be consistent and complementary. Any conflict among the Contract Documents shall be resolved by giving priority to Contract Documents in the following order of precedence:

- A.** any Addendum;
- B.** any applicable Solicitation;
- C.** any Contract-specific State terms contained in a Contract Document including, without limitation, information technology terms and terms specific to a statewide Contract or a State agency Contract;
- D.** the terms contained in this Contract Document;
- E.** any successful Bid as may be amended through negotiation and to the extent the Bid does not otherwise conflict with the Solicitation or applicable law;
- F.** any statement of work, work order, or other similar ordering document as applicable; and
- G.** other mutually agreed Contract Documents.

- 2.3** If there is a conflict between the terms contained in this Contract Document or in Contract-specific terms and an agreement provided by or on behalf of Supplier including but not limited to linked or supplemental documents which alter or diminish the rights of Customer or the State, the conflicting terms

provided by Supplier shall not take priority over this Contract Document or Acquisition-specific terms. In no event will any linked document alter or override such referenced terms except as specifically agreed in an Addendum.

- 2.4 Any Contract Document shall be legibly written in ink or typed. All Contract transactions, and any Contract Document related thereto, may be conducted by electronic means pursuant to the Oklahoma Uniform Electronic Transactions Act.

3 **Modification of Contract Terms and Contract Documents**

- 3.1 The Contract may only be modified, amended, or expanded by an Addendum. Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including without limitation, any unauthorized written Contract modification, shall be void and without effect and the Supplier shall not be entitled to any claim under the Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the Contract.
- 3.2 Any additional terms on an ordering document provided by Supplier are of no effect and are void unless mutually executed. OMES bears no liability for performance, payment or failure thereof by the Supplier or by a Customer other than OMES in connection with an Acquisition.

4 **Definitions**

In addition to any defined terms set forth elsewhere in the Contract, the Oklahoma Central Purchasing Act and the Oklahoma Administrative Code, Title 260, the parties agree that, when used in the Contract, the following terms are defined as set forth below and may be used in the singular or plural form:

- 4.1 **Acquisition** means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, value provided or rental under the Contract.
- 4.2 **Addendum** means a mutually executed, written modification to a Contract Document.
- 4.3 **Amendment** means a written change, addition, correction or revision to the Solicitation.
- 4.4 **Bid** means an offer a Bidder submits in response to the Solicitation.

- 4.5 Bidder** means an individual or business entity that submits a Bid in response to the Solicitation.
- 4.6 Contract** means the written, mutually agreed and binding legal relationship resulting from the Contract Documents and an appropriate encumbering document as may be amended from time to time, which evidences the final agreement between the parties with respect to the subject matter of the Contract.
- 4.7 Contract Document** means this document; any master or enterprise agreement terms entered into between the parties that are mutually agreed to be applicable to the Contract; any Solicitation; any Contract-specific terms; any Supplier's Bid as may be negotiated; any statement of work, work order, or other similar mutually executed ordering document; other mutually executed documents and any Addendum.
- 4.8 Customer** means the entity receiving goods or services contemplated by the Contract.
- 4.9 Debarment** means action taken by a debarring official under federal or state law or regulations to exclude any business entity from inclusion on the Supplier list; bidding; offering to bid; providing a quote; receiving an award of contract with the State and may also result in cancellation of existing contracts with the State.
- 4.10 Destination** means delivered to the receiving dock or other point specified in the applicable Contract Document.
- 4.11 Indemnified Parties** means the State and Customer and/or its officers, directors, agents, employees, representatives, contractors, assignees and designees thereof.
- 4.12 Inspection** means examining and testing an Acquisition (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the Acquisition meets Contract requirements.
- 4.13 Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 4.14 OAC** means the Oklahoma Administrative Code.
- 4.15 OMES** means the Office of Management and Enterprise Services.

- 4.16 Solicitation** means the document inviting Bids for the Acquisition referenced in the Contract and any amendments thereto.
- 4.17 State** means the government of the state of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the state of Oklahoma.
- 4.18 Supplier** means the Bidder with whom the State enters into the Contract awarded pursuant to the Solicitation or the business entity or individual that is a party to the Contract with the State.
- 4.19 Suspension** means action taken by a suspending official under federal or state law or regulations to suspend a Supplier from inclusion on the Supplier list; be eligible to submit Bids to State agencies and be awarded a contract by a State agency subject to the Central Purchasing Act.
- 4.20 Supplier Confidential Information** means certain confidential and proprietary information of Supplier that is clearly marked as confidential and agreed by the State Purchasing Director or Customer, as applicable, but does not include information excluded from confidentiality in provisions of the Contract or the Oklahoma Open Records Act.
- 4.21 Work Product** means any and all deliverables produced by Supplier under a statement of work or similar Contract Document issued pursuant to this Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the Contract effective date including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided by or on behalf of Supplier under the Contract and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created,

prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or with funds appropriated by or for Customer or Customer's benefit (a) by any Supplier personnel or Customer personnel or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

5 Pricing

- 5.1** Pursuant to 68 O.S. §§ 1352, 1356, and 1404, State agencies are exempt from the assessment of State sales, use, and excise taxes. Further, State agencies and political subdivisions of the State are exempt from Federal Excise Taxes pursuant to Title 26 of the United States Code. Any taxes of any nature whatsoever payable by the Supplier shall not be reimbursed.
- 5.2** Pursuant to 74 O.S. §85.40, all travel expenses of Supplier must be included in the total Acquisition price.
- 5.3** The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery.

6 Ordering, Inspection, and Acceptance

- 6.1** Any product or service furnished under the Contract shall be ordered by issuance of a valid purchase order or other appropriate payment mechanism, including a pre-encumbrance, or by use of a valid Purchase Card. All orders and transactions are governed by the terms and conditions of the Contract. Any purchase order or other applicable payment mechanism dated prior to termination or expiration of the Contract shall be performed unless mutually agreed in writing otherwise.
- 6.2** Services will be performed in accordance with industry best practices and are subject to acceptance by the Customer. Notwithstanding any other provision in the Contract, deemed acceptance of a service or associated deliverable shall not apply automatically upon receipt of a deliverable or upon provision of a service.

Supplier warrants and represents that a product or deliverable furnished by or through the Supplier shall individually, and where specified by Supplier to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of the greater of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. A defect in a product or deliverable furnished by or through the Supplier shall be repaired or replaced by Supplier at no additional cost or expense to the Customer if such defect occurs during the warranty period.

Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.

Pursuant to OAC 260:115-9-5, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

- 6.3** Supplier shall deliver products and services on or before the required date specified in a Contract Document. Failure to deliver timely may result in liquidated damages as set forth in the applicable Contract Document. Deviations, substitutions, or changes in a product or service, including changes of personnel directly providing services, shall not be made unless expressly authorized in writing by the Customer. Any substitution of personnel directly providing services shall be a person of comparable or greater skills, education and experience for performing the services as the person being replaced. Additionally, Supplier shall provide staff sufficiently experienced and able to perform with respect to any transitional services provided by Supplier in connection with termination or expiration of the Contract.
- 6.4** Product warranty and return policies and terms provided under any Contract Document will not be more restrictive or more costly than warranty and return policies and terms for other similarly situated customers for a like product.

7 Invoices and Payment

- 7.1** Supplier shall be paid upon submission of a proper invoice(s) at the prices stipulated in the Contract in accordance with 74 O.S. §85.44B which requires that payment be made only after products have been provided and accepted or services rendered and accepted.

The following terms additionally apply:

- A.** An invoice shall contain the purchase order number, description of products or services provided and the dates of such provision.
- B.** Failure to provide a timely and proper invoice may result in delay of processing the invoice for payment. Proper invoice is defined at OAC 260:10-1-2.
- C.** Payment of all fees under the Contract shall be due NET 45 days. Payment and interest on late payments are governed by 62 O.S. §34.72. Such interest is the sole and exclusive remedy for late payments by a State agency and no other late fees are authorized to be assessed pursuant to Oklahoma law.
- D.** The date from which an applicable early payment discount time is calculated shall be from the receipt date of a proper invoice. There is no obligation, however, to utilize an early payment discount.
- E.** If an overpayment or underpayment has been made to Supplier any subsequent payments to Supplier under the Contract may be adjusted to correct the account. A written explanation of the adjustment will be issued to Supplier.
- F.** Supplier shall have no right of setoff.
- G.** Because funds are typically dedicated to a particular fiscal year, an invoice will be paid only when timely submitted, which shall in no instance be later than six (6) months after the end of the fiscal year in which the goods are provided or services performed.
- H.** The Supplier shall accept payment by Purchase Card as allowed by Oklahoma law.

8 Maintenance of Insurance, Payment of Taxes, and Workers' Compensation

- 8.1** As a condition of this Contract, Supplier shall procure at its own expense, and provide proof of, insurance coverage with the applicable liability limits set

forth below and any approved subcontractor of Supplier shall procure and provide proof of the same coverage. The required insurance shall be underwritten by an insurance carrier with an A.M. Best rating of A- or better.

Such proof of coverage shall additionally be provided to the Customer if services will be provided by any of Supplier's employees, agents or subcontractors at any Customer premises and/or employer vehicles will be used in connection with performance of Supplier's obligations under the Contract. Supplier may not commence performance hereunder until such proof has been provided. Additionally, Supplier shall ensure each insurance policy includes a thirty (30) day notice of cancellation and name the State and its agencies as certificate holder and shall promptly provide proof to the State of any renewals, additions, or changes to such insurance coverage. Supplier's obligation to maintain insurance coverage under the Contract is a continuing obligation until Supplier has no further obligation under the Contract. Any combination of primary and excess or umbrella insurance may be used to satisfy the limits of coverage for Commercial General Liability, Auto Liability and Employers' Liability. Unless agreed between the parties and approved by the State Purchasing Director, the minimum acceptable insurance limits of liability are as follows:

- A.** Workers' Compensation and Employer's Liability Insurance in accordance with and to the extent required by applicable law;
- B.** Commercial General Liability Insurance covering the risks of personal injury, bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of liability of not less than \$5,000,000 per occurrence;
- C.** Automobile Liability Insurance with limits of liability of not less than \$5,000,000 combined single limit each accident;
- D.** Directors and Officers Insurance which shall include Employment Practices Liability as well as Consultant's Computer Errors and Omissions Coverage, if information technology services are provided under the Contract, with limits not less than \$5,000,000 per occurrence;
- E.** Security and Privacy Liability insurance, including coverage for failure to protect confidential information and failure of the security of Supplier's computer systems that results in unauthorized access to Customer data with limits \$5,000,000 per occurrence; and
- F.** Additional coverage required in writing in connection with a particular Acquisition.

- 8.2** Supplier shall be entirely responsible during the existence of the Contract for the liability and payment of taxes payable by or assessed to Supplier or its employees, agents and subcontractors of whatever kind, in connection with the Contract. Supplier further agrees to comply with all state and federal laws applicable to any such persons, including laws regarding wages, taxes, insurance, and Workers' Compensation. Neither Customer nor the State shall be liable to the Supplier, its employees, agents, or others for the payment of taxes or the provision of unemployment insurance and/or Workers' Compensation or any benefit available to a State or Customer employee.
- 8.3** Supplier agrees to indemnify Customer, the State, and its employees, agents, representatives, contractors, and assignees for any and all liability, actions, claims, demands, or suits, and all related costs and expenses (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) relating to tax liability, unemployment insurance and/or Workers' Compensation in connection with its performance under the Contract.

9 Compliance with Applicable Laws

- 9.1** As long as Supplier has an obligation under the terms of the Contract and in connection with performance of its obligations, the Supplier represents its present compliance, and shall have an ongoing obligation to comply, with all applicable federal, State, and local laws, rules, regulations, ordinances, and orders, as amended, including but not limited to the following:
- A.** Drug-Free Workplace Act of 1988 set forth at 41 U.S.C. §81.
 - B.** Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use of facilities included on the EPA List of Violating Facilities under nonexempt federal contracts, grants or loans;
 - C.** Prospective participant requirements set at 45 C.F.R. part 76 in connection with Debarment, Suspension and other responsibility matters;
 - D.** 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, and Executive Orders 11246 and 11375;
 - E.** Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93;

- F.** Requirements of Internal Revenue Service Publication 1075 regarding use, access and disclosure of Federal Tax Information (as defined therein);
 - G.** Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Uniform Guidance, 2 CFR 200 Subpart F §200.500 et seq. with approval and work paper examination rights of the applicable procuring entity;
 - H.** Requirements of the Oklahoma Taxpayer and Citizen Protection Act of 2007, 25 O.S. §1312 and applicable federal immigration laws and regulations and be registered and participate in the Status Verification System. The Status Verification System is defined at 25 O.S. §1312, includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security, and is available at www.dhs.gov/E-Verify;
 - I.** Requirements of the Health Insurance Portability and Accountability Act of 1996; Health Information Technology for Economic and Clinical Health Act; Payment Card Industry Security Standards; Criminal Justice Information System Security Policy and Security Addendum; and Family Educational Rights and Privacy Act; and
 - J.** Be registered as a business entity licensed to do business in the State, have obtained a sales tax permit, and be current on franchise tax payments to the State, as applicable.
- 9.2** The Supplier's employees, agents and subcontractors shall adhere to applicable Customer policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. As applicable, the Supplier shall adhere to the State Information Security Policy, Procedures, Guidelines set forth at https://omes.ok.gov/sites/g/files/gmc316/f/InfoSecPPG_0.pdf. Supplier is responsible for reviewing and relaying such policies covering the above to the Supplier's employees, agents and subcontractors.
- 9.3** At no additional cost to Customer, the Supplier shall maintain all applicable licenses and permits required in association with its obligations under the Contract.
- 9.4** In addition to compliance under subsection 9.1 above, Supplier shall have a continuing obligation to comply with applicable Customer-specific mandatory

contract provisions required in connection with the receipt of federal funds or other funding source.

- 9.5** The Supplier is responsible to review and inform its employees, agents, and subcontractors who provide a product or perform a service under the Contract of the Supplier's obligations under the Contract and Supplier certifies that its employees and each such subcontractor shall comply with minimum requirements and applicable provisions of the Contract. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations under the Contract.
- 9.6** As applicable, Supplier agrees to comply with the Governor's Executive Orders related to the use of any tobacco product, electronic cigarette or vaping device on any and all properties owned, leased, or contracted for use by the State, including but not limited to all buildings, land and vehicles owned, leased, or contracted for use by agencies or instrumentalities of the State.
- 9.7** The execution, delivery and performance of the Contract and any ancillary documents by Supplier will not, to the best of Supplier's knowledge, violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third party.
- 9.8** Supplier represents that it has the ability to pay its debts when due and it does not anticipate the filing of a voluntary or involuntary bankruptcy petition or appointment of a receiver, liquidator or trustee.
- 9.9** Supplier represents that, to the best of its knowledge, any litigation or claim or any threat thereof involving Supplier has been disclosed in writing to the State and Supplier is not aware of any other litigation, claim or threat thereof.
- 9.10** If services provided by Supplier include delivery of an electronic communication, Supplier shall ensure such communication and any associated support documents are compliant with Section 508 of the Federal Rehabilitation Act and with State standards regarding accessibility. Should any communication or associated support documents be non-compliant, Supplier shall correct and re-deliver such communication immediately upon discovery or notice, at no additional cost to the State. Additionally, as part of compliance with accessibility requirements where documents are only provided in non-electronic format, Supplier shall promptly provide such communication and any associated support documents in an alternate format

usable by individuals with disabilities upon request and at no additional cost, which may originate from an intended recipient or from the State.

10 Audits and Records Clause

- 10.1** As used in this clause and pursuant to 67 O.S. §203, “record” includes a document, book, paper, photograph, microfilm, computer tape, disk, record, sound recording, film recording, video record, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form. Supplier agrees any pertinent federal or State agency or governing entity of a Customer shall have the right to examine and audit, at no additional cost to a Customer, all records relevant to the execution and performance of the Contract except, unless otherwise agreed, costs of Supplier that comprise pricing under the Contract.
- 10.2** The Supplier is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion or termination of an Acquisition unless otherwise indicated in the Contract terms. If a claim, audit, litigation or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.
- 10.3** Pursuant to 74 O.S. §85.41, if professional services are provided hereunder, all items of the Supplier that relate to the professional services are subject to examination by the State agency, State Auditor and Inspector and the State Purchasing Director.

11 Confidentiality

- 11.1** The Supplier shall maintain strict security of all State and citizen data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and State laws, rules, regulations, and policies and shall use any such data and records only as necessary for Supplier to perform its obligations under the Contract. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or State laws, rules and regulations. The Supplier warrants and represents that such information shall not be sold, assigned, conveyed, provided, released, disseminated or otherwise disclosed by Supplier, its employees, officers, directors, subsidiaries, affiliates, agents, representatives, assigns, subcontractors, independent contractors, successor or any other persons or entities without Customer’s prior express written

permission. Supplier shall instruct all such persons and entities that the confidential information shall not be disclosed or used without the Customer's prior express written approval except as necessary for Supplier to render services under the Contract. The Supplier further warrants that it has a tested and proven system in effect designed to protect all confidential information.

- 11.2** Supplier shall establish, maintain and enforce agreements with all such persons and entities that have access to State and citizen data and records to fulfill Supplier's duties and obligations under the Contract and to specifically prohibit any sale, assignment, conveyance, provision, release, dissemination or other disclosure of any State or citizen data or records except as required by law or allowed by written prior approval of the Customer.
- 11.3** Supplier shall immediately report to the Customer any and all unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State or citizen data or records of which it or its parent company, subsidiaries, affiliates, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors is aware or have knowledge or reasonable should have knowledge. The Supplier shall also promptly furnish to Customer full details of the unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination, or attempt thereof, and use its best efforts to assist the Customer in investigating or preventing the reoccurrence of such event in the future. The Supplier shall cooperate with the Customer in connection with any litigation and investigation deemed necessary by the Customer to protect any State or citizen data and records and shall bear all costs associated with the investigation, response and recovery in connection with any breach of State or citizen data or records including but not limited to credit monitoring services with a term of at least three (3) years, all notice-related costs and toll free telephone call center services.
- 11.4** Supplier further agrees to promptly prevent a reoccurrence of any unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of State or citizen data and records.
- 11.5** Supplier acknowledges that any improper use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State data or records to others may cause immediate and irreparable harm to the Customer and certain beneficiaries and may violate state or federal laws and regulations. If the Supplier or its affiliates, parent company, subsidiaries, employees, officers, directors, assignees, agents,

representatives, independent contractors, and subcontractors improperly use, appropriate, sell, assign, convey, provide, release, access, acquire, disclose or otherwise disseminate such confidential information to any person or entity in violation of the Contract, the Customer will immediately be entitled to injunctive relief and/or any other rights or remedies available under this Contract, at equity or pursuant to applicable statutory, regulatory, and common law without a cure period.

11.6 The Supplier shall immediately forward to the State Purchasing Director, and any other applicable person listed in the Notices section(s) of the Contract, any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.

11.7 Customer may be provided access to Supplier Confidential Information. State agencies are subject to the Oklahoma Open Records Act and Supplier acknowledges information marked confidential information will be disclosed to the extent permitted under the Open Records Act and in accordance with this section. Nothing herein is intended to waive the State Purchasing Director's authority under OAC 260:115-3-9 in connection with Bid information requested to be held confidential by a Bidder. Notwithstanding the foregoing, Supplier Confidential Information shall not include information that: (i) is or becomes generally known or available by public disclosure, commercial use or otherwise and is not in contravention of this Contract; (ii) is known and has been reduced to tangible form by the receiving party before the time of disclosure for the first time under this Contract and without other obligations of confidentiality; (iii) is independently developed without the use of any of Supplier Confidential Information; (iv) is lawfully obtained from a third party (without any confidentiality obligation) who has the right to make such disclosure or (v) résumé, pricing or marketing materials provided to the State. In addition, the obligations in this section shall not apply to the extent that the applicable law or regulation requires disclosure of Supplier Confidential Information, provided that the Customer provides reasonable written notice, pursuant to Contract notice provisions, to the Supplier so that the Supplier may promptly seek a protective order or other appropriate remedy.

12 Conflict of Interest

In addition to any requirement of law or of a professional code of ethics or conduct, the Supplier, its employees, agents and subcontractors are required to disclose any outside activity or interest that conflicts or may conflict with the best interest of the State. Prompt disclosure is required under this section if the activity or interest is

related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State. Further, as long as the Supplier has an obligation under the Contract, any plan, preparation or engagement in any such activity or interest shall not occur without prior written approval of the State. Any conflict of interest shall, at the sole discretion of the State, be grounds for partial or whole termination of the Contract.

13 Assignment and Permitted Subcontractors

- 13.1** Supplier's obligations under the Contract may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld at the State's sole discretion. Should Supplier assign its rights to payment, in whole or in part, under the Contract, Supplier shall provide the State and all affected Customers with written notice of the assignment. Such written notice shall be delivered timely and contain details sufficient for affected Customers to perform payment obligations without any delay caused by the assignment.
- 13.2** Notwithstanding the foregoing, the Contract may be assigned by Supplier to any corporation or other entity in connection with a merger, consolidation, sale of all equity interests of the Supplier, or a sale of all or substantially all of the assets of the Supplier to which the Contract relates. In any such case, said corporation or other entity shall by operation of law or expressly in writing assume all obligations of the Supplier as fully as if it had been originally made a party to the Contract. Supplier shall give the State and all affected Customers prior written notice of said assignment. Any assignment or delegation in violation of this subsection shall be void.
- 13.3** If the Supplier is permitted to utilize subcontractors in support of the Contract, the Supplier shall remain solely responsible for its obligations under the terms of the Contract, for its actions and omissions and those of its agents, employees and subcontractors and for payments to such persons or entities. Prior to a subcontractor being utilized by the Supplier, the Supplier shall obtain written approval of the State of such subcontractor and each employee, as applicable to a particular Acquisition, of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. Any proposed subcontractor shall be identified by entity name, and by employee name, if required by the particular Acquisition, in the applicable proposal and shall include the nature of the services to be performed. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such subcontractor is bound by and agrees, as applicable, to perform the same covenants and be subject to

the same conditions and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract Documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior written approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.

13.4 All payments under the Contract shall be made directly to the Supplier, except as provided in subsection A above regarding the Supplier's assignment of payment. No payment shall be made to the Supplier for performance by unapproved or disapproved employees of the Supplier or a subcontractor.

13.5 Rights and obligations of the State or a Customer under the terms of this Contract may be assigned or transferred, at no additional cost, to other Customer entities.

14 Background Checks and Criminal History Investigations

Prior to the commencement of any services, background checks and criminal history investigations of the Supplier's employees and subcontractors who will be providing services may be required and, if so, the required information shall be provided to the State in a timely manner. Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State. The costs of additional background checks beyond Supplier's normal hiring practices shall be the responsibility of the Customer unless such additional background checks are required solely because Supplier will not provide results of its otherwise acceptable normal background checks; in such an instance, Supplier shall pay for the additional background checks. Supplier will coordinate with the State and its employees to complete the necessary background checks and criminal history investigations. Should any employee or subcontractor of the Supplier who will be providing services under the Contract not be acceptable as a result of the background check or criminal history investigation, the Customer may require replacement of the employee or subcontractor in question and, if no suitable replacement is made within a reasonable time, terminate the purchase order or other payment mechanism associated with the project or services.

15 Patents and Copyrights

Without exception, a product or deliverable price shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent, intellectual property, copyright or other property right held by such third party. Should any third party threaten or make a claim that any portion of a product or service provided by Supplier under the Contract infringes that party's patent, intellectual property,

copyright or other property right, Supplier shall enable each affected Customer to legally continue to use, or modify for use, the portion of the product or service at issue or replace such potentially infringing product, or re-perform or redeliver in the case of a service, with at least a functional non-infringing equivalent. Supplier's duty under this section shall extend to include any other product or service rendered materially unusable as intended due to replacement or modification of the product or service at issue. If the Supplier determines that none of these alternatives are reasonably available, the State shall return such portion of the product or deliverable at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund or reimbursement, if applicable, of the cost of any other product or deliverable rendered materially unusable as intended due to removal of the portion of product or deliverable at issue. Any remedy provided under this section is not an exclusive remedy and is not intended to operate as a waiver of legal or equitable remedies because of acceptance of relief provided by Supplier.

16 Indemnification

16.1 Acts or Omissions

- A.** Supplier shall defend and indemnify the Indemnified Parties, as applicable, for any and all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising out of, or resulting from any action or claim for bodily injury, death, or property damage brought against any of the Indemnified parties to the extent arising from any negligent act or omission or willful misconduct of the Supplier or its agents, employees, or subcontractors in the execution or performance of the Contract.
- B.** To the extent Supplier is found liable for loss, damage, or destruction of any property of Customer due to negligence, misconduct, wrongful act, or omission on the part of the Supplier, its employees, agents, representatives, or subcontractors, the Supplier and Customer shall use best efforts to mutually negotiate an equitable settlement amount to repair or replace the property unless such loss, damage or destruction is of such a magnitude that repair or replacement is not a reasonable option. Such amount shall be invoiced to, and is payable by, Supplier sixty (60) calendar days after the date of Supplier's receipt of an invoice for the negotiated settlement amount.

16.2 Infringement

Supplier shall indemnify the Indemnified Parties, as applicable, for all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising from or in connection with Supplier's breach of its representations and warranties in the Contract or alleged infringement of any patent, intellectual property, copyright or other property right in connection with a product or service provided under the Contract. Supplier's duty under this section is reduced to the extent a claimed infringement results from: (a) a Customer's or user's content; (b) modifications by Customer or third party to a product delivered under the Contract or combinations of the product with any non-Supplier-provided services or products unless Supplier recommended or participated in such modification or combination; (c) use of a product or service by Customer in violation of the Contract unless done so at the direction of Supplier, or (d) a non-Supplier product that has not been provided to the State by, through or on behalf of Supplier as opposed to its combination with products Supplier provides to or develops for the State or a Customer as a system.

16.3 Notice and Cooperation

In connection with indemnification obligations under the Contract, the parties agree to furnish prompt written notice to each other of any third-party claim. Any Customer affected by the claim will reasonably cooperate with Supplier and defense of the claim to the extent its interests are aligned with Supplier. Supplier shall use counsel reasonably experienced in the subject matter at issue and will not settle a claim without the written consent of the party being defended, which consent will not be unreasonably withheld or delayed, except that no consent will be required to settle a claim against Indemnified Parties that are not a State agency, where relief against the Indemnified Parties is limited to monetary damages that are paid by the defending party under indemnification provisions of the Contract.

16.4 Coordination of Defense

In connection with indemnification obligations under the Contract, when a State agency is a named defendant in any filed or threatened lawsuit, the defense of the State agency shall be coordinated by the Attorney General of Oklahoma, or the Attorney General may authorize the Supplier to control the defense and any related settlement negotiations; provided, however, Supplier shall not agree to any settlement of claims against the State without obtaining advance written concurrence from the Attorney General. If the Attorney General does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall have authorization to equally

participate in any proceeding related to the indemnity obligation under the Contract and shall remain responsible to indemnify the applicable Indemnified Parties.

16.5 Limitation of Liability

- A.** With respect to any claim or cause of action arising under or related to the Contract, neither the State nor any Customer shall be liable to Supplier for lost profits, lost sales or business expenditures, investments, or commitments in connection with any business, loss of any goodwill, or for any other indirect, incidental, punitive, special or consequential damages, even if advised of the possibility of such damages.
- B.** Notwithstanding anything to the contrary in the Contract, no provision shall limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Supplier or its employees, agents or subcontractors; indemnity, security or confidentiality obligations under the Contract; the bad faith, negligence, intentional misconduct or other acts for which applicable law does not allow exemption from liability of Supplier or its employees, agents or subcontractors.
- C.** The limitation of liability and disclaimers set forth in the Contract will apply regardless of whether Customer has accepted a product or service. The parties agree that Supplier has set its fees and entered into the Contract in reliance on the disclaimers and limitations set forth herein, that the same reflect an allocation of risk between the parties and form an essential basis of the bargain between the parties. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

17 Termination for Funding Insufficiency

- 17.1** Notwithstanding anything to the contrary in any Contract Document, the State may terminate the Contract in whole or in part if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. In the event of such insufficiency, Supplier will be provided at least fifteen (15) calendar days' written notice of termination. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated. The determination by the State of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

17.2 Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contractor certain obligations are terminated shall be refunded.

17.3 The State's exercise of its right to terminate the Contract under this section shall not be considered a default or breach under the Contract or relieve the Supplier of any liability for claims arising under the Contract.

18 Termination for Cause

18.1 Supplier may terminate the Contract if (i) it has provided the State with written notice of material breach and (ii) the State fails to cure such material breach within thirty (30) days of receipt of written notice. If there is more than one Customer, material breach by a Customer does not give rise to a claim of material breach as grounds for termination by Supplier of the Contract as a whole. The State may terminate the Contract in whole or in part if (i) it has provided Supplier with written notice of material breach, and (ii) Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated.

18.2 The State may terminate the Contract in whole or in part immediately without a thirty (30) day written notice to Supplier if (i) Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract; (ii) Supplier's material breach is reasonably determined to be an impediment to the function of the State and detrimental to the State or to cause a condition precluding the thirty (30) day notice or (iii) when the State determines that an administrative error in connection with award of the Contract occurred prior to Contract performance.

18.3 Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence

of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination is not an exclusive remedy but is in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

18.4 The Supplier's repeated failure to provide an acceptable product or service; Supplier's unilateral revision of linked or supplemental terms that have a materially adverse impact on a Customer's rights or obligations under the Contract (except as required by a governmental authority); actual or anticipated failure of Supplier to perform its obligations under the Contract; Supplier's inability to pay its debts when due; assignment for the benefit of Supplier's creditors; or voluntary or involuntary appointment of a receiver or filing of bankruptcy of Supplier shall constitute a material breach of the Supplier's obligations, which may result in partial or whole termination of the Contract. This subsection is not intended as an exhaustive list of material breach conditions. Termination may also result from other instances of failure to adhere to the Contract provisions and for other reasons provided for by applicable law, rules or regulations; without limitation, OAC 260:115-9-9 is an example.

19 Termination for Convenience

19.1 The State may terminate the Contract, in whole or in part, for convenience if it is determined that termination is in the State's best interest. In the event of a termination for convenience, Supplier will be provided at least thirty (30) days' written notice of termination. Any partial termination of the Contract shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that remain in effect.

19.2 Upon receipt of notice of such termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but

there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

20 Suspension of Supplier

- 20.1** Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.
- 20.2** Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.
- 20.3** Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such resumption will occur.

21 Certification Regarding Debarment, Suspension, and Other Responsibility Matters

The certification made by Supplier with respect to Debarment, Suspension, certain indictments, convictions, civil judgments and terminated public contracts is a material representation of fact upon which reliance was placed when entering into the Contract.

A determination that Supplier knowingly rendered an erroneous certification, in addition to other available remedies, may result in whole or partial termination of the Contract for Supplier's default. Additionally, Supplier shall promptly provide written notice to the State Purchasing Director if the certification becomes erroneous due to changed circumstances.

22 Certification Regarding State Employees Prohibition From Fulfilling Services

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

23 Force Majeure

23.1 Either party shall be temporarily excused from performance to the extent delayed as a result of unforeseen causes beyond its reasonable control including fire or other similar casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any governmental agency or authority provided the party experiencing the force majeure event has prudently and promptly acted to take any and all steps within the party's control to ensure continued performance and to shorten duration of the event. If a party's performance of its obligations is materially hindered as a result of a force majeure event, such party shall promptly notify the other party of its best reasonable assessment of the nature and duration of the force majeure event and steps it is taking, and plans to take, to mitigate the effects of the force majeure event. The party shall use commercially reasonable best efforts to continue performance to the extent possible during such event and resume full performance as soon as reasonably practicable.

23.2 Subject to the conditions set forth above, non-performance as a result of a force majeure event shall not be deemed a default. However, a purchase order or other payment mechanism may be terminated if Supplier cannot cause delivery of a product or service in a timely manner to meet the business needs of Customer. Supplier is not entitled to payment for products or services not received and, therefore, amounts payable to Supplier during the force majeure event shall be equitably adjusted downward.

23.3 Notwithstanding the foregoing or any other provision in the Contract, (i) the following are not a force majeure event under the Contract: (a) shutdowns, disruptions or malfunctions in Supplier's system or any of Supplier's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to Supplier's systems or (b) the delay or failure of Supplier or subcontractor personnel to perform any obligation of Supplier hereunder unless such delay

or failure to perform is itself by reason of a force majeure event and (ii) no force majeure event modifies or excuses Supplier's obligations related to confidentiality, indemnification, data security or breach notification obligations set forth herein.

24 Security of Property and Personnel

In connection with Supplier's performance under the Contract, Supplier may have access to Customer personnel, premises, data, records, equipment and other property. Supplier shall use commercially reasonable best efforts to preserve the safety and security of such personnel, premises, data, records, equipment, and other property of Customer. Supplier shall be responsible for damage to such property to the extent such damage is caused by its employees or subcontractors and shall be responsible for loss of Customer property in its possession, regardless of cause. If Supplier fails to comply with Customer's security requirements, Supplier is subject to immediate suspension of work as well as termination of the associated purchase order or other payment mechanism.

25 Notices

All notices, approvals or requests allowed or required by the terms of any Contract Document shall be in writing, reference the Contract with specificity and deemed delivered upon receipt or upon refusal of the intended party to accept receipt of the notice. In addition to other notice requirements in the Contract and the designated Supplier contact provided in a successful Bid, notices shall be sent to the State at the physical address set forth below. Notice information may be updated in writing to the other party as necessary. Notwithstanding any other provision of the Contract, confidentiality, breach and termination-related notices shall not be delivered solely via e-mail.

If sent to the State:

State Purchasing Director
2401 North Lincoln Boulevard, Suite 116
Oklahoma City, Oklahoma 73105

With a copy, which shall not constitute notice, to:

Purchasing Division Deputy General Counsel
2401 North Lincoln Boulevard, Suite 116
Oklahoma City, Oklahoma 73105

26 Miscellaneous

26.1 Choice of Law and Venue

Any claim, dispute, or litigation relating to the Contract Documents, in the singular or in the aggregate, shall be governed by the laws of the State without regard to application of choice of law principles. Pursuant to 74 O.S. §85.14, where federal granted funds are involved, applicable federal laws, rules and regulations shall govern to the extent necessary to insure benefit of such federal funds to the State. Venue for any action, claim, dispute, or litigation relating in any way to the Contract Documents, shall be in Oklahoma County, Oklahoma.

26.2 No Guarantee of Products or Services Required

The State shall not guarantee any minimum or maximum amount of Supplier products or services required under the Contract.

26.3 Employment Relationship

The Contract does not create an employment relationship. Individuals providing products or performing services pursuant to the Contract are not employees of the State or Customer and, accordingly are not eligible for any rights or benefits whatsoever accruing to such employees.

26.4 Transition Services

If transition services are needed at the time of Contract expiration or termination, Supplier shall provide such services on a month-to-month basis, at the contract rate or other mutually agreed rate. Supplier shall provide a proposed transition plan, upon request, and cooperate with any successor supplier and with establishing a mutually agreeable transition plan. Failure to cooperate may be documented as poor performance of Supplier.

26.5 Publicity

The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State.

26.6 Open Records Act

Supplier acknowledges that all State agencies and certain other Customers are subject to the Oklahoma Open Records Act set forth at 51 O.S. §24A-1 *et seq.* Supplier also acknowledges that compliance with the Oklahoma Open Records Act and all opinions of the Oklahoma Attorney General concerning the Act is required.

26.7 Failure to Enforce

Failure by the State or a Customer at any time to enforce a provision of, or exercise a right under, the Contract shall not be construed as a waiver of any such provision. Such failure to enforce or exercise shall not affect the validity of any Contract Document, or any part thereof, or the right of the State or a Customer to enforce any provision of, or exercise any right under, the Contract at any time in accordance with its terms. Likewise, a waiver of a breach of any provision of a Contract Document shall not affect or waive a subsequent breach of the same provision or a breach of any other provision in the Contract.

26.8 Mutual Responsibilities

- A.** No party to the Contract grants the other the right to use any trademarks, trade names, other designations in any promotion or publication without the express written consent by the other party.
- B.** The Contract is a non-exclusive contract and each party is free to enter into similar agreements with others.
- C.** The Customer and Supplier each grant the other only the licenses and rights specified in the Contract and all other rights and interests are expressly reserved.
- D.** The Customer and Supplier shall reasonably cooperate with each other and any Supplier to which the provision of a product and/or service under the Contract may be transitioned after termination or expiration of the Contract.
- E.** Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by a party is required under the Contract, such action shall not be unreasonably delayed or withheld.

26.9 Invalid Term or Condition

To the extent any term or condition in the Contract conflicts with a compulsory applicable State or United States law or regulation, such Contract term or

condition is void and unenforceable. By executing any Contract Document which contains a conflicting term or condition, no representation or warranty is made regarding the enforceability of such term or condition. Likewise, any applicable State or federal law or regulation which conflicts with the Contract or any non-conflicting applicable State or federal law or regulation is not waived.

26.10 Severability

If any provision of a Contract Document, or the application of any term or condition to any party or circumstances, is held invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable and the application of such provision to other parties or circumstances shall remain valid and in full force and effect. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

26.11 Section Headings

The headings used in any Contract Document are for convenience only and do not constitute terms of the Contract.

26.12 Sovereign Immunity

Notwithstanding any provision in the Contract, the Contract is entered into subject to the State's Constitution, statutes, common law, regulations, and the doctrine of sovereign immunity, none of which are waived by the State nor any other right or defense available to the State.

26.13 Survival

As applicable, performance under all license, subscription, service agreements, statements of work, transition plans and other similar Contract Documents entered into between the parties under the terms of the Contract shall survive Contract expiration. Additionally, rights and obligations under the Contract which by their nature should survive including, without limitation, certain payment obligations invoiced prior to expiration or termination; confidentiality obligations; security incident and data breach obligations and indemnification obligations, remain in effect after expiration or termination of the Contract.

26.14 Entire Agreement

The Contract Documents taken together as a whole constitute the entire agreement between the parties. No statement, promise, condition,

understanding, inducement or representation, oral or written, expressed or implied, which is not contained in a Contract Document shall be binding or valid. The Supplier's representations and certifications, including any completed electronically, are incorporated by reference into the Contract.

26.15 Gratuities

The Contract may be immediately terminated, in whole or in part, by written notice if it is determined that the Supplier, its employee, agent, or another representative violated any federal, State or local law, rule or ordinance by offering or giving a gratuity to any State employee directly involved in the Contract. In addition, Suspension or Debarment of the Supplier may result from such a violation.

26.16 Import/Export Controls

Neither party will use, distribute, transfer or transmit any equipment, services, software or technical information provided under the Contract (even if incorporated into other products) except in compliance with all applicable import and export laws, conventions and regulations.

ATTACHMENT C

OKLAHOMA STATEWIDE CONTRACT TERMS

1. Statewide Contract Type

- 1.1** The Contract is a non-mandatory statewide contract for use by State agencies. Additionally, the Contract may be used by any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claims Act including any associated institution, instrumentality, board, commission, committee, department or other entity designated to act on behalf of the political subdivision; a state, county or local governmental entity in its state of origin; and entities authorized to utilize contracts by the State via a multistate or multigovernmental contract.
- 1.2** The Contract is a firm, fixed price contract for indefinite delivery and quantity for the Acquisitions available under the Contract.

2. Orders and Addendums

- 2.1** Unless mutually agreed in writing otherwise, orders shall be placed directly with the Supplier by issuance of written purchase orders or by Purchase Card by state agencies and other authorized entities. All orders are subject to the Contract terms and any order dated prior to Contract expiration shall be performed. Delivery to multiple destinations may be required.
- 2.2** Any ordering document shall be effective between Supplier and the Customer only and shall not be an Addendum to the Contract in its entirety or apply to any Acquisition by another Customer.
- 2.3** Additional terms added to a Contract Document by a Customer shall be effective if the additional terms do not conflict with the General Terms and are acceptable to Supplier. However, an Addendum to the Contract shall be signed by the State Purchasing Director or designee. Regarding information technology and telecommunications contracts, pursuant to 62 O.S., §34.11.1, the Chief Information Officer acts as the Information Technology and Telecommunications Purchasing Director.

3. Termination for Funding Insufficiency

In addition to Contract terms relating to termination due to insufficient funding, a Customer may terminate any purchase order or other payment mechanism if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. The determination by the Customer of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

4. Termination for Cause

In addition to Contract terms relating to termination for cause, a customer may terminate its obligations, in whole or in part, to Supplier if it has provided Supplier with written notice of material breach and Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. The Customer may also terminate a purchase order or other payment mechanism or Supplier's activities under the Contract immediately without a thirty (30) day written notice to Supplier, if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements if such non-compliance relates or may relate to Supplier provision of products or services to the Customer or if Supplier's material breach is reasonably determined (i) to be an impediment to the function of the Customer and detrimental to the Customer, or (ii) when conditions preclude the thirty (30) day notice.

5. Termination for Convenience

In addition to any termination for convenience provisions in the Contract, a Customer may terminate a purchase order or other payment mechanism for convenience if it is determined that termination is in the Customer's best interest. Supplier will be provided at least thirty (30) days' written notice of termination.

6. Contract Management Fee and Usage Report

6.1 Pursuant to 74 O.S. § 85.33A, the State assesses a contract management fee on all transactions under a statewide contract. The payment of such fee will be calculated for all transactions, net of returns and the Supplier has no right of setoff against such fee regardless of the payment status of any Customer or any aggregate accounts receivable percentage. Supplier acknowledges and agrees that all prices quoted under any statewide contract shall include the contract management fee and the contract management fee shall not be reflected as a separate line item in Supplier's billing. The State reserves the

right to change this fee upward or downward upon sixty (60) calendar days' written notice to Supplier without further requirement for an Addendum.

6.2 While Supplier is the awardee of a statewide contract, transactions that occur under the terms of the statewide contract are subject to a one percent (1%) contract management fee to be paid by Supplier. Supplier shall submit a Contract Usage Report on a quarterly basis for each contract using a form provided by the State and such report shall include applicable information for each transaction. Reports shall include usage of the statewide contract by every Customer during the applicable quarter. A singular report provided late will not be considered a breach of the statewide contract; provided, however, repeated failure to submit accurate quarterly usage reports and submit timely payments may result in suspension or termination, in whole or in part, of the Contract.

6.3 All Contract Usage Reports shall meet the following criteria:

- i.** Electronic submission in Microsoft Excel format to strategic.sourcing@omes.ok.gov;
- ii.** Quarterly submission regardless of whether there were transactions under the Contract during the applicable quarterly reporting period;
- iii.** Submission no later than forty-five (45) days following the end of each calendar quarter;
- iv.** Contract quarterly reporting periods shall be as follows:
 - a.** January 01 through March 31;
 - b.** April 01 through June 30;
 - c.** July 01 through September 30; and
 - d.** October 01 through December 31.
- v.** Reports must include the following information:
 - a.** Procuring entity;
 - b.** Order date;

- c. Purchase Order number or note that the transaction was paid by Purchase Card;
- d. City in which products or services were received or specific office or subdivision title;
- e. Product manufacturer or type of service;
- f. Manufacturer item number, if applicable;
- g. Product description;
- h. General product category, if applicable;
- i. Quantity;
- j. Unit list price or MSRP, as applicable;
- k. Unit price charged to the purchasing entity; and
- l. Other Contract usage information requested by the State.

6.4 Payment of the contract management fee shall be delivered to the following address within forty-five (45) calendar days after the end of each quarterly reporting period:

State of Oklahoma
Office of Management and Enterprise Services, Central Purchasing
2401 North Lincoln Boulevard, Suite 116
Oklahoma City, Oklahoma 73105

To ensure payment is properly accounted for, Supplier shall provide the following information with payment: (i) reference to the applicable Contract Usage Report and quarterly reporting period and (ii) the applicable statewide contract number(s) and the amount of the contract management fee being paid for each contract number.

ATTACHMENT D

STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS

The parties further agree to the following terms (“Information Technology Terms”), as applicable, for any Acquisition of products or services with an information technology or telecommunication component. Pursuant to the Oklahoma Information Technology Consolidation and Coordination Act, OMES-Information Services (“OMES-IS”) is designated to purchase information technology and telecommunication products and services on behalf of the State. The Act directs OMES-IS to acquire necessary hardware, software and services and to authorize the use by other State agencies. OMES, as the owner of information technology and telecommunication assets and contracts on behalf of the State, allows other State agencies to use the assets while retaining ownership and the right to reassign the assets, at no additional cost, upon written notification to Supplier. OMES-IS is the data custodian for State agency data; however, such data is owned by the respective State agency.

1 Definitions

- 1.1 **COTS** means software that is commercial off the shelf.
- 1.2 **Customer Data** means all data supplied by or on behalf of a Customer in connection with the Contract, excluding any confidential information of Supplier.
- 1.3 **Data Breach** means the unauthorized access by an unauthorized person that results in the use, disclosure or theft of Customer Data.
- 1.4 **Host** includes the terms **Hosted** or **Hosting** and means the accessing, processing or storing of Customer Data.
- 1.5 **Intellectual Property Rights** means the worldwide legal rights or interests evidenced by or embodied in any idea, design, concept, personality right, method, process, technique, apparatus, invention, discovery or improvement including any patents, trade secrets and know-how; any work of authorship including any copyrights, Moral Rights or neighboring rights; any trademark, service mark, trade dress, trade name or other indicia of source or origin; domain name registrations; and any other proprietary or similar rights. Intellectual Property Rights of a party also includes all worldwide legal rights or interests that the party may have acquired by assignment or license with the right to grant sublicenses.
- 1.6 **Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 1.7 **Non-Public Data** means Customer Data, other than Personal Data, that is not subject to distribution to the public as public information. It is deemed to be sensitive and confidential

by Customer because it contains information that is exempt by statute, ordinance or administrative rule from access by the general public as public information. Non-Public Data includes any data deemed confidential pursuant to the Contract, otherwise identified by Customer as Non-Public Data, or that a reasonable person would deem confidential.

- 1.8 Personal Data** means Customer Data that contains 1) any combination of an individual's name, social security numbers, driver's license, state/federal identification number, account number, credit or debit card number and/or 2) data subject to protection under a federal, state or local law, rule, regulation or ordinance.
- 1.9 Security Incident** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with the Hosted environment used to perform the services.
- 1.10 State CIO** means the State Chief Information Officer or authorized designee.
- 1.11 Supplier Intellectual Property** means all tangible or intangible items or things, including the Intellectual Property Rights therein, created or developed by Supplier and identified in writing as such (a) prior to providing any services or Work Product to Customer and prior to receiving any documents, materials, information or funding from or on behalf of a Customer relating to the services or Work Product, or (b) after the effective date of the Contract if such tangible or intangible items or things were independently developed by Supplier outside Supplier's provision of services or Work Product for Customer under the Contract and were not created, prepared, developed, invented or conceived by any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.
- 1.12 Third Party Intellectual Property** means the Intellectual Property Rights of any third party that is not a party to the Contract, and that is not directly or indirectly providing any goods or services to a Customer under the Contract.
- 1.13 Work Product** means any and all deliverables produced by Supplier for Customer under a statement of work issued pursuant to the Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the effective date of the Contract, including but not limited to any (i) works of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (i) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts,

personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided to Customer under the Contract or statement of work, and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or a statement of work, or with funds appropriated by or for Customer or Customer's benefit: (a) by any Supplier personnel or Customer personnel, or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

2 Termination of Maintenance and Support Services

Customer may terminate maintenance or support services without an adjustment charge, provided any of the following circumstances occur:

- 2.1** Customer removes the product for which the services are provided, from productive use or;
- 2.2** The location at which the services are provided is no longer controlled by Customer (for example, because of statutory or regulatory changes or the sale or closing of a facility).

If Customer chooses to renew maintenance or support after maintenance has lapsed, Customer may choose to pay the additional fee, if any, associated with renewing a license after such maintenance or support has lapsed, or to purchase a new license. Any amount paid to Supplier in the form of prepaid fees that are unused when services under the Contract or purchase order are terminated shall be refunded to Customer.

3 Compliance and Electronic and Information Technology Accessibility

State procurement of information technology is subject to certain federal and State laws, rules and regulations related to information technology accessibility, including but not limited to Oklahoma Information Technology Accessibility Standards ("Standards") set forth at <https://omes.ok.gov/services/information-services/accessibility-standards>. Supplier shall provide a Voluntary Product Accessibility Template ("VPAT") describing accessibility compliance via a URL linking to the VPAT and shall update the VPAT as necessary in order to allow a Customer to obtain current VPAT information as required by State law. If products require development or customization, additional requirements and documentation may be required and compliance shall be necessary by Supplier. Such requirements may be stated in appropriate documents including but not limited to a statement of work, riders, agreement, purchase order or Addendum.

All representations contained in the VPAT provided will be relied upon by the State or a Customer, as applicable, for accessibility compliance purposes.

4 Media Ownership (Disk Drive and/or Memory Chip Ownership)

- 4.1** Any disk drives and memory cards purchased with or included for use in leased or purchased products under the Contract remain the property of the Customer.
- 4.2** Personal information may be retained within electronic media devices and components; therefore, electronic media shall not be released either between Customers or for the resale, of refurbished equipment that has been in use by a Customer, by the Supplier to the general public or other entities. This provision applies to replacement devices and components, whether purchased or leased, supplied by Supplier, its agents or subcontractors during the downtime (repair) of products purchased or leased through the Contract. If a device is removed from a location for repairs, the Customer shall have sole discretion, prior to removal, to determine and implement sufficient safeguards (such as a record of hard drive serial numbers) to protect personal information that may be stored within the hard drive or memory of the device.

5 Offshore Services

No offshore services are provided for under the Contract. State data shall not be used or accessed internationally for troubleshooting or any other use not specifically provided for herein without the prior written permission, which may be withheld in the State's sole discretion, from the appropriate authorized representative of the State. Notwithstanding the above, back office administrative functions of the Supplier may be located offshore and the follow-the-sun support model may be used by the Supplier to the extent allowed by law applicable to any Customer data being accessed or used.

6 Compliance with Technology Policies

- 6.1** The Supplier agrees to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at https://omes.ok.gov/s/g/files/gmc316/f/InfoSecPPG_0.pdf.

Supplier's employees and subcontractors shall adhere to the applicable State IT Standard Methodologies and Templates including but not limited to Project Management, Business Analysis, System Analysis, Enterprise and IT Architecture, Quality, Application and Security Methodologies and Templates as set forth at <http://eclipse.omes.ok.gov>.

- 6.2** Supplier shall comply with applicable Federal Information Processing Standards including, without limitation, FIPS 200, FIPS 140-2 or successor standards and all recommendations from the National Institute of Standards and Technology. The confidentiality of Customer Data shall be protected and maintained in accordance with these standards as well as other applicable Customer standards.

6.3 Supplier shall comply with the CJIS Security Policy as more particularly described at Appendix 2 attached hereto and incorporated herein.

7 Emerging Technologies

The State of Oklahoma reserves the right to enter into an Addendum to the Contract at any time to allow for emerging technologies not identified elsewhere in the Contract Documents if there are repeated requests for such emerging technology or the State determines it is warranted to add such technology.

8 Extension Right

In addition to extension rights of the State set forth in the Contract, the State CIO reserves the right to extend any Contract if the State CIO determines such extension to be in the best interest of the State.

9 Source Code Escrow

Pursuant to 62 O.S. § 34.31, if customized computer software is developed or modified exclusively for a State agency, the Supplier has a continuing obligation to comply with such law and place the source code for such software and any modifications thereto into escrow with an independent third party escrow agent. Supplier shall pay all fees charged by the escrow agent and enter into an escrow agreement, the terms of which are subject to the prior written approval of the State, including terms that provide the State receives ownership of all escrowed source code upon the occurrence of any of the following:

- 9.1** A bona fide material default of the obligations of the Supplier under the agreement with the applicable Customer;
- 9.2** An assignment by the Supplier for the benefit of its creditors;
- 9.3** A failure by the Supplier to pay, or an admission by the Supplier of its inability to pay, its debts as they mature;
- 9.4** The filing of a petition in bankruptcy by or against the Supplier when such petition is not dismissed within sixty (60) days of the filing date;
- 9.5** The appointment of a receiver, liquidator or trustee appointed for any substantial part of the Supplier's property;
- 9.6** The inability or unwillingness of the Supplier to provide the maintenance and support services in accordance with the agreement with the agency;
- 9.7** Supplier's ceasing of maintenance and support of the software; or
- 9.8** Such other condition as may be statutorily imposed by the future amendment or enactment of applicable Oklahoma law.

10 Commercial Off The Shelf Software

If Supplier specifies terms and conditions or clauses in an electronic license, subscription, maintenance, support or similar agreement that conflict with the terms of this Contract, the additional terms and conditions or conflicting clauses shall not be binding on the State and the provisions of this Contract shall prevail.

11 Ownership Rights

Any software developed by the Supplier under the terms of the Contract is for the sole and exclusive use of the State including but not limited to the right to use, reproduce, re-use, alter, modify, edit, or change the software as it sees fit and for any purpose. Moreover, except with regard to any deliverable based on Supplier Intellectual Property, the State shall be deemed the sole and exclusive owner of all right, title, and interest therein, including but not limited to all source data, information and materials furnished to the State, together with all plans, system analysis, and design specifications and drawings, completed programs and documentation thereof, reports and listing, all data and test procedures and all other items pertaining to the work and services to be performed pursuant to this Contract including all copyright and proprietary rights relating thereto. With respect to Supplier Intellectual Property, the Supplier grants the State, for no additional consideration, a perpetual, irrevocable, royalty-free license, solely for the internal business use of the State, to use, copy, modify, display, perform, transmit and prepare derivative works of Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Except for any Supplier Intellectual Property, all work performed by the Supplier of developing, modifying or customizing software and any related supporting documentation shall be considered as Work for Hire (as defined under the U.S. copyright laws) and, as such, shall be owned by and for the benefit of State.

In the event that it should be determined that any portion of such software or related supporting documentation does not qualify as “Work for Hire”, Supplier hereby irrevocably grants to the State, for no additional consideration, a non-exclusive, irrevocable, royalty-free license to use, copy, modify, display, perform, transmit and prepare derivative works of any such software and any Supplier Intellectual Property embodied in or delivered to the State in conjunction with the products.

Supplier shall assist the State and its agents, upon request, in preparing U.S. and foreign copyright, trademark, and/or patent applications covering software developed, modified or customized for the State. Supplier shall sign any such applications, upon request, and deliver them to the State. The State shall bear all expenses that incurred in connection with such copyright, trademark, and/or patent applications.

If any Acquisition pursuant to this Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation owned by the State may be

shared with other publicly funded agencies at the discretion of the State without permission from or additional compensation to the Supplier.

12 Intellectual Property Ownership

The following terms apply to ownership and rights related to Intellectual Property:

- 12.1** As between Supplier and Customer, the Work Product and Intellectual Property Rights therein are and shall be owned exclusively by Customer, and not Supplier. Supplier specifically agrees that the Work Product shall be considered “works made for hire” and that the Work Product shall, upon creation, be owned exclusively by Customer. To the extent that the Work Product, under applicable law, may not be considered works made for hire, Supplier hereby agrees that all right, title and interest in and to all ownership rights and all Intellectual Property Rights in the Work Product is hereby effectively transferred, granted, conveyed, assigned and relinquished exclusively to Customer, without the necessity of any further consideration, and Customer shall be entitled to obtain and hold in its own name all Intellectual Property Rights in and to the Work Product. Supplier acknowledges that Supplier and Customer do not intend Supplier to be a joint author of the Work Product within the meaning of the Copyright Act of 1976. Customer shall have access, during normal business hours (Monday through Friday, 8:00 a.m. to 5:00 p.m.) and upon reasonable prior notice to Supplier, to all Supplier materials, premises and computer files containing the Work Product. Supplier and Customer, as appropriate, will cooperate with one another and execute such other documents as may be reasonably appropriate to achieve the objectives herein. No license or other right is granted under the Contract to any Third Party Intellectual Property, except as may be incorporated in the Work Product by Supplier.
- 12.2** Supplier, upon request and without further consideration, shall perform any acts that may be deemed reasonably necessary or desirable by Customer to evidence more fully the transfer of ownership and/or registration of all Intellectual Property Rights in all Work Product to Customer to the fullest extent possible including, but not limited to, the execution, acknowledgement and delivery of such further documents in a form determined by Customer. In the event Customer shall be unable to obtain Supplier’s signature due to the dissolution of Supplier or Supplier’s failure to respond to Customer’s repeated requests for such signature on any document reasonably necessary for any purpose set forth in the foregoing sentence, Supplier hereby irrevocably designates and appoints Customer and its duly authorized officers and agents as Supplier’s agent and Supplier’s attorney-in-fact to act for and in Supplier’s behalf and stead to execute and file any such document and to do all other lawfully permitted acts to further any such purpose with the same force and effect as if executed and delivered by Supplier, provided however that no such grant of right to Customer is applicable if Supplier fails to execute any document due to a good faith dispute by Supplier with respect to such document. It is understood that such power is coupled with an interest and is therefore irrevocable. Customer shall have the full and sole power to prosecute such applications and to take all other action concerning the Work Product, and Supplier shall cooperate, at Customer’s sole expense, in the preparation and

prosecution of all such applications and in any legal actions and proceedings concerning the Work Product.

- 12.3** Supplier hereby irrevocably and forever waives, and agrees never to assert, any Moral Rights in or to the Work Product which Supplier may now have or which may accrue to Supplier's benefit under U.S. or foreign copyright or other laws and any and all other residual rights and benefits which arise under any other applicable law now in force or hereafter enacted. Supplier acknowledges the receipt of equitable compensation for its assignment and waiver of such Moral Rights.
- 12.4** All documents, information and materials forwarded to Supplier by Customer for use in and preparation of the Work Product shall be deemed the confidential information of Customer, subject to the license granted by Customer to Supplier hereunder. Supplier shall not otherwise use, disclose, or permit any third party to use or obtain the Work Product, or any portion thereof, in any manner without the prior written approval of Customer.
- 12.5** These provisions are intended to protect Customer's proprietary rights pertaining to the Work Product and the Intellectual Property Rights therein and any misuse of such rights would cause substantial and irreparable harm to Customer's business. Therefore, Supplier acknowledges and stipulates that a court of competent jurisdiction may immediately enjoin a material breach of the Supplier's obligations with respect to confidentiality provisions of the Contract and the Work Product and a Customer's Intellectual Property Rights, upon a request by Customer, without requiring proof of irreparable injury, as same is presumed.
- 12.6** Upon the request of Customer, but in any event upon termination or expiration of this Contract or a statement of work, Supplier shall surrender to Customer all documents and things pertaining to the Work Product, generated or developed by Supplier or furnished by Customer to Supplier, including all materials embodying the Work Product, any Customer confidential information and Intellectual Property Rights in such Work Product, regardless of whether complete or incomplete. This section is intended to apply to all Work Product as well as to all documents and things furnished to Supplier by Customer or by anyone else that pertains to the Work Product.
- 12.7** Customer hereby grants to Supplier a non-transferable, non-exclusive, royalty-free, fully paid license to use any Work Product solely as necessary to provide services to Customer. Except as provided in this section, neither Supplier nor any subcontractor shall have the right to use the Work Product in connection with the provision of services to its other customers without the prior written consent of Customer, which consent may be withheld in Customer's sole discretion.
- 12.8** To the extent that any Third Party Intellectual Property is embodied or reflected in the Work Product or is necessary to provide services, Supplier shall obtain from the applicable third party for the Customer's benefit, an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for Customer's internal business purposes; likewise, with respect to any Supplier Intellectual Property embodied or reflected in the Work Product or

necessary to provide services, Supplier grants to Customer an irrevocable, perpetual, non-exclusive, worldwide, royalty-free license, solely for the Customer's internal business purposes. Each such license shall allow the applicable Customer to (i) use, copy, modify, display, perform (by any means), transmit and prepare derivative works of any Third Party Intellectual Property or Supplier Intellectual Property embodied in or delivered to Customer in conjunction with the Work Product and (ii) authorize others to do any or all of the foregoing. Supplier agrees to notify Customer on delivery of the Work Product or services if such materials include any Third Party Intellectual Property. The foregoing license includes the right to sublicense third parties, solely for the purpose of engaging such third parties to assist or carry out Customer's internal business use of the Work Product. Except for the preceding license, all rights in Supplier Intellectual Property remain in Supplier. On request, Supplier shall provide Customer with documentation indicating a third party's written approval for Supplier to use any Third Party Intellectual Property that may be embodied or reflected in the Work Product.

- 12.9** Supplier agrees that it shall have written agreement(s) that are consistent with the provisions hereof related to Work Product and Intellectual Property Rights with any employees, agents, consultants, contractors or subcontractors providing services or Work Product pursuant to the Contract, prior to the provision of such services or Work Product and that it shall maintain such written agreements at all times during performance of this Contract which are sufficient to support all performance and grants of rights by Supplier. Copies of such agreements shall be provided to the Customer promptly upon request.
- 12.10** To the extent not inconsistent with Customer's rights in the Work Product or other provisions, nothing in this Contract shall preclude Supplier from developing for itself, or for others, materials which are competitive with those produced as a result of the services provided under the Contract, provided that no Work Product is utilized, and no Intellectual Property Rights of Customer therein are infringed by such competitive materials. To the extent that Supplier wishes to use the Work Product or acquire licensed rights in certain Intellectual Property Rights of Customer therein in order to offer competitive goods or services to third parties, Supplier and Customer agree to negotiate in good faith regarding an appropriate license and royalty agreement to allow for such.
- 12.11** If any Acquisition pursuant to the Contract is funded wholly or in part with federal funds, the source code and all associated software and related documentation and materials owned by a Customer may be shared with other publicly funded agencies at the discretion of such Customer without permission from or additional compensation to the Supplier.

13 Hosting Services

- 13.1** If Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract Hosts Customer Data in connection with an Acquisition, the provisions of Appendix 1, attached hereto and incorporated herein, apply to such Acquisition.

13.2 If the Hosting of Customer Data by Supplier or its subcontractor, affiliate or any other person or entity providing products or services under the Contract contributes to or directly causes a Data Breach, Supplier shall be responsible for the obligations set forth in Appendix 1 related to breach reporting requirements and associated costs. Likewise if such Hosting contributes to or directly causes a Security Incident, Supplier shall be responsible for the obligations set forth in Appendix 1, as applicable.

14 Change Management

When a scheduled change is made to products or services provided to a Customer that impacts the Customer's system related to such product or service, Supplier shall provide two (2) weeks' prior written notice of such change. When the change is an emergency change, Supplier shall provide twenty-four (24) hours' prior written notice of the change. Repeated failure to provide such notice may be an evaluation factor (as indicative of Supplier's past performance) upon renewal or if future bids submitted by Supplier are evaluated by the State.

15 Service Level Deficiency

In addition to other terms of the Contract, in instances of the Supplier's repeated failure to provide an acceptable level of service or meet service level agreement metrics, service credits shall be provided by Supplier and may be used as an offset to payment due.

16 Notices

In addition to notice requirements under the terms of the Contract otherwise, the following individuals shall also be provided the request, approval or notice, as applicable:

Chief Information Officer
3115 N. Lincoln Blvd
Oklahoma City, OK 73105

With a copy, which shall not constitute notice, to:

Information Services Deputy Counsel
3115 North Lincoln Boulevard
Oklahoma City, Oklahoma 73105

Appendix 1 to State of Oklahoma Information Technology Terms

The parties agree to the following provisions in connection with any Customer Data accessed, processed or stored by or on behalf of the Supplier and the obligations, representations and warranties set forth below shall continue as long as the Supplier has an obligation under the Contract

A. Customer Data

1. Customer will be responsible for the accuracy and completeness of all Customer Data provided to Supplier by Customer. Customer shall retain exclusive ownership of all Customer Data. Non-Public Data and Personal Data shall be deemed to be Customer's confidential information. Supplier shall restrict access to Customer Data to their employees with a need to know (and advise such employees of the confidentiality and non-disclosure obligations assumed herein).
2. Supplier shall promptly notify the Customer upon receipt of any requests from unauthorized third parties which in any way might reasonably require access to Customer Data or Customer's use of the Hosted environment. Supplier shall notify the Customer by the fastest means available and also in writing pursuant to Contract notice provisions and the notice provision herein. Except to the extent required by law, Supplier shall not respond to subpoenas, service or process, Freedom of Information Act or other open records requests, and other legal request related to Customer without first notifying the Customer and obtaining the Customer's prior approval, which shall not be unreasonably withheld, of Supplier's proposed responses. Supplier agrees to provide its completed responses to the Customer with adequate time for Customer review, revision and approval.
3. Supplier will use commercially reasonable efforts to prevent the loss of or damage to Customer Data in its possession and will maintain commercially reasonable back-up procedures and copies to facilitate the reconstruction of any Customer Data that may be lost or damaged by Supplier. Supplier will promptly notify Customer of any loss, damage to, or unauthorized access of Customer Data. Supplier will use commercially reasonable efforts to reconstruct any Customer Data that has been lost or damaged by Supplier as a result of its negligence or willful misconduct. If Customer Data is lost or damaged for reasons other than as a result of Supplier's negligence or willful misconduct, Supplier, at the Customer's expense, will, at the request of the State, use commercially reasonable efforts to reconstruct any Customer Data lost or damaged.

B. Data Security

1. Supplier will use commercially reasonable efforts, consistent with industry standards, to provide security for the Hosted environment and Customer Data and to protect against both unauthorized access to the Hosting environment, and unauthorized communications between the Hosting environment and the Customer's browser. Supplier shall implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Data and Non-Public

Data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures the service provider applies to its own personal data and non-public data of similar kind.

2. All Personal Data and Non-public Data shall be encrypted at rest and in transit with controlled access. Unless otherwise stipulated, the service provider is responsible for encryption of Personal Data.
3. Supplier represents and warrants to the Customer that the Hosting equipment and environment will be routinely checked with a commercially available, industry standard software application with up-to-date virus definitions. Supplier will regularly update the virus definitions to ensure that the definitions are as up-to-date as is commercially reasonable. Supplier will promptly purge all viruses discovered during virus checks. If there is a reasonable basis to believe that a virus may have been transmitted to Customer by Supplier, Supplier will promptly notify Customer of such possibility in a writing that states the nature of the virus, the date on which transmission may have occurred, and the means Supplier has used to remediate the virus. Should the virus propagate to Customer's IT infrastructure, Supplier is responsible for costs incurred by Customer for Customer to remediate the virus.
4. Supplier shall provide its services to Customer and its users solely from data centers in the U.S. Storage of Customer Data at rest shall be located solely in data centers in the U.S. Supplier shall not allow its personnel or contractors to store Customer Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. Supplier shall permit its personnel and contractors to access Customer Data remotely only as required to fulfill Supplier's obligations under the Contract.
5. Supplier shall allow the Customer to audit conformance to the Contract terms. The Customer may perform this audit or contract with a third party at its discretion and at Customer's expense.
6. Supplier shall perform an independent audit of its data centers at least annually at its expense and provide a redacted version of the audit report upon request. Supplier may remove its proprietary information from the redacted version. A Service Organization Control (SOC) 2 audit report or approved equivalent sets the minimum level of a third-party audit.
7. Any remedies provided in this Appendix are not exclusive and are in addition to other rights and remedies available under the terms of the Contract, at law or in equity.

C. Security Assessment

1. The State requires any entity or third-party Supplier Hosting Oklahoma Customer Data to submit to a State Certification and Accreditation Review process to assess initial security risk. Supplier submitted to the review and met the State's minimum security standards at time the Contract was executed. Failure to maintain the State's minimum security standards

during the term of the contract, including renewals, constitutes a material breach. Upon request, the Supplier shall provide updated data security information in connection with a potential renewal. If information provided in the security risk assessment changes, Supplier shall promptly notify the State and include in such notification the updated information; provided, however, Supplier shall make no change that results in lessened data protection or increased data security risk. Failure to provide the notice required by this section or maintain the level of security required in the Contract constitutes a material breach by Supplier and may result in a whole or partial termination of the Contract.

2. Any Hosting entity change must be approved in writing prior to such change. To the extent Supplier requests a different sub-contractor than the third-party Hosting Supplier already approved by the State, the different sub-contractor is subject to the State's approval. Supplier agrees not to migrate State's data or otherwise utilize the different third-party Hosting Supplier in connection with key business functions that are Supplier's obligations under the contract until the State approves the third-party Hosting Supplier's State Certification and Accreditation Review, which approval shall not be unreasonably withheld or delayed. In the event the third-party Hosting Supplier does not meet the State's requirements under the State Certification and Accreditation Review, Supplier acknowledges and agrees it will not utilize the third-party Supplier in connection with key business functions that are Supplier's obligations under the contract, until such third party meets such requirements.

D. Security Incident or Data Breach Notification: Supplier shall inform Customer of any Security Incident or Data Breach.

1. Supplier may need to communicate with outside parties regarding a Security Incident, which may include contacting law enforcement, fielding media inquiries and seeking external expertise as mutually agreed upon, defined by law or contained in the Contract. If a Security Incident involves Customer Data, Supplier will coordinate with Customer prior to any such communication.
2. Supplier shall report a Security Incident to the Customer identified contact set forth herein within five (5) days of discovery of the Security Incident or within a shorter notice period required by applicable law or regulation (i.e. HIPAA requires notice to be provided within 24 hours).
3. Supplier shall:
 - a. Maintain processes and procedures to identify, respond to and analyze Security Incidents;
 - b. Make summary information regarding such procedures available to Customer at Customer's request;
 - c. Mitigate, to the extent practicable, harmful effects of Security Incidents that are known to Supplier; and

d. Document all Security Incidents and their outcomes.

4. If Supplier has reasonable belief or actual knowledge of a Data Breach, Supplier shall (1) promptly notify the appropriate Customer identified contact set forth herein within 24 hours or sooner, unless shorter time is required by applicable law, and (2) take commercially reasonable measures to address the Data Breach in a timely manner.

E. **Breach Responsibilities:** This section only applies when a Data Breach occurs with respect to Personal Data or Non-Public Data within the possession or control of Supplier.

1. Supplier shall (1) cooperate with Customer as reasonably requested by Customer to investigate and resolve the Data Breach, (2) promptly implement necessary remedial measures, if necessary, and (3) document responsive actions taken related to the Data Breach, including any post-incident review of events and actions taken to make changes in business practices in providing the services, if necessary.
2. Unless otherwise stipulated, if a Data Breach is a direct result of Supplier's breach of its obligation to encrypt Personal Data and Non-Public Data or otherwise prevent its release, Supplier shall bear the costs associated with (1) the investigation and resolution of the Data Breach; (2) notifications to individuals, regulators or others required by state law; (3) credit monitoring services required by state or federal law; (4) a website or toll-free numbers and call center for affected individuals required by state law – all not to exceed the agency per record per person cost calculated for data breaches in the United States on the most recent Cost of Data breach Study: Global Analysis published by the Ponemon Institute at the time of the data breach; and (5) complete all corrective actions as reasonably determined by Supplier based on root cause.
3. If a Data Breach is a direct result of Supplier's breach of its obligations to encrypt Personal Data and Non-Public Data or otherwise prevent its release, Supplier shall indemnify and hold harmless the Customer against all penalties assessed to Indemnified Parties by governmental authorities in connection with the Data Breach.

F. **Notices**

In addition to notice requirements under the terms of the Contract and those set forth above, a request, an approval or a notice in connection with this Appendix provided by Supplier shall be provided to:

Chief Information Security Officer

3115 N. Lincoln Blvd

Oklahoma City, OK 73105

and

servicedesk@omes.ok.gov.

G. Supplier Representations and Warranties

Supplier represents and warrants the following:

1. The product and services provided in connection with Hosting services do not infringe a third party's patent or copyright or other intellectual property rights.
2. Supplier will protect Customer's Non-Public Data and Personal Data from unauthorized dissemination and use with the same degree of care that each such party uses to protect its own confidential information and, in any event, will use no less than a reasonable degree of care in protecting such confidential information.
3. The execution, delivery and performance of the Contract and any ancillary documents and the consummation of the transactions contemplated by the Contract or any ancillary documents by Supplier will not violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third parties retained or utilized by Supplier to provide goods or services for the benefit of the Customer.
4. Supplier shall not knowingly upload, store, post, e-mail or otherwise transmit, distribute, publish or disseminate to or through the Hosting environment any material that contains software viruses, malware or other surreptitious code designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment or circumvent any "copy-protected" devices, or any other harmful or disruptive program.

H. Indemnity

Supplier agrees to defend, indemnify and hold the State, its officers, directors, employees, and agents harmless from all liabilities, claims, damages, losses, costs, expenses, demands, suits and actions (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification), excluding damages that are the sole fault of Customer, arising from or in connection with Supplier's breach of its express representations and warranties in these Information Technology Terms and the Contract. If a third party claims that any portion of the products or services provided by Supplier under the terms of another Contract Document or these Information Technology Terms infringes that party's patent or copyright, Supplier shall defend, indemnify and hold harmless the State and Customer against the claim at Supplier's expense and pay all related costs, damages, and attorney's fees incurred by or assessed to, the State and/or Customer. The State and/or Customer shall promptly notify Supplier of any third party claims and to the extent authorized by the Attorney General of the State, allow Supplier to control the defense and any related settlement negotiations. If the Attorney General of the State does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall be granted authorization to equally participate in any proceeding related to this section but Supplier shall remain responsible to indemnify Customer and the State for all associated costs, damages and fees incurred by or assessed to the State and/or Customer. Should the software become, or in Supplier's

opinion, be likely to become the subject of a claim or an injunction preventing its use as contemplated in connection with Hosting services, Supplier may, at its option (i) procure for the State the right to continue using the software or (ii) replace or modify the software with a like or similar product so that it becomes non-infringing.

I. Termination, Expiration and Suspension of Service

1. During any period of service suspension, Supplier shall not take any action to intentionally disclose, alter or erase any Customer Data.

2. In the event of a termination or expiration of the Contract, the parties further agree:

Supplier shall implement an orderly return of Customer Data in a format specified by the Customer and, as determined by the Customer:

a. return the Customer Data to Customer at no additional cost, at a time agreed to by the parties and the subsequent secure disposal of State Data;

b. transitioned to a different Supplier at a mutually agreed cost and in accordance with a mutually agreed data transition plan and the subsequent secure disposal of State Data or

c. a combination of the two immediately preceding options.

3. Supplier shall not take any action to intentionally erase any Customer Data for a period of:

a. 10 days after the effective date of termination, if the termination is in accordance with the contract period;

b. 30 days after the effective date of termination, if the termination is for convenience; or

c. 60 days after the effective date of termination, if the termination is for cause.

After such period, Supplier shall, unless legally prohibited or otherwise stipulated, delete all Customer Data in its systems or otherwise in its possession or under its control.

4. The State shall be entitled to any post termination or expiration assistance generally made available with respect to the services.

5. Disposal by Supplier of Customer Data in all of its forms, such as disk, CD/DVD, backup tape and paper, when requested by the Customer, shall be performed in a secure manner. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to Customer within thirty (30) calendar day of its request for disposal of data.

Appendix 2 to State of Oklahoma Information Technology Terms

INTRODUCTION

The use and maintenance of all items of software or equipment offered for purchase herein must be in compliance with the most current version of the U.S. Department of Justice, Federal Bureau of Investigation (“FBI”), Criminal Justice Information Services (CJIS) Division’s CJIS Security Policy (“CJIS Security Policy” or “Security Policy” herein).

The Entity or Affiliate acquiring the data or system is hereby ultimately responsible for compliance with the CJIS Security Policy and will be subject to an audit by the State of Oklahoma CJIS Systems Officer (“CSO”) and the FBI CJIS Division’s Audit Staff.

CJIS SECURITY POLICY REQUIREMENTS GENERALLY

The CJIS Security Policy outlines a number of administrative, procedural, and technical controls agencies must have in place to protect Criminal Justice Information (“CJI”). Our experience is that agencies will generally have many of the administrative and procedural controls in place but will need to implement additional technical safeguards in order to be in complete compliance with the mandate. A Criminal Justice Agency (“CJA”) and certain other governmental agencies procuring technology equipment and services that could be used in hosting or connecting or transmitting or receiving CJI data may need to use the check list herein to make sure that the software, equipment, location, security, and persons having the ability to access CJI will meet the CJIS requirements per the then current CJIS Security Policy. A completed Appendix H to said Security Policy will need to be signed by Vendor or a 3rd party if it has access to CJI, such as incident to the maintenance or support of the purchased hardware or software within which resides CJI. **Per Appendix “A” to said Security Policy, “access to CJI is the physical or logical (electronic) ability, right or privilege to view, modify or make use of CJI.”**

DIRECTIVE CONCERNING ACCESS TO CRIMINAL JUSTICE INFORMATION AND TO HARDWARE OR SOFTWARE WHICH INTERACTS WITH CJI and CERTIFICATION

The FBI CJIS Division provides state-of-the-art identification and information services to the local, state, tribal, federal, and international criminal justice communities for criminal justice purposes, as well as the noncriminal justice communities for noncriminal justice purposes.

This Directive primarily concerns access to CJI and access to hardware and software in the use, retention, transmission, reception, and hosting of CJI for criminal justice purposes and not for noncriminal justice purposes. In that regard, this Directive is not only applicable to such data, but also to the hardware and software interacting with such data, their location(s), and persons having the ability to access such data. The CJIS data applicable to the Security Policy is the data described as such in said Policy **plus all data transmitted over the Oklahoma Law Enforcement Telecommunications System (“OLETS”) which is operated by DPS.**

In order to have access to CJI or to the aforesaid hardware or software, the vendor must be familiar with the FBI CJIS Security Policy, including but not limited to the following portions of said Security Policy:

1. the Definitions and Acronyms in §3 & Appendices “A” & “B”;

2. the general policies in §4;
3. the Policies in §5;
4. the appropriate forms in Appendices “D”, “E”, “F” & “H”; and
5. the Supplemental Guidance in Appendices “J” & “K”.

This FBI Security Policy is located and may be downloaded at: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.

By executing the Contract to which this Directive is attached, the vendor hereby CERTIFIES that the foregoing directive has and will be followed, including but not limited to full compliance with the FBI CJIS Security Policy, as amended and as applicable.

Policy Requirement Checklist		Compliance checklist –
Policy Area 1	Information Exchange Agreements	
Policy Area 2	Security Awareness Training	
Policy Area 3	Incident Response	
Policy Area 4	Auditing and Accountability	
Policy Area 5	Access Control	
Policy Area 6	Identification and Authentication	
Policy Area 7	Configuration Management	
Policy Area 8	Media Protection	
Policy Area 9	Physical Protection	
Policy Area 10	Systems and Communications Protection and Information Integrity	
Policy Area 11	Formal Audits	
Policy Area 12	Personnel Security	

Attachment D-1

Information Security Requirements

1. General Information Security Requirements

- a. No employee of Contractor or its subcontractors will be granted access to State of Oklahoma agency information systems without the prior completion and approval of applicable logon authorization and acceptable use requests.
- b. Contractor or its subcontractors will notify applicable State of Oklahoma agencies when employees who have access to agency information systems are terminated.
- c. Contractor or its subcontractors will disclose to Client any suspected breach of the security of the information system or the data contained therein in the most expedient time possible and without unreasonable delay and will cooperate with Client during the investigation of any such incident.
- d. Contractor or its subcontractors agree to adhere to the State of Oklahoma "Information Security Policy, Procedures, and Guidelines" available at: <https://oklahoma.gov/content/dam/ok/en/omes/documents/InfoSecPPG.pdf>

2. HIPAA Requirements

- a. Contractor shall agree to use and disclose Protected Health Information in its possession or control in compliance with the Standards for Privacy of Individually Identifiable Health Information (Privacy Rule) (45 C.F.R. Parts 160 and 164) under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The definitions set forth in the Privacy Rule are incorporated by reference into this Contract (45 C.F.R. §§ 160.103 and 164.501).
- b. If applicable, Contractor will sign and adhere to a Business Associate Agreement (BAA). The Business Associate Agreement provides for satisfactory assurances that Contractor will use the information only for the purposes for which it was engaged. Contractor agrees it will safeguard the information from misuse, and will comply with HIPAA as it pertains to the duties stated within the contract. Failure to comply with the requirements of this standard may result in funding being withheld from Contractor, and/or full audit and inspection of Contractor's security compliance as it pertains to this contract.
- c. Business Associate Terms Definitions:
 - i. Unless otherwise defined in this BAA, all capitalized terms used in this BAA have the meanings ascribed in the HIPAA Regulations, provided; however, that "PHI" and "ePHI" shall mean Protected Health Information and Electronic Protected Health Information, respectively, as defined in 45 C.F.R. § 160.103, limited to the information Business Associate received from or created or received on behalf of the applicable State of Oklahoma agency as a Business Associate. "Administrative Safeguards" shall have the same meaning as the term "administrative safeguards in 45 C.F.R. § 164.304, with the exception that it shall apply to the management of the conduct of Business

Associate's workforce, not the State of Oklahoma agency workforce, in relation to the protection of that information.

- ii. Business Associate. "Business Associate" shall generally have the same meaning as the term "Business Associate" at 45 C.F.R. 160.103, and in reference to the party to this agreement, shall mean the entity whose name appears below.
 - iii. Covered Entity. "Covered Entity" shall generally have the same meaning as the term "Covered Entity" at 45 C.F.R. 160.103.
 - iv. HIPAA Rules. "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 C.F.R. Part 160 and Part 164, all as may be amended.
 - v. The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information, required by law, Secretary, Security Incident, Sub-Contractor, Unsecured PHI, and Use.
- d. Obligations of Business Associate: Business Associate may use Electronic PHI and PHI (collectively, "PHI") solely to perform its duties and responsibilities under this Agreement and only as provided in this Agreement. Business Associate acknowledges and agrees that PHI is confidential and shall not be used or disclosed, in whole or in part, except as provided in this Agreement or as required by law. Specifically, Business Associate agrees it will, as applicable:
- i. use or further disclose PHI only as permitted in this Agreement or as Required by Law, including, but not limited to the Privacy and Security Rule;
 - ii. use appropriate safeguards, and comply with Subpart C of 45 C.F.R. Part 164 with respect to Electronic PHI, to prevent use or disclosure of PHI other than as provided for by this Agreement;
 - iii. implement and document appropriate administrative, physical, and technical safeguards to protect the confidentiality, integrity, and availability of PHI that it creates, receives, maintains, or transmits for or on behalf of Covered Entity in accordance with 45 C.F.R. 164;
 - iv. implement and document administrative safeguards to prevent, detect, contain, and correct security violations in accordance with 45 C.F.R. 164;
 - v. make its applicable policies and procedures required by the Security Rule available to Covered Entity solely for purposes of verifying BA's compliance and the Secretary of the Department of Health and Human Services (HHS);
 - vi. not receive remuneration from a third party in exchange for disclosing PHI received from or on behalf of Covered Entity;
 - vii. in accordance with 45 C.F.R. 164.502(e)(1) and 164.308(b), if applicable, require that any Sub-Contractors that create, receive, maintain or transmit PHI on behalf of the Business Associate agree to the same restrictions, conditions, and requirements that apply to the Business Associate with respect to such information; this shall be in the

form of a written HIPAA Business Associate Contract and a fully executed copy will be provided to the Contract Monitor;

- viii. report to Covered Entity in writing any use or disclosure of PHI that is not permitted under this Agreement as soon as reasonably practicable but in no event later than five calendar days from becoming aware of it and mitigate, to the extent practicable and in cooperation with Covered Entity, any harmful effects known to it of a use or disclosure made in violation of this Agreement;
- ix. promptly report to Covered Entity in writing and without unreasonable delay and in no case later than five calendar days any successful Security Incident, as defined in the Security Rule, with respect to Electronic PHI;
- x. with the exception of law enforcement delays that satisfy the requirements of 45 C.F.R. 164.412, notify Covered Entity promptly, in writing and without unreasonable delay and in no case later than five calendar days, upon the discovery of a breach of Unsecured PHI. Such notice shall include, to the extent possible, the name of each individual who's Unsecured PHI has been, or is reasonably believed by Business Associate to have been, accessed, acquired, or disclosed during such Breach. Business Associate shall also, to the extent possible, furnish Covered Entity with any other available information that Covered Entity is required to include in its notification to Individuals under 45 C.F.R. § 164.404(c) at the time of Business Associate's notification to Covered Entity or promptly thereafter as such information becomes available. As used in this Section, "breach" shall have the meaning given such term at 45 C.F.R. 164.402;
- xi. to the extent allowed by law, indemnify and hold Covered Entity harmless from all claims, liabilities costs, and damages arising out of or in any manner related to the unauthorized disclosure by Business Associate of any PHI resulting from the negligent acts or omissions of Business Associate or to the breach by Business Associate of any applicable obligation related to PHI;
- xii. provide access to PHI it maintains in a Designated Record Set to Covered Entity, or if directed by Covered Entity to an Individual in order to meet the requirements of 45 C.F.R. 164.524. In the event that any Individual requests access to PHI directly from Business Associate, Business Associate shall forward such request to Covered Entity within five working days of receiving a request. This shall be in the form of a written HIPAA Business Associate Contract and a fully executed copy will be provided to the Contract Monitor. Any denials of access to the PHI requested shall be the responsibility of Covered Entity;
- xiii. make PHI it maintains in a Designated Record Set available to Covered Entity for amendment and incorporate any amendments to PHI in accordance with 45 C.F.R. 164.526;
- xiv. document disclosure of PHI it maintains in a Designated Record Set and information related to such disclosure as would be required for Covered Entity to

- respond to a request by an Individual for an accounting of disclosures of PHI, in accordance with 45 C.F.R. 164.528, and within five working days of receiving a request from Covered Entity, make such disclosure documentation and information available to Covered Entity. In the event the request for an accounting is delivered directly to Business Associate, Business Associate shall forward within five working days of receiving a request such request to Covered Entity;
- xv. make its internal practices, books, and records related to the use and disclosure of PHI received from or created or received by Business Associate on behalf of Covered Entity available to the Secretary of the Department of HHS, authorized governmental officials, and Covered entity for the purpose of determining Business Associate's compliance with the Privacy Rule. Business Associate shall give Covered Entity advance written notice of requests from HHS or government officials and provide Covered Entity with a copy of all documents made available; and
 - xvi. require that all of its Sub-Contractors, vendors, and agents to whom it provides PHI or who create, receive, use, disclose, maintain, or have access to Covered Entity's PHI shall agree in writing to requirements, restrictions, and conditions at least as stringent as those that apply to Business Associate under this Agreement, including but not limited to implementing reasonable and appropriate safeguards to protect PHI, and shall require that its Sub-Contractors, vendors, and agents agree to indemnify and hold harmless Covered Entity for their failure to comply with each of the provisions of this Agreement.
- e. Permitted Uses and Disclosures of PHI by Business Associate: Except as otherwise provided in this Agreement, Business Associate may use or disclose PHI on behalf of or to provide services to Covered Entity for the purposes specified in this Agreement, if such use or disclosure of PHI would not violate the Privacy Rule if done by Covered Entity. Unless otherwise limited herein, Business Associate may:
- i. use PHI for its proper management and administration or to fulfill any present or future legal responsibilities of Business Associate;
 - ii. disclose PHI for its proper management and administration or to fulfill any present or future legal responsibilities of Business Associate, provided that; (i) the disclosures required by law; or (ii) Business Associate obtains reasonable assurances from any person to whom the PHI is disclosed that such PHI will be kept confidential and will be used or further disclosed only as Required by Law or for the purpose(s) for which it was disclosed to the person, and the person commits to notifying Business Associate of any instances of which it is aware in which the confidentiality of the PHI has been breached;
 - iii. disclose PHI to report violations of law to appropriate federal and state authorities; or
 - iv. aggregate the PHI with other data in its possession for purposes of Covered Entity's Health Care Operations;

- v. make uses and disclosures and requests for protected health information consistent with Covered Entity's minimum necessary policies and procedures;
 - vi. de-identify any and all PHI obtained by Business Associate under this BAA, and use such de-identified data, all in accordance with the de-identification requirements of the Privacy Rule [45 C.F.R. § (d)(1)].
- f. Obligations of Covered Entity
- i. Covered Entity shall notify Business Associate of any changes in, or revocation of, the permission by an individual to use or disclose his or her PHI, to the extent that such changes may affect Business Associate's use or disclosure of PHI.
 - ii. Covered Entity shall notify Business Associate of any restriction on the use or disclosure of PHI that Covered Entity has agreed to or is required to abide by under 45 C.F.R. 164.522, to the extent that such restriction may affect Business Associate's use or disclosure of protected health information.
 - iii. Covered Entity shall not request Business Associate use or disclose PHI in any manner that would violate the Privacy Rule if done by Covered Entity.
 - iv. Covered Entity agrees to timely notify Business Associate, in writing, of any arrangements between Covered Entity and the Individual that is the subject of PHI that may impact in any manner the use and/or disclosure of the PHI by Business Associate under this BAA.
 - v. Covered Entity shall provide the minimum necessary PHI to Business Associate.
- g. Term and Termination:
- i. Obligations of Business Associate upon Termination. Upon termination of this Agreement for any reason, Business Associate, with respect to PHI received from Covered Entity, or created, maintained, or received by Business Associate on behalf of Covered Entity, shall as applicable:
 - (1) retain only that PHI that is necessary for Business Associate to continue its proper management and administration or to carry out its legal responsibilities;
 - (2) return to Covered Entity (or, if agreed to by Covered Entity, destroy) the remaining PHI that the Business Associate still maintains in any form;
 - (3) continue to use appropriate safeguards and comply with Subpart C of 45 C.F.R. Part 164 with respect to PHI to prevent use or disclosure of the PHI, other than as provided for in this Section, for as long as Business Associate retains the PHI;
 - (4) not use or disclose the PHI retained by Business Associate other than for the purposes for which such PHI was retained and subject to the same conditions set out at above under "Permitted Uses and Disclosures By Business Associate" that applied prior to termination; and
 - (5) return to Covered Entity (or, if agreed to by Covered Entity, destroy) the PHI retained by Business Associate when it is no longer needed by Business Associate for its proper management and administration or to carry out its legal responsibilities.

- ii. All other applicable obligations of Business Associate under this Agreement shall survive termination.
 - iii. Should the applicable State of Oklahoma agency become aware of a pattern of activity or practice that constitutes a material breach of a material term of this BAA by Business Associate, the agency shall provide Business Associate with written notice of such a breach in sufficient detail to enable Contractor to understand the specific nature of the breach. The Client shall be entitled to terminate the Underlying Contract associated with such breach if, after the applicable State of Oklahoma agency provides the notice to Business Associate, Business Associate fails to cure the breach within a reasonable time period not less than thirty (30) days specified in such notice; provided, however, that such time period specified shall be based on the nature of the breach involved per 45 C.F.R. §§ 164.504(e)(1)(ii)(A),(B) & 164.314 (a)(2)(i)(D).
- h. Miscellaneous Provisions:
- i. No Third Party Beneficiaries: Nothing in this Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.
 - ii. Business Associate recognizes that any material breach of this Business Associate Terms section or breach of confidentiality or misuse of PHI may result in the termination of this Agreement and/or legal action. Said termination may be immediate and need not comply with any termination provision in the parties' underlying agreement, if any.
 - iii. The parties agree to amend this Agreement from time to time as is necessary for Covered Entity or Business Associate to comply with the requirements of the Privacy Rule and related laws and regulations.
 - iv. The applicable State of Oklahoma agency shall make available its Notice of Privacy Practices.
 - v. Any ambiguity in this Agreement shall be resolved in a manner that causes this Agreement to comply with HIPAA.
 - vi. If Business Associate maintains a designated record set in an electronic format on behalf of Covered Entity, then Business Associate agrees that within 30 calendar days of expiration or termination of the parties' agreement, Business Associate shall provide to Covered Entity a complete report of all disclosures of and access to the designated record set covering the three years immediately preceding the termination or expiration. The report shall include patient name, date and time of disclosures/access, description of what was disclosed/accessed, purpose of disclosure/access, name of individual who received or accessed the information, and, if available, what action was taken within the designated record set.
 - vii. Amendment: To the extent that any relevant provision of the HIPAA Regulations is materially amended in a manner that changes the obligations of Business Associates or Covered Entities, the Parties agree to negotiate in good faith appropriate amendment(s)

to this Agreement to give effect to these revised obligations. The parties agree to amend this Agreement from time to time as is necessary for Covered Entity or to comply with the requirements of the Privacy Rule and related laws and regulations.

3. 42 C.F.R. Part 2 Related Provisions

- a. Confidentiality of Information. Contractor's employees and agents shall have access to private data to the extent necessary to carry out the responsibilities, limited by the terms of this Agreement. Contractor accepts the responsibilities for providing adequate administrative supervision and training to their employees and agents to ensure compliance with relevant confidentiality, privacy laws, regulations and contractual provisions. No private or confidential data collected, maintained, or used shall be disseminated except as authorized by statute and by terms of this Agreement, whether during the period of the Agreement or thereafter. Furthermore, Contractor:
 - i. Acknowledges that in receiving, transmitting, transporting, storing, processing, or otherwise dealing with any information received pursuant to this agreement that identifies or otherwise relates to the individuals under the care of or in the custody of a State of Oklahoma agency, it is fully bound by the provisions of the federal regulations governing the confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2 and the HIPAA, 45 C.F.R. 45 Parts 142, 160, and 164, Title 43 A § 1-109 of Oklahoma Statutes, and may not use or disclose the information except as permitted or required by this Agreement or by law;
 - ii. Acknowledges that pursuant to 43A O.S. §1-109, all mental health and drug or alcohol treatment information and all communications between physician or psychotherapist and patient are both privileged and confidential and that such information is available only to persons actively engaged in treatment of the client or consumer or in related administrative work. Contractor agrees that such protected information shall not be available or accessible to staff in general and shall not be used for punishment or prosecution of an kind;
 - iii. Agrees to resist any efforts in judicial proceedings to obtain access to the protected information except as expressly provided for in the regulations governing the Confidentiality of Alcohol and Drug Abuse Patient Records, 42 C.F.R. Part 2;
 - iv. Agrees to, when applicable and to the extent within Contractor's control, use appropriate administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of the State of Oklahoma agency and to use appropriate safeguards to prevent the unauthorized use or disclosure of the protected health information, and agrees that protected information will not be placed in the Child Protective Services (CPS) record of any individual involved with the Oklahoma Department of Human Services (DHS).

- v. Agrees to report to the State of Oklahoma agency any use or disclosure or any security incident involving protected information not provided for by this Agreement. Such a report shall be made immediately when an employee becomes aware of such a disclosure, use, or security incident.
- vi. Agrees to provide access to the protected information at the request of the State of Oklahoma agency or to an authorized individual as directed by the State of Oklahoma agency, in order to meet the requirement of 45 C.F.R. §164.524 which provides clients with the right to access and copy their own protected information;
- vii. Agrees to make any amendments to the protected information as directed or agreed to by the State of Oklahoma agency, pursuant to 45 C.F.R. §164.526;
- viii. Agrees to make available its internal practices, books, and records, including policies and procedures, relating to the use and disclosure of protected information received from the State of Oklahoma agency or created or received by the Contractor on behalf of the State of Oklahoma agency, to the State of Oklahoma agency and to the Secretary of the Department of Health and Human Services for purpose of the Secretary determining the giving party's compliance with HIPAA;
- ix. Agrees to provide the State of Oklahoma agency, or an authorized individual, information to permit the State of Oklahoma agency to respond to a request by an individual for an accounting of disclosures in accordance with 45 C.F.R. §164.528.
- b. Data Security. The Contractor agrees to, when applicable and to the extent within Contractor's control, maintain the data in a secure manner compatible with the content and use. The Contractor will, when applicable to the extent within Contractor's control, control access to the data in Contractor's possession or control compliance with the terms of this Agreement. Only the Contractor's personnel whose duties require the use of such information, will have regular access to the data. The Contractor's employees will be allowed access to the data only for the purpose set forth in this Agreement.
- c. Data Destruction. Contractor agrees to, when applicable and to the extent within Contractor's control, follow State of Oklahoma agency policies regarding secure data destruction.
- d. Use of Information. Contractor agrees that the information received or accessed through this Agreement shall not be used to the detriment of any individual nor for any purpose other than those stated in this Agreement.
- e. Redisclosure of Data. The Contractor agrees not to redisclose any information to a third party not covered by the Agreement unless written permission by the State of Oklahoma agency is received and redisclosure is permitted under applicable law.

4. Federal Tax Information Requirements IRS Publication 1075 (If Applicable)

- a. **PERFORMANCE:** If Contractor takes possession or control of Federal Tax Information in performance of this contract, the Contractor agrees to, when applicable and to the extent

within Contractor's control, comply with and assume responsibility for compliance by officers or employees with the following requirements:

- i. All work will be performed under the supervision of the State of Oklahoma.
- ii. The contractor and contractor's officers or employees to be authorized access to FTI must meet background check requirements defined in IRS Publication 1075. The contractor will maintain a list of officers or employees authorized access to FTI. Such list will be provided to the agency and, upon request, to the IRS.
- iii. FTI in hardcopy or electronic format shall be used only for the purpose of carrying out the provisions of this contract. FTI in any format shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection or disclosure of FTI to anyone other than the contractor or the contractor's officers or employees authorized is prohibited.
- iv. FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, any related output and products require the same level of protection as required for the source material.
- v. The contractor will certify that FTI processed during the performance of this contract will be completely purged from all physical and electronic data storage with no output to be retained by the contractor at the time the work is completed. If immediate purging of physical and electronic data storage is not possible, the contractor will certify that any FTI in physical or electronic storage will remain safeguarded to prevent unauthorized disclosures.
- vi. Any spoilage or any intermediate hard copy printout that may result during the processing of FTI will be given to the agency. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts and will provide the agency with a statement containing the date of destruction, description of material destroyed, and the destruction method.
- vii. All Contractor computer systems receiving, processing, storing, or transmitting FTI must meet the requirements in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.
- viii. No work involving FTI furnished under this contract will be subcontracted without the prior written approval of the IRS.
- ix. Contractor will ensure that the terms of FTI safeguards described herein are included, without modification, in any approved subcontract for work involving FTI.
- x. To the extent the terms, provisions, duties, requirements, and obligations of this contract apply to performing services with FTI, the contractor shall assume toward the subcontractor all obligations, duties and responsibilities that the agency under this contract assumes toward the contractor, and the subcontractor shall assume toward the contractor all the same obligations, duties and responsibilities which the contractor assumes toward the agency under this contract.

- xi. In addition to the subcontractor's obligations and duties under an approved subcontract, the terms and conditions of this contract apply to the subcontractor, and the subcontractor is bound and obligated to the contractor hereunder by the same terms and conditions by which the contractor is bound and obligated to the agency under this contract.
- xii. For purposes of this contract, the term "contractor" includes any officer or employee of the contractor with access to or who uses FTI, and the term "subcontractor" includes any officer or employee of the subcontractor with access to or who uses FTI.
- xiii. The agency will have the right to void the contract if the contractor fails to meet the terms of FTI safeguards described herein.

b. CRIMINAL/CIVIL SANCTIONS

- i. Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that FTI disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any FTI for a purpose not authorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution.
- ii. Each officer or employee of a contractor to whom FTI is or may be accessible shall be notified in writing that FTI accessible to such officer or employee may be accessed only for a purpose and to the extent authorized herein, and that access/inspection of FTI without an official need-to-know for a purpose not authorized herein constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution.
- iii. Each officer or employee of a contractor to whom FTI is or may be disclosed shall be notified in writing that any such unauthorized access, inspection or disclosure of FTI may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000 for each unauthorized access, inspection, or disclosure, or the sum of actual damages sustained as a result of such unauthorized access, inspection, or disclosure, plus in the case of a willful unauthorized access, inspection, or disclosure or an unauthorized access/inspection or disclosure which is the result of gross negligence, punitive damages, plus the cost of the action. These penalties are prescribed by IRC sections 7213, 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.
- iv. Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material

in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

- v. Granting a contractor access to FTI must be preceded by certifying that each officer or employee understands the agency's security policy and procedures for safeguarding FTI. A contractor and each officer or employee must maintain their authorization to access FTI through annual recertification of their understanding of the agency's security policy and procedures for safeguarding FTI. The initial certification and recertifications must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, a contractor and each officer or employee must be advised of the provisions of IRC sections 7213, 7213A, and 7431 (see IRS Publication 1075, Exhibit 4, Sanctions for Unauthorized Disclosure, and IRS Publication 1075, Exhibit 5, Civil Damages for Unauthorized Disclosure). The training on the agency's security policy and procedures provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. For the initial certification and the annual recertifications, the contractor and each officer or employee must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

c. INSPECTION: The IRS and the Agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process or transmit FTI. Based on the inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with FTI safeguard requirements.

5. SSA Requirements (If applicable)

- a. PERFORMANCE: If Contractor takes possession or control of in SSA provided information in the performance of this contract, the contractor agrees to, where applicable and to the extent within Contractor's control comply with and assume responsibility for compliance by his or her employees with the following requirements:
 - i. All work will be done under the supervision of the State of Oklahoma.
 - ii. Any SSA provided information made available shall be used only for carrying out the provisions of this Agreement. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the Contractor is prohibited.
 - iii. All SSA provided information shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and products will be given the same level of protection as required for the source material.

- iv. No work involving SSA provided information furnished under this contract shall be subcontracted without prior written approval by the applicable State of Oklahoma agency and the SSA.
- v. The Contractor shall maintain a list of employees authorized access. Such list shall be provided upon request to the applicable State of Oklahoma agency or the SSA.
- vi. Contractor or agents may not legally process, transmit, or store SSA-provided information in a cloud environment without explicit permission from SSA's Chief Information Officer. Proof of this authorization shall be provided to the Contractor by the applicable State of Oklahoma agency prior to accessing SSA provided information.
- vii. Contractor shall provide security awareness training to all employees, contractors, and agents who access SSA-provided information. The training should be annual, mandatory, and certified by the personnel who receive the training. Contractor is also required to certify that each employee, contractor, and agent who views SSA-provided information certify that they understand the potential criminal, civil, and administrative sanctions or penalties for unlawful assess and/or disclosure.
- viii. Contractor shall require employees, contractors, and agents to sign a non-disclosure agreement, attest to their receipt of Security Awareness Training, and acknowledge the rules of behavior concerning proper use and security in systems that process SSA-provided information. Contractor shall retain non-disclosure attestations for at least five (5) to seven (7) years for each employee who processes, views, or encounters SSA-provided information as part of their duties.
- ix. The applicable State of Oklahoma agency shall provide the Contractor a copy of the SSA exchange agreement and all related attachments before initial disclosure of SSA data. Contractor is required to follow the terms of the applicable State of Oklahoma agency's data exchange agreement with the SSA. Prior to signing this Agreement, and thereafter at SSA's request, the applicable State of Oklahoma agency shall obtain from the Contractor a current list of the employees of such Contractor with access to SSA data and provide such list to the SSA.
- x. Where the Contractor processes, handles, or transmits information provided to the applicable State of Oklahoma agency by SSA or has authority to perform on the agency's behalf, the applicable State of Oklahoma agency shall clearly state the specific roles and functions of the Contractor within the Agreement.
- xi. SSA requires all parties subject to this Agreement to exercise due diligence to avoid hindering legal actions, warrants, subpoenas, court actions, court judgments, state or Federal investigations, and SSA special inquiries for matters pertaining to SSA-provided information.
- xii. SSA requires all parties subject to this Agreement to agree that any Client-owned or subcontracted facility involved in the receipt, processing, storage, or disposal of SSA-provided information operate as a "de facto" extension of the Client and is subject to onsite inspection and review by the Client or SSA with prior notice.

- xiii. If the Contractor must send a Contractor computer, hard drive, or other computing or storage device offsite for repair, the Contractor must have a non-disclosure clause in their contract with the vendor. If the Contractor used the item in a business process that involved SSA-provided information and the vendor will retrieve or may view SSA-provided information during servicing, SSA reserves the right to inspect the Contractor's vendor contract. The Contractor must remove SSA-provided information from electronic devices before sending it to an external vendor for service. SSA expects the Contractor to render SSA-provided information unrecoverable or destroy the electronic device if they do not need to recover the information. The same applies to excessed, donated, or sold equipment placed into the custody of another organization.
 - xiv. In the event of a suspected or verified data breach involving SSA provided information, the Contractor shall notify the Client immediately.
 - xv. The Client shall have the right to void the contract if the contractor fails to provide the safeguards described above.
- b. **CRIMINAL/CIVIL SANCTIONS:** The Act specifically provides civil remedies, 5 U.S.C. Sec. 552a(g), including damages, and criminal penalties, 5 U.S.C. Sec. 552a(i), for violations of the Act. The civil action provisions are premised violations of the Act committed by parties subject to this Agreement or regulations promulgated thereunder. An individual claiming such a violation by parties subject to this Agreement may bring civil action in a federal district court. If the individual substantially prevails, the court may assess reasonable attorney fees and other litigation costs. In addition, the court may direct the parties subject to this Agreement to grant the plaintiff access to his/her records, and when appropriate direct an amendment or correction of records subject to the Act. Actual damages may be awarded to the plaintiff for intentional or willful refusal by parties subject to this Agreement to comply with the Act.
- i. **Civil Remedies.**
 - (1) In any suit brought under the provisions of 5 U.S.C. § 552a(g)(1)(C) or (D) in which the court determines that the parties subject to this Agreement acted in a manner which was intentional or willful, shall be liable in an amount equal to the sum of —
 - (a) actual damages sustained by the individual because of the refusal or failure, but in no case, shall a person entitled to recovery receive less than the sum of \$1,000; and
 - (b) the costs of the action together with reasonable attorney fees as determined by the court.
 - (2) An action to enforce any liability created under 5 U.S.C. § 552a may be brought in the district court of the United States in the district in which the complainant resides, or has his principal place of business, or in which the records are situated, or in the District of Columbia, without regard to the amount in controversy, within two years from the date on which the cause of action arises, except that where

parties subject to this Agreement have materially and willfully misrepresented any information required under this section to be disclosed to an individual and the information so misrepresented is material to establishment of the liability of the agency to the individual under 5 U.S.C. § 552a, the action may be brought at any time within two years after discovery by the individual of the misrepresentation. Nothing in this section shall be construed to authorize any civil action because of any injury sustained as the result of a disclosure of a record prior to September 27, 1975.

ii. Criminal Penalties

- (1) Any officer or employee of an agency, who by virtue of his employment or official position, has possession of, or access to, agency records which contain individually identifiable information the disclosure of which is prohibited by this section or by rules or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000. See 5 U.S.C. § 552a(i)(1).
- (2) Any officer or employee of any agency who willfully maintains a system of records without meeting the notice requirements of subsection (e)(4) of this section shall be guilty of a misdemeanor and fined not more than \$5,000. See 5 U.S.C. § 552a(i)(2).
- (3) Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than \$5,000. See 5 U.S.C. § 552a(i)(3).

6. Child Support FPLS Requirements (If applicable)

- a. Contractor, when applicable and to the extent within Contractor's control, and the applicable State of Oklahoma agency must comply with the security requirements established by the Social Security Act, the Privacy Act of 1974, the Federal Information Security Management Act of 2002 (FISMA), 42 United States Code (USC) 654(26), 42 UCS 654a(d)(1)-(5), the U.S. Department of Health and Human Services (HHS), the U.S. Department of Health and Human Services Administration of Children and Families Office of Child Support Enforcement Security Agreement and the Automated Systems for Child Support Enforcement: A Guide for States Section H Security and Privacy. Contractor and applicable State of Oklahoma agency also agree to use Federal Parent Locator Service (FPLS) information and Child Support (CS) program information solely for the authorized purposes in accordance with the terms in this agreement. The information exchanged between state Child Support agencies and all other state program information must be used for authorized purposes and protected against unauthorized access to reduce fraudulent activities and protect the privacy rights of individuals against unauthorized disclosure of confidential information.

- i. This is applicable to the personnel, facilities, documentation, data, electronic and physical records and other machine-readable information systems of the applicable State of Oklahoma agency and Contractor, including, but not limited to, state employees and contractors working with FPLS information and CS program information and state CS agency data centers, statewide centralized data centers, contractor data centers, state Health and Human Services' data centers, comprehensive tribal agencies, data centers serving comprehensive tribes, and any other individual or entity collecting, storing, transmitting or processing FPLS information and CS program information. This is applicable to all FPLS information, which consists of the National Directory of New Hires (NDNH), Debtor File, and the Federal Case Registry (FCR). The NDNH, Debtor File and FCR are components of an automated national information system.
- ii. This is also applicable to all CS program information, which includes the state CS program information, other state and tribal program information, and confidential information. Confidential information means any information relating to a specified individual or an individual who can be identified by reference to one or more factors specific to him or her, including but not limited to the individual's Social Security number, residential and mailing addresses, employment information, and financial information. Ref. 45 Code of Federal Regulations (CFR) 303.21(a).

7. FERPA Requirements (If applicable)

- a. If Contractor takes possession or control of Information covered by FERPA in performance of this Agreement, Contractor agrees to, when applicable and to the extent within Contractor's control comply with and assume responsibility for compliance by its employees with the Family Educational Rights and Privacy Act; (20 U.S.C. § 1232g; 34 CFR Part 99) ("FERPA") and the Oklahoma Student Data Accessibility, Transparency, and Accountability Act of 2013; (70 O.S. § 3-168), where personally identifiable student education data is exchanged.

8. CJIS Requirements (If applicable)

a. INTRODUCTION

This section shall be applicable to the extent that Contractor takes possession or control of CJIS data. The use and maintenance of all items of software or equipment offered for purchase herein must be in compliance with the most current version of the U.S. Department of Justice, Federal Bureau of Investigation ("FBI"), Criminal Justice Information Services (CJIS) Division's CJIS Security Policy ("CJIS Security Policy" or "Security Policy" herein).

The Entity or Affiliate acquiring the data or system is hereby ultimately responsible for compliance with the CJIS Security Policy and will be subject to an audit by the State of Oklahoma CJIS Systems Officer ("CSO") and the FBI CJIS Division's Audit Staff.

b. CJIS SECURITY POLICY REQUIREMENTS GENERALLY

The CJIS Security Policy outlines a number of administrative, procedural, and technical controls agencies must have in place to protect Criminal Justice Information (“CJI”). Our experience is that agencies will generally have many of the administrative and procedural controls in place but will need to implement additional technical safeguards in order to be in complete compliance with the mandate. A Criminal Justice Agency (“CJA”) and certain other governmental agencies procuring technology equipment and services that could be used in hosting or connecting or transmitting or receiving CJI data may need to use the check list herein to make sure that the software, equipment, location, security, and persons having the ability to access CJI will meet the CJIS requirements per the then current CJIS Security Policy. A completed Appendix H to said Security Policy will need to be signed by Vendor or a 3rd party if it has access to CJI, such as incident to the maintenance or support of the purchased hardware or software within which resides CJI. Per Appendix “A” to said Security Policy, “access to CJI is the physical or logical (electronic) ability, right or privilege to view, modify or make use of CJI.”

c. DIRECTIVE CONCERNING ACCESS TO CRIMINAL JUSTICE INFORMATION AND TO HARDWARE OR SOFTWARE WHICH INTERACTS WITH CJI AND CERTIFICATION

The FBI CJIS Division provides state-of-the-art identification and information services to the local, state, tribal, federal, and international criminal justice communities for criminal justice purposes, as well as the noncriminal justice communities for noncriminal justice purposes.

This Directive primarily concerns access to CJI and access to hardware and software in the use, retention, transmission, reception, and hosting of CJI for criminal justice purposes and not for noncriminal justice purposes. In that regard, this Directive is not only applicable to such data, but also to the hardware and software interacting with such data, their location(s), and persons having the ability to access such data. The CJIS data applicable to the Security Policy is the data described as such in said Policy plus all data transmitted over the Oklahoma Law Enforcement Telecommunications System (“OLETS”) which is operated by DPS.

In order to have access to CJI or to the aforesaid hardware or software, the vendor must be familiar with the FBI CJIS Security Policy, including but not limited to the following portions of said Security Policy:

1. the Definitions and Acronyms in §3 & Appendices “A” & “B”;

2. the general policies in §4;
3. the Policies in §5;
4. the appropriate forms in Appendices “D”, “E”, “F” & “H”; and
5. the Supplemental Guidance in Appendices “J” & “K”.

This FBI Security Policy is located and may be downloaded at:
<https://www.fbi.gov/services/cjis/cjissecurity-policy-resource-center>.

By executing the Contract to which this Directive is attached, the vendor hereby CERTIFIES that the foregoing directive has and will be followed, including but not limited to full compliance with the FBI CJIS Security Policy, as amended and as applicable.

ATTACHMENT E1
ADDITIONAL TERMS

See next page.



AUDIO CONFERENCING SERVICES

- 1. GENERAL
 - 1.1 Service Definition
 - 1.2 Platforms
 - 1.3 Standard Service Features
 - 1.4 Feature Availability Table
 - 1.5 Descriptions of Features and Feature Packages
- 2. SUPPLEMENTAL TERMS
 - 2.1 Online Password for Access to Audio Conferencing and CPNI
 - 2.2 Verizon Access
 - 2.3 Maintenance Interruptions
 - 2.4 Protected Health Information (PHI)
- 3. FINANCIAL TERMS
- 4. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Audio Conferencing provides a multipoint long distance telecommunications service between a single calling station and two or more called stations. Audio Conferencing requires a teleconferencing bridge port for each called station. A Verizon Conference Center provides the necessary bridge ports. This service is available on a limited basis and is not available for collect calling.
- 1.2 **Platforms.** These terms apply to non-optimized Audio Conferencing Services only.
- 1.3 **Standard Service Features**
 - 1.3.1 **Access Methods**
 - 1.3.1.1 **Toll Meet Me Access.** This access method allows the Customer to reserve a direct distance dial number for a pre-arranged date and time. Each call to the bridge is initiated separately by each Participant. Each Participant will be responsible for his/her transport charges incurred in connection with the conference call.
 - 1.3.1.2 **Dial-Out Access.** This access method requires a Verizon Conference Coordinator or the Leader to establish the conference call. For Instant Meeting service, the Leader performs the dial-out to Participants via the online call management tool called Web Moderator. Otherwise, Customer must arrange for the Participants to be called by the Verizon Conference Coordinator at the pre-arranged date and time. Dial-Out Access charges include an allocation for transport charges only unless otherwise noted.
 - 1.3.1.3 **Toll Free Access.** This access method allows Participants to access a call via a number that is toll free in the United States and parts of Canada.
 - 1.3.2 **Global Access**
 - 1.3.2.1 **Global Access Local Toll Access.** Global Access Local Toll Access allows Participants to access a call via a non-U.S. local exchange number.
 - 1.3.2.2 **Global Access Local Free phone Access.** Global Access Local Freephone Access allows Participants not located in the United States to access a call via a Local Toll Free. An in-country Local Toll Free number and corresponding passcode allows direct dial access to the conference call.

- 1.3.3 **Service Levels.** Customers may designate service levels on a conference call-by-conference call basis. Peak and Off-Peak rates apply.
- 1.3.3.1 **Premier.** Provides for a Verizon Conference Coordinator to greet and announce each Participant into the conference call if requested by the Leader, take roll call, and monitor the conference call to the conference call's conclusion.
- 1.3.3.2 **Standard.** Provides for a Verizon Conference Coordinator to greet and announce each Participant into the conference call if requested by the Leader. The Verizon Conference Coordinator will leave from the conference call after the conference call begins, but will monitor the conference call. Participants can recall the Verizon Conferencing Coordinator at any time during the conference call by entering a pre-assigned code (e.g., #1) via touch-tone keypad.
- 1.3.3.3 **Unattended.** Provides for a Verizon Conference Coordinator for technical assistance only. Participants enter the conference call by entering a pre-assigned passcode via touch-tone keypad.
- 1.3.3.4 **Instant.** Instant Meeting Service provides seven-day, 24-hour conference calling availability supported by pre-assigned bridge ports. Verizon will issue two passcodes to the Customer for use with Instant Meeting Service at the time the Customer initially enrolls for the service via a subscription. One passcode is assigned for the Customer's use to activate the subscribed ports for a conference call. A second passcode is provided to the Customer to be made available to the participants on any Instant Meeting conference call that the Customer initiates. Instant Meeting Service provides for a Conference Coordinator for technical assistance only. Verizon will terminate a Customer's Instant Meeting Service subscription at the 1-20 port level if the Customer fails to use Instant Meeting Service in any period of 180 consecutive days. Verizon will terminate Customer's Instant Meeting Service subscription at port levels of 21 to 100 ports if: i) the MRC is waived under Customer's signed agreement, and ii) Customer fails to use Instant Meeting Service for 365 consecutive days.
- 1.3.4 **Net Conferencing.** Net Conferencing enables Customer to conduct a conference call allowing text, documents, data or images (collectively, Data) to be transmitted via the Internet either with a reserved session or without a reserved session (on demand). Net Conferencing may be used to provide Data on a one-way, one-to-many, view-only basis or on a multipoint, many-to-many, collaborative basis. To initiate a session, a Net Conferencing Leader and Participants must have browser access to the Internet. The Leader and Participants may also access an accompanying Audio Conferencing call. Verizon allots each participant an individual server connection (or seat) on the Net Conferencing server. Usage is calculated and billed on a per-minute per-participant basis. Net Conferencing is available in one of three options:
- 1.3.4.1 Instant Net Conference allows Leaders to create net conferences on demand for up to 250 participants. Each Instant Net Conference provides a personal meeting ID and Leader-identified password.
- 1.3.4.2 Advanced Net Conference provides Leaders a portal for scheduling and managing Net Conferences. This service integrates with Verizon's Instant Meeting Audio Conferencing services and other popular third party applications. Advanced Net Conference can support up to 500 participants.
- 1.3.4.3 Reserved Net Conference with Cisco WebEx Event Center enables Customer to schedule a Net Conferencing session for a specified date, time, and up to 3,000 Participants, conducted with a concurrent attended Audio Conferencing conference call. A cancellation charge applies if a scheduled Net Conference session is cancelled within 30 minutes of the scheduled session time.

1.3.5 Net Conferencing Features

1.3.5.1 **Reserved Net Replay Set-up and Storage.** Participants are directed to a website provided by Verizon for a Customer-defined period in increments of 30 days not to exceed a total of 360 days following the Net Conferencing session. Notwithstanding the above, Verizon reserves the right to limit the storage period to no more than 30 days in order to enable a Net Conferencing infrastructure change.

1.3.5.2 **Replay Storage for Advanced and Customized Net Conference with Microsoft Office Live Meeting (a non-chargeable feature).** Storage for self-serve replay and maintenance of presentations within Microsoft Office Live Meeting Professional is available. Presenters can start the recording of the net conference and select either to store the recording or not. Such recording may be stored on the Microsoft Live Meeting site designated by Verizon, to which site participants will be directed by the Conferencing leader to view the Net Replay. Net Replays described in this Section may be stored for a maximum of 365 days. Notwithstanding the above, Verizon reserves the right to limit the storage period to no more than 30 days in order to enable a Net Conferencing infrastructure change.

1.4 **Feature Availability Table.** For purposes of this section, the following definitions apply:

x= Available chargeable feature

y= Available chargeable feature if using Web Moderator interface

z= Available at no charge

n/a= Not Available

Features Section Number	Feature	Premier Service	Standard Service	Unattended Service	Instant Service
1	Platinum Premier Service	x	n/a	n/a	n/a
2	Billing Report	x	x	x	n/a
3	Communications Line	x	x	n/a	n/a
4	Conference Recording	x	x	n/a	n/a
5	Conference Transcription	x	x	n/a	n/a
6	Coordinator Request	z	z	x	n/a
7	Duplicate Billing	x	x	x	n/a
8	Operational Reports	x	x	x	n/a
9	Participant List	x	x	x	n/a
10	Pre-Notification	x	x	x	n/a
11	Dial-Out Initiation (Leader)	n/a	n/a	n/a	y
12	Dial-Out Initiation (Participants)	n/a	n/a	n/a	y
13	Increase Conference Size	n/a	n/a	n/a	x
14	Instant Meeting Replay Service Option	n/a	n/a	n/a	x
15	Instant Replay Plus Service Option	n/a	n/a	n/a	x

1.5 **Descriptions of Features and Feature Packages**

- 1.5.1 **Platinum Premier Service.** The Platinum Premier Service provides all the required conferencing operator functionality contained within the Premier Service offering with the addition of a dedicated U.S. based conferencing specialist being assigned to moderate the entire conferencing event.
- 1.5.2 **Billing Report.** Billing Reports provides Audio Conferencing invoice detail reports to a Customer-designated address. Customer may request a Billing Report on either a one-time or a monthly recurring basis. Standard Reporting provides invoice detail sorted by Customer Reference Codes and leader last name. Global Reporting provides invoice detail sorted by Customer Reference Codes and leader last name and consolidates invoices from one or more regions into one Billing Report.
- 1.5.3 **Communications Line.** Conference Leader communicates with Verizon Operator and/or additional personnel outside of the main conference in a separate communications line.
- 1.5.4 **Conference Recording.** The Customer may request Verizon to make a digital recording of a conference call. Upon Customer request, Verizon will provide digital recordings as either i) a .wav file on CD-ROM or ii) a .wav or an mp3 file (mp3 file is only available with Premier or Standard service), as designated by the Customer, containing up to the first 20 MB per hour per call, posted on a Verizon-designated Internet site. Verizon will send CD-ROM recordings to the conference host within 24 hours of the conclusion of the call. Verizon will post recordings to the Internet within two hours of the conclusion of the call.
- 1.5.5 **Conference Transcription.** The Customer may request to have a conference call transcribed on a diskette or to obtain a printed version.
- 1.5.6 **Coordinator Request.** The Verizon Conference Coordinator is available to fulfill special requests during a conference call.
- 1.5.7 **Duplicate Billing.** The Customer may have duplicate invoices produced and sent to a Customer designated address. The request may be a one-time request, or occur on a monthly recurring basis.
- 1.5.8 **Operational Reports.** Operational Reports provides Audio Conferencing, invoice detail reports for Customers whose Audio Conferencing usage exceeds \$50,000 per monthly period. Customer may request Operational Reports on either a one-time or a monthly recurring basis. Standard Reporting provides customized conference call detail information. Global Reporting consolidates Standard Reporting for two or more region.
- 1.5.9 **Participant List.** For all Service Levels (Unattended, Premier, and Standard), a participant list will be e-mailed to the Leader at the Leader's request and will bear a charge of \$40. Customer acknowledges and agrees that such a request by Customer or a Leader shall constitute Customer's and the Leader's request for delivery of Verizon service information to Customer and the Leader, including Customer Proprietary Network Information (CPNI), using unencrypted e-mail conveyed over the public Internet. Customer further acknowledges and understands that unencrypted information transmitted over the public Internet is subject to being intercepted and viewed by third parties.
- 1.5.10 **Pre-Notification.** Allows a Verizon Conference Coordinator to notify all participating callers of the date and time of a scheduled conference call provided that Verizon has at least 48 hours' advance notice by the Customer.
- 1.5.11 **Dial-Out Initiation (Leader).** Permits the leader to set up Web Moderator to initiate the dial out to the leader.
- 1.5.12 **Dial-Out Initiation (Participants).** Permits the leader to set up Web Moderator to dial out to conference participants one at a time.

- 1.5.13 **Increase Conference Size.** Permits the leader to utilize the Web Moderator to temporarily increase the number of ports available for their Instant Meeting subscription by 20 ports before or during an Instant Meeting conference call. The Instant Meeting subscription will revert to the number of subscribed ports at the conclusion of the conference call. This feature must be enabled at the Customer account level.
- 1.5.14 **Instant Meeting Replay Service Option.** Allows a conference leader to initiate a digital recording of a conference call, without reservation or Conference Coordinator, by accessing a Verizon-designated Internet site, at any time prior to or during an Instant Meeting Service conference call and allows participating callers with a Customer-issued passcode to access an Instant Meeting Replay recording via a Verizon-issued toll free number or direct distance dial number. The conference leader may order a recording at the Verizon-designated Internet site in the following formats:
- CD-ROM (up to 80 minutes of recording time)
 - .wav file on CD-ROM (playable only in PC and Mac systems)
 - .wav file for Internet download (available via the web within two hours of the order placed)
- 1.5.15 **Instant Replay Plus Service Option.** Allows callers to access a digital replay of a previously held Conferencing Calling call or other recorded audio announcement via a toll free or toll number (standard telephone number) 24 hours per day, seven days per week. The following Instant Replay Plus Service features are available:
- 1.5.15.1 **PIN or Passcode.** Assigns and optional PIN or Passcode to the Customer's replay to ensure privacy. Individual PIN code assignment allows tracking of caller responses. A database of eligible callers must be received from the Customer to enable assignment and tracking of individual PIN codes.
- 1.5.15.2 **Survey.** Permits callers to be asked up to 20 closed-end questions (10 per segment). Callers may be polled before and/or after a recorded segment. Callers respond to questions using their telephone keypad. A survey report will be provided to the Customer.
- 1.5.15.3 **Voice Response.** Permits the Customer to define up to five caller identification voice prompts (e.g., name, phone number, e-mail address, department number, and location), or to define additional voice prompts for callers to leave messages or comments before and/or after the recorded program. Voice responses are transcribed and e-mailed to the Customer. The Customer may choose to have caller identification, messaging and commentary transcriptions placed on an audiocassette for an additional one-time charge per cassette.

2. SUPPLEMENTAL TERMS

- 2.1 **Online Password for Access to Audio Conferencing and CPNI.** At the time Audio Conferencing service is established, Verizon will provide Customer's designated billing point of contact with an authorization code (Password), which Customer and the billing point of contact may use to access Audio Conferencing and obtain information about Customer's Audio Conferencing service on line that may include CPNI. CPNI may include information about the quantity, technical configuration, type, destination, location, and amount of use of Audio Conferencing by the Customer and related billing information, to the extent such information is provided on line by Verizon as part of Audio Conferencing. Verizon will not provide the Password relying on biographical or account data of Customer or Customer personnel and will rely on Customer's designation of its billing point of contact as authentication by the Customer of the person authorized to access Customer's Audio Conferencing service and CPNI. Customer agrees that the billing point of contact is also authorized to disclose the Password, for Audio Conferencing and CPNI access, to other personnel of Customer and that such personnel are authorized by Customer to access the Audio Conferencing and CPNI. Customer will be solely responsible for use and disclosure of the Password by Customer personnel. Customer will upon reasonable request provide to Verizon the identity and contact information for the billing point of contact and such other personnel authorized by the Customer to access the Audio Conferencing and CPNI using the Password. Customer agrees to cooperate with Verizon's reasonable authentication and security



procedures for access to CPNI, including, without limitation, Password resets and re-authentication of billing points of contact or such other personnel.

- 2.2 **Verizon Access.** Verizon personnel will have access to Customer conferences and recordings of Conferences to perform requested services, such as operator or technical assistance, and for service quality purposes.
- 2.3 **Maintenance Interruptions.** Verizon may interrupt Customers Audio Conferencing service for scheduled or emergency maintenance or as otherwise set forth in Customers Agreement.
- 2.4 **Protected Health Information (PHI).** In connection with Audio Conferencing, Verizon does not create, receive, maintain, or store PHI as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009. Audio Conferencing is not equipped to store or otherwise maintain such PHI. Therefore, although it is possible for Customer to record PHI via an Audio Conferencing recording feature, Customer agrees that neither it nor its Participants will use Audio Conferencing to engage in such recording or store PHI. To the extent this prohibition is violated, Customer is fully responsible for the consequences.
- 2.5 **Conference Coordinator Information Collection.** Customer may request that the Verizon Conference Coordinator collect information from Participants before placing them into the conference, provided such information may be lawfully collected by Customer and Customer complies with the provisions at https://verizon.com/business/service_guide/reg/regulated_customer_data.pdf.
3. **FINANCIAL TERMS.** Customer will pay the charges for Audio Conferencing Services specified in the Agreement and at the following URL <https://verizon.com/business/service/audioconferencing-rates-charges.pdf>.
4. **DEFINITIONS.** The following definitions apply to Audio Conferencing, in addition to the definitions identified in the Agreement, and the administrative charge definitions at the following URL www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Leader	The Customer contact requesting conference services.
Participant	Any Customer-authorized party joining the conference.



ETHERNET DEDICATED E-LINE +

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Features
 - 1.3 Reconfiguration
 - 1.4 Optional Features
2. SUPPLEMENTAL TERMS
 - 2.1 Rejection of Orders
 - 2.2 Restriction on Encryption Functionality (India Only)
 - 2.3 Restriction on Use (Russia Only)
3. SERVICE LEVEL AGREEMENT
4. FINANCIAL TERMS
 - 4.1 General
 - 4.2 Administrative Charges
 - 4.3 Reconfiguration Charges
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Ethernet Dedicated E-Line + (Dedicated E-Line) uses dedicated virtual circuits, with security characteristics similar to traditional private line services, to provide point-to-point or point-to-multipoint connectivity. As these circuit paths are predetermined, Dedicated E-Line also provides predictable latency, in addition to options for diverse, redundant connections for business continuity (subject to availability).
- 1.2 **Standard Features.** With Dedicated E-Line, Verizon provides a static, predetermined Ethernet Virtual Circuit (EVC) that is provisioned through Verizon's private network (sometimes known as Explicit Routing Option or ERO) with the highest Class of Service for priority routing.
- 1.3 **Reconfiguration.** Verizon will reconfigure the bandwidth available on Dedicated E-Line, upon Customer request. Related Local Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request.
- 1.4 **Optional Features**
 - 1.4.1 **Business Continuity Options.** As an alternative to a single, unprotected ERO EVC, Customer can choose an EVC with protection where Verizon provides (i) an ERO primary path EVC, and a backup EVC with a system-selected path, or (ii) an ERO primary EVC with a backup ERO EVC.
 - 1.4.2 **Service Edge Diversity.** With Service Edge Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device as determined by Verizon.
 - 1.4.3 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon.

2. SUPPLEMENTAL TERMS

- 2.1 **Rejection of Orders.** Verizon may reject Customer's request for Dedicated E-Line when (a) Verizon does not have sufficient presence, capacity, corporate infrastructure, or network technical infrastructure to



effectively support Dedicated E-Line Services or (b) Verizon has ceased supporting new implementations of Dedicated E-Line.

- 2.2 **Restriction on Encryption Functionality (India Only).** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.
- 2.3 **Restriction on Use (Russia Only).** Customer shall not use Dedicated E-Line + for sending or receiving VoIP and/or Internet traffic. Any Customer violation of the foregoing obligation shall constitute Cause under the Agreement.

3. SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) for Dedicated E-Line may be found at the following URL:
www.verizonenterprise.com/external/service_guide/reg/cp_edeline_plus_sla.pdf

4. FINANCIAL TERMS

- 4.1 **General.** Customer will pay the Charges for Dedicated E-Line specified in the Agreement, including those below and at the following URL:
www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Monthly recurring charges (MRCs) are fixed for the Service Commitment (if applicable). Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.2 **Administrative Charges.**

Administrative Charge	Charge Instance	Non-Recurring Charge (NRC)
Administrative Change	Per Change	\$60.00
Cancellation Order	Per Connection	\$800.00
Expedite	Per Connection	\$1,000.00
Pending Order Change	Per Connection	\$60.00
Physical Change	Per Connection	\$200.00
Reconfiguration	Per Connection	\$200.00
Service Date Change	Per Connection	\$60.00

- 4.3 **Reconfiguration Charges.** An NRC applies per bandwidth reconfiguration, in addition to charges applicable to an Administrative Change. For orders which require a change in Customer's existing interface, physical access facility, and/or provider of the physical access facility, either Customer's Local Access circuit or Dedicated E-Line Service or both may need to be terminated and re-installed. Such termination may generate applicable Early Termination Charges for which Customer is responsible. Customer will also be responsible for any Charges resulting from installation of new Dedicated E-Line Service and/or Local Access circuit, as applicable.

5. **DEFINITIONS.** The following definitions apply to Dedicated E-Line, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL
www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Terms	Definitions
Administrative Change	The modification of an existing circuit that involves changes to Customer name, Customer contact name, Customer phone number, verification of testing performed by third parties other than Verizon, and component rearrangements not involving a physical change.
Pending Order Change	The modification of an Order at Customer's request prior to the completion date of the Order.
Physical Change	The modification of an existing circuit, at the request of Customer, requiring physical change or re-termination of the circuit.
Service Date Change	The modification of an Order, at the request of Customer, for a new due date that is within 30 days of the original due date. Charges will apply for each occurrence in addition to other applicable Administrative Charges.
Explicit Routing Option	Routing of the Label Switched Path (LSP) that allows for a fixed path with deterministic latency. In the case when Customer diversity is required, the ability to configure either two explicitly routed diverse LSPs or a single LSP with explicit routed primary path and standby path.



ETHERNET SWITCHED E-LINE + ETHERNET VIRTUAL PRIVATE LINE

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Features
 - 1.3 Optional Features
2. AVAILABLE VERSIONS
 - 2.1 Optimized Service – Ethernet Switched E-Line +
 - 2.2 Non-Optimized Service – Ethernet Virtual Private Line
3. SUPPLEMENTAL TERMS
 - 3.1 Interstate Service (U.S. Only)
 - 3.2 Restriction on Encryption Functionality (India Only)
 - 3.3 Restriction on use (Russia Only)
4. SERVICE LEVEL AGREEMENT
5. FINANCIAL TERMS
 - 5.1 Optimized Service
 - 5.2 Non-Optimized Service
6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon's Ethernet Switched E-Line + and Ethernet Virtual Private Line (EVPL) provide point-to-point and point-to-multipoint connectivity between two Customer Sites, including data center-to-data center, LAN-to-LAN, and host-to-remote sites (subject to availability). Ethernet Switched E-Line + and EVPL are referred to collectively in this document as Ethernet Line Service.
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to both services: Ethernet Switched E-Line +, an Optimized Service (denoted with a “+” and sometimes referred to as Rapid Delivery) and Ethernet Virtual Private Line, a non-Optimized Service.
- 1.2 **Standard Service Features**
 - 1.2.1 **Ethernet Virtual Connection.** Verizon provides an Ethernet Virtual Connection (EVC), which is a switched path that allows frames to move between two Customer Sites.
 - 1.2.2 **Class of Service.** Verizon provides classes of service (CoS) that allows Customer to select either a single CoS or multiple CoS on an EVC for prioritized handling of various types of data. Basic, priority and real time CoS are provided as standard features of EVCs identified as E-Line (formerly SES) on the relevant Order. Basic, business and priority CoS are provided as standard features of Ethernet Line Service. Business CoS is not available with EVCs identified as E-Line (formerly SES) on the relevant Order.
- 1.3 **Optional Features**
 - 1.3.1 **Dynamic Network Manager.** With Dynamic Network Manager (f/k/a Dynamic Bandwidth), Verizon provides a web-based interface through which Customer can dynamically manage its connection speeds. Customer accesses the interface through the Verizon Enterprise Center portal. This feature is not available with EVPL and EVCs identified as E-Line (formerly SES) on the relevant Order.
 - 1.3.2 **Service Edge Diversity.** With Service Edge Diversity, Verizon provides a second circuit connected to a separate Layer 2 switch device as determined by Verizon.

- 1.3.3 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon provides a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon.
- 1.3.1 **Real Time Class of Service (Optimized Only).** As an option for Ethernet Switched E-Line and EVPL, Verizon offers Real Time CoS which provides an additional, higher priority CoS on an EVC.

2. AVAILABLE VERSIONS

- 2.1 **Optimized Service - Ethernet Switched E-Line +.** With Ethernet Switched E-Line + service, Verizon provides connectivity between endpoints regardless of location with the understanding that if Customer orders intra-LATA connectivity between ethernet access circuits in the following areas: CT, DC, DE, MA, MD, NJ, NY, PA, RI and VA, Verizon will provide such local connectivity, which will be identified as E-Line (formerly SES) on the relevant Order.
- 2.2 **Non-Optimized Service - Ethernet Virtual Private Line.** The following three (3) options are available for EVPL:
- 2.2.1 **EVPL Metro (U.S. Only).** With EVPL Metro, Verizon provides intra-LATA connectivity between ethernet access circuits (also Verizon-provided).
- 2.2.2 **EVPL National (U.S. Only).** With EVPL National, Verizon provides inter-LATA connectivity between ethernet access circuits (also Verizon-provided).
- 2.2.3 **EVPL International.** With EVPL International, Verizon provides connectivity between ethernet access circuits (also Verizon provided) at least one of which is outside the U.S. Mainland.

3. SUPPLEMENTAL TERMS

- 3.1 **Interstate Service (U.S. Only).** In the U.S., Ethernet Line Service is offered only subject to the Federal Communications Commission's jurisdiction (not the state's jurisdiction) which requires that more than 10% of such per-circuit traffic will cross a state boundary.
- 3.2 **Restriction on Encryption Functionality (India Only).** Prior to connecting any encryption equipment to Verizon Facilities in India, Customer must obtain prior evaluation and approval from the relevant telecom authority.
- 3.3 **Restriction on Use (Russia Only).** Customer shall not use Ethernet Switched E-Line + or EVPL for sending or receiving VoIP and/or Internet traffic. Any Customer violation of the foregoing obligation shall constitute Cause under the Agreement and Verizon shall have the right to suspend and/or terminate Customer's use of Ethernet Switched E-Line + or EVPL services.

4. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Ethernet Line service may be found at the following URLs:

Ethernet Switched E-Line + Service Level Agreement at www.verizonenterprise.com/external/service_guide/reg/cp_eseline_plus_sla.pdf for U.S. Services and non-U.S. Services.

For the Ethernet services identified on Customer's Order as E-Line (formerly SES) services, only the following SLA shall apply at www.verizonenterprise.com/external/service_guide/reg/eseline-formerly-ses-sla.pdf for U.S. and non-U.S. Services.

Ethernet Virtual Private Line Summary and Service Level Agreement at www.verizonenterprise.com/us/publications/service_guide/secure/cp_evpl_vpls_sla_summary_page_S_G.htm for U.S. Services and non-U.S. Services.

5. FINANCIAL TERMS

- 5.1 **Optimized Services.** Customer will pay the charges for Ethernet Switched E-Line + specified in the Agreement, including those below and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

5.1.1 Administrative Charges.

Administrative Charge	Charge Instance	Non-Recurring Charge
Administrative Change	Per Change	\$60.00
Cancellation of Order	Per Connection	\$800.00
Expedite	Per Connection	\$1,000.00
Pending Order Change	Per Connection	\$60.00
Physical Change	Per Connection	\$200.00
Reconfiguration*	Per Connection	\$200.00
Service Date Change	Per Connection	\$60.00

*Access must have sufficient bandwidth and the correct specification provisioned to support the reconfiguration request. This charge is in addition to the Administrative Change charge and applies per bandwidth reconfiguration.

- 5.2 **Non-Optimized Service.** Customer will pay the Charges for EVPL specified in the Agreement. Online pricing for EVPL provided by a U.S. Verizon entity is at www.verizonenterprise.com/external/service_guide/reg/cp_evpl_cpa-based_ethernet_vpl_cpa-based.htm

- 5.2.1 **Minimum Commitment.** Customer commits to a 12 month minimum per circuit Service Commitment for each order of EVPL National or EVPL International. The terms and conditions of the Agreement will continue to apply to such Orders until the Service Commitment has ended.

6. **DEFINITIONS.** The following definitions apply to Ethernet Switched E-Line + and EVPL, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Reconfiguration	Reconfiguration provides Customer with the ability to reconfigure bandwidth or VLAN Tag on E-Line Ethernet Virtual Connection.



ETHERNET SWITCHED E-LAN + VIRTUAL PRIVATE LAN SERVICE

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Features
 - 1.3 Optional Features
2. SUPPLEMENTAL TERMS
 - 2.1 Restriction on Encryption Functionality (India Only)
3. SERVICE LEVEL AGREEMENT
4. FINANCIAL TERMS
 - 4.1 Optimized Services
 - 4.2 Administrative Charges
 - 4.3 Non-Optimized Services
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Ethernet Switched E-LAN + and Virtual Private LAN Service (VPLS) are functionally comparable wide area networking services that provide multi-point, any-to-any connectivity between Customer Sites (subject to availability).
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to both: Ethernet Switched E-LAN +, an Optimized Service (denoted with a "+" and sometimes referred to as Rapid Delivery) and Virtual Private LAN Service, a Non-Optimized Service.
- 1.2 **Standard Features**
 - 1.2.1 **Ethernet Virtual Connection/VPLS Flow.** Verizon provides multi-point connectivity using Ethernet Virtual Connections (EVC) (Optimized Service)/VPLS Flow (Non-Optimized Service) and EVPLAN EVC (formerly SES) between two or more Customer Sites within a Customer domain, as designated by Verizon.
 - 1.2.2 **Class of Service.** As a part of the standard EVC/VPLS Flow, Ethernet Switched E-LAN + and VPLS provide classes of service (CoS) that allow a Customer to select either a single CoS or multiple CoS for prioritized handling of priority, business, and basic data. CoS on EVPLAN EVC (formerly SES) are Basic or Real Time only.
 - 1.2.3 **Dynamic Network Manager** (Optimized Only). With Dynamic Network Manager, Verizon offers Burstable or Scalable bandwidth options providing Customer the ability to dynamically manage LAN connection speeds. None of these features is available on EVPLAN EVC (formerly SES).
 - 1.2.3.1 **Burstable.** With Burstable, Customer selects a Bandwidth Commitment and may burst up to a higher selected bandwidth as required.
 - 1.2.3.2 **Scalable.** With Scalable, Customer selects its connection speeds in specified increments. Customer can dynamically manage its connection speeds in the Verizon Enterprise Center portal.
- 1.3 **Optional Features**
 - 1.3.1 **Traffic Replication.** With Traffic Replication, Verizon allows a Customer to replicate its traffic from a single Customer Site to all Customer Sites within a Customer domain, as designated by Verizon. This feature is not available on EVPLAN EVC (formerly SES).

- 1.3.2 **Service Edge Diversity.** With Service Edge Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device as determined by Verizon. This feature is not available on EVPLAN EVC (formerly SES).
- 1.3.3 **Service Edge Geographic Diversity.** With Service Edge Geographic Diversity, Verizon will provide a second circuit connected to a separate Layer 2 switch device in a different building as determined by Verizon. This feature is not available on EVPLAN EVC (formerly SES).
- 1.3.2 **Real Time Class of Service (Optimized Service Only).** As an option for a Customer selecting multiple CoS, Verizon offers Real Time CoS, which provides an additional, higher priority CoS on an EVC.
- 1.3.3 **Premium Quality of Service (Non-Optimized Service Only).** With Premium Quality of Service (QoS), Verizon provides an additional, higher priority Real Time CoS on the VPLS Flow.
- 1.3.4 **Media Access Control Address Blocks (Non-Optimized Service Only).** Verizon provides a defined number of Media Access Control (MAC) addresses (MAC Address Block) based on the number of Customer Sites per Customer domain. Customer may order an additional MAC Address Block with 50 MAC addresses within a particular Customer domain to supplement the Verizon-provided MAC Address Block.

2. SUPPLEMENTAL TERMS

- 2.1 **Restriction on Encryption Functionality (India Only).** Prior to connecting any encryption equipment to Verizon Facilities in India, Customer must obtain prior evaluation and approval from the relevant telecom authority.
3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Ethernet Switched E-LAN+ and VPLS may be found at the following URLs:

Ethernet Switched E-LAN + Service Level Agreement at
www.verizonenterprise.com/external/service_guide/reg/cp_eselAN_plus_sla.pdf for U.S. Services and non-U.S. Services

Virtual Private LAN Service Summary and Service Level Agreement at
www.verizonenterprise.com/us/publications/service_guide/secure/cp_evpl_vpls_sla_summary_page_SG.htm

For EVPLAN EVC (formerly SES) there is no Service Level Agreement.

4. FINANCIAL TERMS

- 4.1 **Optimized Services.** Customer will pay the Charges for Ethernet Switched E-LAN+ specified in the Agreement or a Order, including those below and at the following URL:
www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated service.

4.1.1 **Administrative Charges**

Administrative Charge	Charge Instance	Non-Recurring Charge
Administrative Change	Per Change	\$60.00
Cancellation Order	Per Connection	\$800.00
Expedite	Per Connection	\$1,000.00
Pending Order Change	Per Connection	\$60.00
Physical Change	Per Connection	\$200.00
Reconfiguration	Per Connection	\$200.00
Service Date Change	Per Connection	\$60.00

- 4.1.2 **Burstable.** With Burstable, Customer will pay a Burstable overage charge monthly per circuit for any measured usage level greater than Customer's Bandwidth Commitment. Verizon will sample the E-LAN connection usage every five minutes during the monthly billing period and Customer's measured usage level will be based on usage at the 95th percentile of samples with the highest 5 percent of usage discarded for billing purposes. Incremental usage will be rounded up to the next full Mbps or Gbps.
- 4.1.3 **Scalable.** With Scalable, Customer will pay a Scalable overage charge per E-LAN connection based on connection speed changes Customer made during the month. Customer will be billed for a commitment speed and any overage speeds.
- 4.2 **Non-Optimized Services.** Customer will pay the charges for VPLS specified in the Agreement. Online pricing when provided by a U.S. Verizon entity is at www.verizonenterprise.com/external/service_guide/reg/cp_vpls_virtual_private_lan_service.htm.
5. **DEFINITIONS.** The following definitions apply to Ethernet Switched E-LAN and VPLS, in addition to those identified in the Master Terms of your Agreement and the administrative charge definitions at the following URL: www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring a Burstable or Scalable overage charge.
Reconfiguration	Reconfiguration provides Customer with the ability to reconfigure bandwidth or VLAN Tag on E-Line Ethernet Virtual Connection.



INTERNET DEDICATED SERVICE

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Features
 - 1.3 Optional Features
2. SUPPLEMENTAL TERMS
 - 2.1 DDoS
 - 2.2 Speed Testing
 - 2.3 Bandwidth Shaping
 - 2.4 Installation
 - 2.5 Mass Market Customers
 - 2.6 Voice Over IP (VoIP) Restrictions
 - 2.7 Geographic Restrictions (India Only)
 - 2.8 Internet Protocol Assignments
 - 2.9 Cross Border Connection
3. SERVICE LEVEL AGREEMENT (SLA)
4. FINANCIAL TERMS
 - 4.1 Optimized Service
 - 4.2 Non-Optimized Service
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Internet Dedicated Service (IDS) provides connectivity to the Internet at the Internet Service Location.
- 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a “+” and sometimes referred to as Current Platform) and non-Optimized Service.
- 1.2 **Standard Features.** IDS includes the following standard features:
 - IP service with static or dynamic (BGP) routing.
 - Assignment of non-portable IP addresses (IPv4 and/or IPv6 protocol, upon request). IP addresses are provided by Verizon to be used by Customer for transporting Internet traffic with IDS.
 - Traffic reports via the Verizon Enterprise Center (VEC) online portal.
 - 7x24 hour customer support, monitoring and notification.
- 1.3 **Optional Features.** Customer may select any of the following features (subject to availability):
 - 1.3.1 **Diversity.** With Diversity, Verizon provides a second equivalent Access Service for the same Customer Site that may be configured as either active or passive, and as providing either Geographic Diversity or Router Diversity, as Customer elects.
 - 1.3.2 **Domain Name Services.** Verizon offers primary and secondary domain name hosting services with IDS. Upon Customer request, Verizon will apply for and enter into a registry agreement to register domain names on Customer’s behalf.
 - 1.3.3 **RIPE Registration (Europe).** Upon Customer request, Verizon will register an Autonomous System Number and/or provider-independent IP address ranges with the relevant registry (www.ripe.net) on Customer’s behalf, subject to applicable registry guidelines and policies.
 - 1.3.4 **Shadow Service (Non-Optimized Service Only).** With Shadow Service, Verizon provides backup access to its Network on a second equivalent Access Service for use in the event of an outage on the primary Service.

- 1.3.5 **Distributed Denial of Service (DDoS) Security.** DDoS Security is a managed, cloud-based, service designed to monitor, intercept and remove significant amounts of malicious DDoS traffic targeting Customer's IDS. DDoS Security includes:
- **Configuration and Reporting.** Verizon will configure DDoS Security in accordance with its policies as reasonably practicable. Verizon can send mitigation traffic reports to the Customer when DDoS Security mitigation is active.
 - **Mitigation and Redirection.** Mitigation is the act of removing traffic deemed to be malicious from redirected (inbound) traffic. Redirection may be activated by request in the VEC online portal and occurs when traffic is routed to the DDoS Security mitigation nodes instead of Customer's normal routing path. When redirection is initiated, both legitimate traffic and DDoS attack traffic will be redirected to Verizon pre-deployed mitigation facilities. Within 30 minutes after Customer's inbound traffic is redirected to the DDoS Security mitigation platform, Verizon will initiate mitigation of inbound DDoS attack traffic. Multi-homed, Anycast, IPv6 and /32 subnets are not supported by DDoS Security.
 - **Clean Traffic Return.** Verizon uses Multi Label Packet Switching Layer 3 Virtual Private Networking as a methodology to return clean traffic post mitigation.
 - **Redirection Time Period and Service Overutilization.** Customer is responsible for submitting a request in the VEC online portal to start and stop the DDoS mitigation. If Customer exceeds 35 hours of redirection per calendar month, hourly overage charges will apply.
- 1.3.6 **Dynamic Network Manager (Optimized Service Only).** With Dynamic Network Manager, Customer can change and manage the IDS speed tiers through the VEC online portal or via an Application Program Interface.

2. SUPPLEMENTAL TERMS

2.1 DDoS

- 2.1.1 **Compliance.** Absent terms to the contrary in the Agreement, DDoS Security is implemented without specific controls that may generally be required or customary in any particular industry, and Customer is solely responsible for determining that DDoS Security satisfies Customer's obligations. Customer shall not use IDS or DDoS Security in any manner that imposes a legal obligation on Verizon that is not specifically agreed to in the Agreement. If Customer fails to comply with the obligations in this provision, then (a) Customer shall take, at Customer's expense, prompt action to correct and/or mitigate the effects of such failure; (b) Customer shall reasonably cooperate with Verizon's response to such failure and (c) Customer shall be solely responsible for any reporting requirements under law or contract arising from such failure. If Customer orders DDoS Security, then Customer warrants to Verizon that Customer has all rights and consents necessary for Verizon to provide DDoS Security.
- 2.1.2 **Disclaimer.** When utilizing DDoS Security during a DDoS attack, Verizon does not guarantee that only DDoS attack traffic will be dropped or that only legitimate traffic will be allowed to reach Customer. Verizon does not warrant that DDoS Security will prevent all possible threats and vulnerabilities, or that such services will render Customer's network and systems invulnerable to all security breaches and vulnerabilities. Customer agrees that DDoS Security (a) constitutes only one component of Customer's overall security program and is not a comprehensive security solution; and (b) is not guaranteed to be uninterrupted or error-free, or to meet Customer's requirements. Verizon is not responsible for third party hardware, software, or other products or services unrelated to and not specifically a part of the DDoS Security.
- 2.1.3 **Data Processing and Storage Locations.** As part of providing DDoS Security, Verizon may transfer, store and process Customer Data in the United States or any other country in which Verizon or its agents and/or suppliers maintain facilities. By using DDoS mitigation services, including DDoS Security, Customer consents to this transfer, processing and storage of Customer Data.

- 2.1.4 **Export Control.** Customer represents and warrants that in connection with DDoS Security, Customer (a) will not provide Verizon access to export-controlled information without providing advance written notification to Verizon; and (b) is not subject to any government order suspending, revoking or denying privileges necessary for the performance of Customer's or Verizon's obligations under the Agreement.
- 2.2 **Speed Testing.** Verizon uses standard procedures to test the Access Service speed. Network latencies to speed test servers and other destinations on the Internet may vary e.g. by distance, routing, 3rd party IP networks and situations or events beyond Verizon's control.
- 2.3 **Bandwidth Shaping.** If Verizon provisions 'bandwidth shaping' overhead adjustments on the Ethernet interfaces at the Verizon Network for data transferred to Customer site, it may be necessary (for speed configuration purposes) for Customer to apply policies at Customer's site for data transferred to the Verizon Network to prevent packet loss due to Ethernet protocol overhead used within the Verizon Network (depending on Customer's traffic profile).
- 2.4 **Installation.** Installation of IDS will be performed Monday through Friday during Normal Working Hours, excluding holidays, as determined by Verizon. At Customer's request, Verizon will use commercially reasonable efforts to perform installation outside of Normal Working Hours for an additional charge. Verizon warrants to Customer that it will perform its obligations in a good and workmanlike manner.
- 2.5 **Mass Market Customers.** Mass-market customers, as defined by the Federal Communications Commission, should view important information regarding Network Management Practices and Service Performance information for the IDS service by visiting www.verizon.com/about/our-company/open-internet.
- 2.6 **Voice Over IP (VoIP) Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over the Verizon Network. Customer shall comply with such regulations, as applicable.
- 2.7 **Geographic Restrictions (India Only).**
- 2.7.1 **No Internet Telephony.** Verizon's license from the Indian Ministry of Communications, Department of Telecommunications (DOT) requires Verizon to restrict use of IDS for Internet telephony. Customer shall not use, or permit others to use, IDS for Internet telephony except in one of the following three ways: (i) personal computer (within or outside India) to personal computer (within or outside India); (ii) personal computer (within India) to the public switched telephone network (PSTN) outside of India (PSTN connection gateway located outside India); or (iii) IP-based H.323 or SIP terminal connected directly to a licensed ISP within India to a H.323, SIP, or similar terminal connected directly to a licensed ISP anywhere in the world (including India).
- 2.7.2 **Restriction on Encryption Functionality.** Customer may use encryption up to 40 bit key length in RSA algorithm. If Customer requires encryption higher than this limit in connection with any use of IDS in India, then Customer must obtain approval from the relevant telecom authority. Customer will not employ bulk encryption equipment in connection with the Verizon Network in India.
- 2.7.3 **End User Identification.** Customer acknowledges that DOT in India and other Indian governmental authorities may require Customer to identify the end users of IDS in order to monitor and prevent unlawful activity over the Verizon Network. Where Customer uses Wi-Fi connectivity in relation to IDS, Customer shall employ appropriate authentication processes to secure the Verizon Network and retain records of all authorized end users of IDS. Such records shall include sufficient details to permit DOT or other Indian governmental authorities to identify and locate end users.
- 2.7.4 **Additional Documentation.** Prior to the Activation Date, Customer will complete and sign, or will procure the completion and signing by its Indian Affiliate (or other end user) using IDS in India, the



Inspection Proforma document for checking bona fide of Verizon IDS Customers in the form found at the following URL:

www.verizon.com/business/service_guide/reg/cp_ids_plus_schedule_1_proforma.pdf.

2.7.5 **Usage.** To the extent usage of the IDS requires it, Customer warrants that it and/or its Indian Affiliate (or other end user) is an OSP as described in the “Revised Guidelines for Other Service Providers (OSPs)” released by the DoT on June 23, 2021, as amended from time to time.

2.8 **Internet Protocol Assignments.** Customer will utilize at least 80% of any IPv4 addresses obtained from any source prior to Customer’s request for IP addresses for a new circuit order or for additional resources supporting an established circuit. Customer will utilize at least 80% of the requested IP addresses within 12 months of the point of issuance of the requested IP addresses. Customer acknowledges that IP addresses assigned to them will (a) be associated with the Internet Service Location, (b) remain non-portable, and (c) will be returned to Verizon upon circuit termination.

2.9 **Cross Border Connection.** Customer acknowledges that where IDS is used in conjunction with a Cross Border Connection, IDS:

(a) may be impacted to the extent its functionality depends on location;

(b) is provided in and compliant with the laws of the country on the Internet Service Location. Customer represents and warrants that it, and its end users, when using the IDS, will at all times comply with all applicable laws and regulations in the countries of both the Customer Site and Internet Service Location, and will assist Verizon where required in its compliance obligations; and

(c) will only be used for: (i) the primary purpose of being an access to or a component of its global corporate communications network; and (ii) where necessary, for the secondary purpose of access to the public Internet by its employees for business related purposes such as using cloud based business applications. IDS with Cross Border Connection usage is not permitted for guest WiFi.

3. **SERVICE LEVEL AGREEMENT (SLA).** The SLA for IDS is set forth at: www.verizon.com/business/service_guide/reg/cp_ids_plus_sla.pdf (or other URL designated by Verizon). Verizon’s records and data are the basis for all SLA calculations and determinations. The SLA for DDoS Security is set forth at: www.verizon.com/business/service_guide/reg/cp_ddos_security_sla.pdf.

4. FINANCIAL TERMS

4.1 **Optimized Service.** Customer will pay the charges for Optimized IDS specified in the Order, including those below and at the following URL:

www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.

Charges below are in U.S. dollars and will be billed in the invoice currency for the associated activity.

Administrative Charges	Charge Instance	NRC
Administrative Change	Per Change	\$60.00
Cancellation of Order	Per Port	\$800.00
Expedite	Per Port	\$1,000.00
After Hours Installation	Per Port	\$1,000.00
Pending Order Change	Per Order	\$60.00
Physical Change	Per Order	\$60.00
Reconfiguration	Per Port	\$300.00

Customer selects from one of the following IDS pricing plans. Customer may change to a different pricing plan, once per calendar month per IDS, at any time after the Service Activation Date.

- 4.1.1 **Tiered.** With Tiered, Verizon provides IDS at the Customer-selected speed.
- 4.1.2 **Essential.** With Internet Dedicated Essential, Verizon provides IDS at the Customer-selected speed without a Service Level Agreement.
- 4.1.3 **Burstable.** With Burstable, Customer may subscribe to a Bandwidth Commitment which is less than the selected IDS speed. Customer may burst traffic up to the selected IDS speed. Customer requested changes for Burstable Bandwidth Commitments or changes to the Burstable Aggregation Group will be implemented on the first day following the end of the billing cycle if feasible but in any event no later than the first day of the billing cycle thereafter. Customer may select one of the following Burstable pricing plans:
- **Burstable Select.** If Customer's Measured Use Level is greater than Customer's Bandwidth Commitment per IDS for any month, Customer will pay the price for each Mbps over the circuit's respective Bandwidth Commitment.
 - **Burstable Aggregation.** Customer may associate multiple IDS services together as a Burstable Aggregation Group and will designate a Master Site within each defined group. Customer will pay the overage price based on the Master Site rates for each Mbps over the sum of Measured Use Level in a month above for the sum of the Bandwidth Commitments within Burstable Aggregation Group.
- 4.2 **Non-Optimized Service.** Customer will pay MRCs and NRCs for non-Optimized IDS as specified in the Order. In addition, online pricing for Services provided by a U.S. Verizon entity is at: www.verizon.com/business/service_guide/reg/cp_internet_dedicated_services.htm.
5. **DEFINITIONS.** The following definitions apply to IDS, in addition to those identified in the Master Terms and the administrative charge definitions at: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Access Services	A service to connect a Customer to the edge of the Internet Service Location (as purchased separately pursuant to separate Service Terms).
Bandwidth Commitment	The portion of a port speed which Customer may use in a monthly period without incurring an overage charge.
BGP	Border Gateway Protocol – A standardized network routing protocol.
Burstable Aggregate Group	A group of IDS services aggregated together for the purpose combining the Measured Use Level for the aggregated circuits for the Burstable Aggregation service.
Cross Border Connection	Means the Customer Site and the Internet Service Location are located in different countries as indicated on the Order.
Geographic Diversity	A feature that directs the second Customer Access Service to a different Internet Service Location.
Internet Service Location	Means the country/location where the Internet Port which connects to the Verizon IP Network is physically located.
IP	Internet Protocol
Master Site	The IDS services within a Burstable Aggregate Group that determines the overage Mbps price. There can only be one Master Site designated per Burstable Aggregate Group.
Measured Use Level	To calculate Customer's "Measured Use Level," Verizon samples Customer's IDS usage periodically throughout a given month. Customer's usage at the 95th percentile of samples (i.e., samples representing the highest five percentiles of usage are discarded) is Customer's Measured Use Level. For example, if Verizon took 100 samples of Customer's 100 Mbps IDS in a given month and Customer's highest six samples were 15.67 Mbps, 14.73 Mbps, 14.72 Mbps,

	13.22 Mbps, 12.35 Mbps, and 11.39 Mbps, Customer's Measured Use Level would be 11.39 Mbps for that month.
Port	An entrance to and/or exit from a network.
Router Diversity	A feature that directs the second Access Service to a different switch or router within the same Internet Service Location.
SIP	Session Initiation Protocol – a standardized signaling protocol for VoIP.

LONG DISTANCE VOICE SERVICES

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Platforms
 - 1.3 Standard Service Features
 - 1.4 Descriptions of Features and Feature Packages
2. AVAILABLE VERSIONS
 - 2.1 Interstate Services
 - 2.2 International Services
 - 2.3 LD Virtual VoIP Service
 - 2.4 Switched Digital Services
 - 2.5 Intrastate Inbound and Outbound Service
3. SUPPLEMENTAL TERMS
4. FINANCIAL TERMS
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Long Distance Voice Services enable Customer to make telephone calls beyond their local calling area. Verizon offers several types of Long Distance Voice Services, including Interstate, International, LD Virtual VoIP, Switched Digital, and Intrastate. Customers choose one of four Feature Options, which defines the Base Features included with that option and optional features.

Feature Option A (formerly Feature Option 1). Feature Option A (Option A) offers inbound and outbound service.

Feature Option B (formerly Feature Option 2). Feature Option B (Option B) offers inbound and outbound service.

Feature Option C-1 (formerly Feature Option 3A). Feature Option C-1 (Option C-1) offers outbound service only and is characterized by a private dialing plan.

Feature Option C-2 (formerly Feature Option 3B). Feature Option C-2 (Option C-2) offers inbound toll free service only.
- 1.2 **Platforms.** These terms apply to non-Optimized Long Distance Voice Services only.
- 1.3 **Standard Service Features.** Customers receive the Base Features associated with the Feature Options Customer selects, as reflected in the Feature Availability Table below. Feature Options may be available either on a stand-alone basis or as part of a combined feature package.

Feature Availability Table. For purposes of this section, the following definitions apply:

- a = A la carte
- b = Base Features
- c = Combined Feature Package
- n/a = Not Available

Features Section Number	Feature	Option A	Option B	Option C-1	Option C-2
1	10/15 Digit Restrictions	n/a	c	c	n/a
2	800 MultiManager	a	a	n/a	a
3	Account and Identification Supplementary Codes	n/a	a	a	a
4	Accounting Codes				
	Verified	a, c	a	a	n/a

	Unverified	b	b	c	n/a
	Customer Verified	a	n/a	n/a	n/a
5	Alternate Routing	n/a	a	n/a	a
6	Automatic Number Identification (ANI)	a	c	n/a	a
7	Call Area Selection/Tailored Call Coverage	c	a	n/a	a
8	Call Detail	n/a	b	c	b
9	Card Access (Calling Card)				
	Standard Card	n/a	n/a	n/a	n/a
	Chargeable Card	n/a	n/a	n/a	n/a
10	Calling Station Identification	n/a	a	a	n/a
11	Consolidated Billing	b	b	c	b
12	Cross Corporate Identification Routing	n/a	c	n/a	b
13	Custom Reporting	n/a	a	a	n/a
14	Customized Range Privileges	n/a	c	c	n/a
15	Day of Week Routing	c	c	n/a	c
16	Day of Year/Holiday Routing	c	a	n/a	a
17	Dialed Number ID Service (DNIS)	a	a	n/a	a
18	Directed Billing	n/a	a	a	a
19	Direct Termination Overflow (DTO)	a	n/a	n/a	n/a
20	Disconnect Message Referral (DMR)	n/a	a	n/a	a
21	Electronic Billing	a	a	n/a	n/a
22	Exchange Routing	n/a	c	n/a	c
23	Extended Call Coverage	a	c	n/a	b
24	Geographic/Point of Call Routing	c	c	n/a	c
25	Global Inbound Service (GIS)	n/a	n/a	n/a	a
26	Global Outbound Service (GOS)	n/a	n/a	a	n/a
27	Hierarchy Billing	b	b	c	n/a
28	Hosted Interactive Voice Response - Enhanced Call Routing (ECR)	n/a	a	n/a	a
29	Hosted Interactive Voice Response (Global ECR)	n/a	a	n/a	a
30	Hosted Voice Messaging Service (Voicemail)	n/a	n/a	n/a	n/a
31	ICT – Integrated Call Tree	n/a	n/a	n/a	a
32	Instant/Virtual Ringdown	n/a	a	a	n/a
33	Integrated Network Management Services (INMS)	n/a	n/a	n/a	a
34	Multiple Network Identification	n/a	n/a	a	n/a
35	National Unified Messaging Service (NUMS)	a	a	a	a
36	Network Call Redirect (NCR)	n/a	a	a	a
37	Network Information Management System (NIMS) Access	n/a	n/a	a	n/a
38	Percentage Allocation Routing	c	c	n/a	c
39	Point of Origin Routing	n/a	n/a	a	n/a
40	Private Dialing Plan	n/a	a	a	n/a
41	Quota Routing – Network Manager	n/a	a	n/a	a
42	Real Time Automatic Number Identification (ANI)	a	n/a	a	n/a
43	Remote Exchange/Virtual FX	n/a	a	a	n/a
44	Support Pin	n/a	a	n/a	n/a
45	Time of Day/Time Interval Routing	c	c	n/a	c
46	Toll Free Guardian Guarantee	n/a	c	n/a	b
47	Universal Range Privileges	n/a	n/a	c	n/a
48	Verizon Enterprise Center (VEC)				
	Event Monitor	n/a	a	a	a
	Perspective Plus	n/a	a	a	a
	Network Manager	n/a	a	a	a
	Outbound Network Manager	n/a	a	a	a
	Traffic Monitoring	n/a	a	n/a	a

	Traffic Reporting	n/a	a	n/a	a
49	Virtual Network Connection	n/a	a	a	n/a

1.4 **Descriptions of Features and Feature Packages (both Base and non-Base).**

1.4.1 **10/15-Digit Restrictions.** Customer may specify individual 10- or 15-digit phone numbers to be blocked.

1.4.2 **800 MultiManager.** This feature is available to Customers who split their toll free traffic between Verizon and other carriers. It is available only on toll free numbers for which Verizon has been designated Resp Org, and for which complex routing records are utilized in the SMS/800 Database. A complex routing record is an SMS/800 Customer record which contains multiple Inter Exchange Carriers. With MultiManager, Verizon is the single point-of-contact for provisioning toll free service, trouble handling, disaster and contingency planning, SMS/800 Database support, and Multi-Carrier application planning and design. Customers electing this feature will be entitled to capacity on Verizon network equal to up to twice the amount of traffic, measured in minutes of usage, reasonably forecasted by the Customer for that month. (If no traffic forecast has been provided Verizon, then the Customer will be entitled to capacity on Verizon network equal to up to twice the amount of traffic, measured in minutes of usage, actually billed in the immediately preceding full month.)

1.4.3 **Account and Identification Supplementary Codes.** Two types of supplementary codes are available for both Inbound Service and Outbound Service and they are subject to the Feature Option selected below: Identification (ID) Codes or Account Codes. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with ID codes, the calls are not completed until codes are verified for accuracy. As an option, the Call Detail report can be sorted by Supplementary Codes.

- **Feature Option A:** Account and Identification Supplementary Codes are available for Feature Option A service Customers with Outbound Service. Account codes are part of the basic feature package. Verified and Customer Verified Accounting Codes and ID Codes are available on an a la carte basis.
- **Feature Option B:** This feature is available as part of the Combined Feature Package. Effective February 1, 2006 this feature will be sold on an a la carte basis.
- **Feature Option C-1:**
 - ID Codes: Dialed for calls to each dedicated access line group, Dial 1 telephone number (ANI) or Vnet 800 Remote Access Number equipped for such codes. An ID Code may be dialed in combination with an Accounting Code as defined below. Both the ID and Accounting Code may be of Customer-specified length, so long as the total number of digits of both does not exceed eleven. If the dedicated access line group or ANI is equipped for the code(s), the Customer can select, on that line group or ANI, that either the codes must be dialed on all Voice Services calls, or must be dialed only for off-net 10-digit and off-net international calls. Charges for ID Codes will not be pro-rated to accommodate less than a block increment of 100 codes. ID Codes are available on an a la carte basis.
 - Account Codes: Account Codes are not available for Feature Option C-1 service Customers.
- **Feature Option C-2:**
 - ID Codes: For ID Codes, codes are ordered in blocks of 100. A Customer can order up to 90,000 blocks. All ID Codes in a given block and all Account codes must be of the same length, and may be up to 11 digits.
 - Account Codes: Account Codes allow the Customer to track usage of its toll free number back to specified user codes and/or to limit use of its toll free number to only those dialing authorized codes. This feature requires that additional digits be dialed after the regular 10-digit toll free number is dialed. This feature applies only to calls carried on Verizon network.

1.4.4 **Accounting Codes.**

- **Non-verified.** A Customer can specify that non-verified Accounting Codes (up to 11 digits) are to be dialed from specific dedicated access groups, Dial "1" telephone numbers (ANIs) and Calling Cards.
- **Verified.** Provides a Customer with a means of restricting and itemizing calls, according to specific digits, designated by Verizon, that must be dialed at the end of a long distance number. The length of the codes may vary from 2 to 6 digits. Verified Accounting Codes may be verified against a specific list of valid numbers for call restriction and for cataloging by code the calls made.
- **Customer Verified.** Customer Verified Accounting Codes is available to Customers of Feature Option A and provides a Customer with a means of restricting and itemizing calls, according to specific digits, specified by the Customer, which must be dialed at the end of a long distance number. The length of the codes may vary from 2 to 8 digits. Customer Verified Accounting Codes may be verified against a specific list of valid numbers for call restriction and for cataloging by code the calls made.

- 1.4.5 **Alternate Routing.** This feature allows the Customer to pre-define alternate routing arrangements that can be activated upon command in the event of a Customer emergency. Up to 99 alternate plans per toll free number can be established. The Customer must have at least two different locations for this routing feature to be applicable.
- 1.4.6 **Automatic Number Identification (ANI).** This feature allows an Inbound Service Customer to receive the working number of the calling party as part of the call setup. The working telephone number is commonly referred to as Automatic Number Identification or ANI. ANI is a subscription option available on both inband (Multi-Frequency (MF) and Dual Tone Multi-Frequency (DTMF)) and out-of-band (ISDN PRI) dedicated access lines.
- 1.4.6.1 **ISDN ANI.** This feature allows an inbound service Customer to receive the ANI over the ISDN D-Channel and is available only with PRI access.
- 1.4.7 **Call Area Selection/Tailored Call Coverage.** This feature allows the toll free service Customer to block calls from one or more specific originating areas at the domestic NPA or state level.
- 1.4.8 **Call Detail.** Individual call identification provided only when a call originates from a converted end office.
- 1.4.9 **Calling Station Identification.** This feature is provided in two formats:
- 1.4.9.1 **Non-ISDN Calling Station Identification.** This format allows the Customer to specify certain Dedicated Access Line (DAL) origination groups to transmit the originating station number to Verizon.
- 1.4.9.2 **ISDN Calling Station Identification.** This format allows the Customer to receive and transmit the originating station number via the Primary Rate Interface (PRI).
- 1.4.10 **Consolidated Billing.** Customer can elect to receive a single consolidated billing statement for all calls placed via Voice Services from all locations, including call detail on paper at the Customer's option, or a location level invoice for each location.
- 1.4.11 **Cross Corporate Identification Routing.** This feature permits a Customer-of-record of inbound service to request that Verizon route and terminate inbound traffic via any one or more of the toll free telephone numbers associated with the Customer-of-record's inbound service to any domestic or international location, irrespective of whether the location is associated with the inbound service Corporate ID assigned by Verizon to that Customer. All locations at which inbound service calls are terminated under this feature must have associated with them an inbound service Corporate ID. Verizon will deliver the invoice for traffic routed in this way to the billing address of the inbound service Corporate ID of the location at which calls are terminated, or to the Customer-of-record of the inbound service, whichever is specified by the Customer. The non-billed party will be furnished with a call

report summary showing all calls directed to terminating locations via this feature. Unless otherwise specified, the Customer-of-record will be responsible to Verizon for payment of invoices for all calls terminated to those locations. In the event the Customer of record designates the terminating location as the responsible party, the Corp ID assigned to the terminating location will be responsible to Verizon for payment of invoices for all calls terminating to that location. The toll free number Customer-of-record may request optional monthly billing reports and/or optional monthly magnetic tapes. The inbound service Customer-of-record requesting cross-corporate ID routing will be responsible for any costs incurred by the including but not limited to, access and/or egress charges and any amounts Verizon may be required to pay third parties, as a result of any errors in the Customer's orders directing the cross-corporate ID routing. All inbound features, with the exception of Direct Termination Overflow, can be used with Cross-Corporate ID routing. Cross Corporate ID billing to terminating locations is not available to Customers of ECR.

1.4.12 Additional and Custom Reporting. Custom Reporting, which is available to Customers receiving service under a Special Customer Arrangement (SCA), is a collection of reports which provide monthly data which permits the Customer to track, review, and analyze traffic to monitor contractual commitments and service usage.

1.4.13 Customized Range Privileges. A Customer may specify the type of Long Distance Voice Services calls allowed for users on each Dedicated Access Line group, for each Long Distance Voice Services Calling Card authorization code, on each Dial "1" ANI, and for each ID Code. For each Customized Range Privilege, the Customer defines the allowable state, area code, area code/exchange code combinations, and country code.

1.4.14 Day of Week Routing. This feature allows the Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on the particular day of the week. The Customer can establish a different routing arrangement for each day of the week, with a maximum of seven day types. The Customer must have at least two locations for this routing feature to be applicable.

1.4.15 Day of Year/Holiday Routing. This feature allows the Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on a Customer-specified holiday. The Customer can establish a different routing arrangement for up to 15 single-day holidays and three ranges (composed of up to 10 consecutive days) for a total of 45 days in a one year period. The Customer must have at least two different locations for this routing feature to be applicable. The Customer must subscribe to Day of Week Routing in order to subscribe to this routing feature.

1.4.16 Dialed Number ID Service (DNIS). This feature permits a Customer with multiple inbound service telephone numbers terminating in the same location to identify the specific toll free service telephone number which was dialed by the calling party. DNIS is only available with Dedicated Access Line terminations equipped for this feature. A Customer can request up to 1,500 DNIS designations per trunk group; above 1,500 designations, requests will be handled on an individual case basis.

1.4.17 Directed Billing.

1.4.17.1 Directed Billing enables Customers to establish subaccounts on behalf of their employees, and to predetermine for which ANIs and/or Calling Cards charges will be billed to the Customer and for which ANIs and/or Calling Cards charges will be billed directly to those authorized users of the Customer's service. This billing option will apply only to employees of the Customer. Employee subaccounts will be defined as one or more ANIs (for example, cellular ANIs or business lines at employees' homes) and/or one or more Calling Cards. Customers may choose to have either all calls (regardless of termination) or all off-net (non-private dialing plan number) calls from designated ANIs or Calling Cards billed to the end user (employee of the Customer).

1.4.17.2 All usage for employees' Directed Billing calls, regardless of whether billed to the employee or the Customer, will count as Qualifying Volume for the Customer. Usage volume billed to the Customer



will count as Eligible Volume; usage volume billed to end users (employees) will not count as Eligible Volume. Usage will be billed to the employee at standard Guide rates. All calls are eligible for Time of Day discounts.

- 1.4.17.3 The Customer must verify to Verizon in writing, that Verizon is duly authorized to provide service for all employee subaccounts. These employee subaccounts must be designated for inclusion by the Customer under the Directed Billing. The Customer is responsible for designating the ANIs and Calling Cards that will be included on the network and for placing all service orders to add, delete, or change such ANIs or Calling Cards and/or to add, delete, or make changes to service for such ANIs or Calling Cards. Each designated employee subaccount will be billed separately for its service. The Customer will be responsible, without limitation, for payment of delinquent employee subaccounts.
- 1.4.18 **Direct Termination Overflow (DTO).** Allows a Customer to redirect calls to Customer-pre-defined locations during busy network conditions by scheduling redirection of calls on up to seven trunk groups and one ANI.
- 1.4.19 **Disconnect Message Referral (DMR).** This feature provides Customers who disconnect or change a toll free number with a recording that either informs callers that the toll free number has been disconnected, refers callers to a new number, or refers callers to a new number with an option to extend the caller to the specified destination. This feature is designed solely to assist in call completion by means of call referral or routing and provides no media-related or other information or service. The call may either terminate after the message announcement or proceed to another function.
- 1.4.20 **Electronic Billing.** The Electronic Billing feature allows a Customer to view, analyze and pay (via electronic funds transfer) the invoice from Verizon via the Internet.
- 1.4.21 **Exchange Routing.** This feature allows the Customer to define two or more originating routing groups and to arrange that calls to a single toll free number placed from different routing groups will terminate at different locations. A routing group can consist of any combination of domestic NPA/NXXs. The service group to which calls from a particular originating routing group are to terminate need not be located in that originating routing group.
- 1.4.22 **Extended Call Coverage.** This feature allows calls to originate from Canada.
- 1.4.23 **Geographic/Point of Call Routing.** This feature allows the Customer to define two or more originating routing groups and to arrange the calls to a single toll free service telephone number placed from different routing groups will terminate at different locations. A routing group can consist of one or more valid Verizon international toll free countries, as well as any combination of domestic NPAs or states. The combination of all domestic routing groups defined by the Customer must include the entire U.S. Mainland, and any areas selected by Extended Call Coverage and should exclude any areas blocked by Tailored Call Coverage. The service group to which calls from a particular originating routing group are to terminate need not be located in that originating routing group.
- 1.4.24 **Global Inbound Service (GIS).** GIS is a facilities-based virtual private network (VPN) solution that employs Intelligent Network Call Processing (INCP) to provide inbound voice service originating in a country other than the U.S.
- 1.4.24.1 **Access Methods.**
- 1.4.24.1.1 Customer may subscribe to one or more of the following five access methods available for call origination, subject to availability: Shared Cost, Public Switched Telephone Network (PSTN), National Freephone, International Toll-Free Service (ITFS), and Universal International Freephone Network (UIFN). For call origination, ITFS makes available a different toll-free number

in each country in which ITFS is available; UIFN makes available a single toll-free number covering all countries in which UIFN is available.

1.4.24.1.2 Shared Cost, PSTN and National Freephone are available for calls that are routed through Verizon's GIS network from Verizon's in-country switch (GIS Network Number calls). ITFS and UIFN are available for non-GIS Network calls. Non-GIS Network calls are directed to a switch located in the United States for routing instructions. Such calls may terminate within the United States or outside of the United States using Verizon's Global Business Line (Verizon network that supports international calls) provided that, with respect to calls terminated outside of the United States, such terminations are permitted by the originating country PTT.

1.4.24.1.3 GIS access methods are summarized in the following table:

Access Method	Caller Number Appearance
GIS Network Number	
Shared Cost	Caller uses a number with a local appearance.
PSTN	Caller uses a number with a local appearance.
National Freephone	Caller uses a toll-free number with a local or in-country appearance.
Non-GIS Network Number	
International Toll-Free Service (ITFS)	Caller uses an in-country toll-free number.
Universal International Freephone Network (UIFN)	Caller uses an in-country toll-free number.

Effective February 14, 2014, purchase of Global Outbound Service will not be available to new customers.

1.4.25 **Reserved.**

1.4.26 **Hierarchy Billing.** A Customer can specify invoicing at various levels of its organization for entities which it owns, franchises, or manages. In addition, the Customer can also request reporting for various levels of the organization. The Customer is responsible for designating the locations that will be included on the network for placing all service order adds, deletes, or changes. Each location may be billed separately or in a designated combination. The Customer will be responsible for remitting payment for usage charges associated with a particular location. The Customer also remains responsible for all terms and conditions provided under this Guide. A Customer can designate a maximum of 6,000 locations to receive separate invoices.

1.4.27 **Hosted Interactive Voice Response - Enhanced Call Routing (ECR) – Feature Option B, Option C-1 and Option C-2 Customers.** ECR is a network-based response capability which provides call routing features with Voice Services Toll Free service. ECR includes the provision of a variety of reports, including incoming call, call disposition and call extension reports. These "Standard Reports" include summary information and are each available in prescribed report-specific frequencies, including daily, weekly and/or monthly. Standard Reports can be ordered individually and include:

- Number of calls answered by Verizon's enhanced call routing (ECR) platform;
- Number of calls extended;
- Duration of each call;
- Identification of the toll-free number dialed;
- How many extended calls were answered;
- Number of busy signals;
- Number of calls not answered.

ECR is available as ECR-Basic Service and ECR Advanced Service. The latter is Enhanced Called Routing with the following available Advanced Services: HostConnect, Network Database and/or Automatic Speech Recognition.

1.4.27.1 ECR-Basic Service Features. The following ECR features are available with ECR-Basic Service. All other toll free service features used to establish the ECR features will be charged as applicable.

- **ECR Menu Routing.** This option prompts callers to enter a single touchtone digit in response to voice prompts which are considered part of the menu routing option. The call then proceeds to another ECR feature or is extended to a final destination.
- **ECR Message Announcement.** This option plays prerecorded voice information referring callers to other numbers, explaining service conditions, or other information that a Customer desires to provide to callers. The call may either terminate after the Message Announcement, or proceed to another ECR feature or extend to a final destination.
- **ECR Standard Database Routing.** This option prompts callers to enter touchtone digits in response to voice prompts. Using these digits, or using automatic number identification (ANI), the call is then extended to a Customer location or to another ECR feature as defined in the ECR database. The Customer is responsible for providing the database in a specified content.
- **ECR Busy/No Answer Rerouting (BNAR).** This option monitors and reroutes unanswered calls to alternative Customer locations or to another ECR function upon detection of busy or no answer conditions.
- **Caller Takeback/Giveback.** This option allows the caller (Takeback) or agent (Giveback) to enter a touch-tone command which causes the call to disconnect from the terminating location and reconnect to the ECR call application. The caller or agent can then select other programmed options in response to voice prompts.
- **Takeback and Transfer (TNT):** This option allows the called party to enter a touch-tone command, which places the caller on hold, and reroutes the call to another destination. As an option, while the caller is on hold, the first called party can speak with the second called party at the new destination before the caller is connected to the second called party.
- **Announced Connect.** This option allows customized voice announcements or menu prompts to be provided to the terminating location before the caller is connected.

1.4.27.2 ECR Advanced Service Features. The following ECR features are available with ECR Advanced Service. All other toll free service features used to establish the ECR features will be charged as applicable.

- **ECR Menu Routing.** This option prompts callers to enter a single touchtone digit in response to voice prompts which are considered part of the menu routing option. The call then proceeds to another ECR feature or is extended to a final destination.
- **ECR Message Announcement.** This option plays prerecorded voice information referring callers to other numbers, explaining service conditions, or other information that a Customer desires to provide to callers. The call may either terminate after the Message Announcement, or proceed to another ECR feature or extend to a final destination.
- **ECR Standard Database Routing.** This option prompts callers to enter touchtone digits in response to voice prompts. Using these digits, or using automatic number identification (ANI), the call is then extended to a Customer location or to another ECR feature as defined in the ECR database. The Customer is responsible for providing the database in a specified content.
- **ECR Network Database Routing.** This option enables inbound calls to be routed automatically to the appropriate destination, based on information included in data fields for use by the call processing application. Network Database Routing enables Customer to make real-time updates to its database records. Using a touchtone phone, Customers can add, delete or change application database records such as personal identification numbers, account numbers, or zip codes. Depending upon the applications requested by Customer, this option may require customized development.
- **ECR Host Connect Database Routing.** HostConnect provides communication between Verizon's in-network interactive voice response ("IVR") platforms and out-of-Verizon network

Customer resources. HostConnect enables Verizon's hosted IVRs to retrieve and update data located on Customer's host system (web service, website, database, mainframe, or API) via multiple protocols (ODBC, TN3270, XML, SOAP, HTML, and MQ). Information retrieved from Customer's system can be announced to the caller, and/or be used in subsequent routing of the call. Depending upon the applications requested by Customer, this option may require customized development.

- **ECR Busy/No Answer Rerouting (BNAR).** This option monitors and reroutes unanswered calls to alternative Customer locations or to another ECR feature upon detection of busy or no answer conditions.
- **Caller Takeback/Giveback.** This option allows the caller (Takeback) or agent (Giveback) to enter a touch-tone command which causes the call to disconnect from the terminating location and reconnect to the ECR call application. The caller/agent can then select other programmed options in response to voice prompts.
- **Takeback and Transfer (TNT).** This option allows the called party to enter a touch-tone command, which places the caller on hold, and reroutes the call to another destination. As an option, while the caller is on hold, the first called party can speak with the second called party at the new destination before the caller is connected to the second called party.
- **Announced Connect.** This option allows customized voice announcements or menu prompts to be provided to the terminating location before the caller is connected.
- **Automatic Speech Recognition (ASR).** ASR allows the caller to speak the option/menu choices they want, instead of using the push buttons on the phone. Directed Dialog applications can support Yes/No prompts for a positive or negative response and recognize/process a string of up to 20 digits and a voice menu that supports a list of 20-25 menu items. "Natural Language Speech Recognition" allows callers to speak in a more natural way to the application, with the application recognizing and processing full phrases. Natural Language applications require custom development and a mutually-agreed statement of work.

1.4.27.3 ECR Terms and Conditions.

- **ECR-Basic Service Configuration Validation.** For each ECR-Basic Service ordered, Verizon will provide Customer with a period not to exceed 15 business days (the "Validation Period") to examine Verizon's implementation and inform Verizon if such implementation is consistent with Customer's ordered configuration. Verizon will adjust any inconsistency of which it is informed so that it is consistent with Customer's ordered configuration. After Verizon completes such adjustment and presents the adjusted implementation to Customer, the Validation Period will be extended 3 business days. If Customer does not inform Verizon of any such inconsistency before the expiration of the Validation Period, the configuration implemented by Verizon shall be deemed to be final and Verizon will proceed to Service Activation (see below).
- **Service Activation Date/Service Commitment.**
- **Service Activation Date.** The "Service Activation Date" for an ECR Service will be the date that Customer's Verizon account team notifies Customer that the Service is available for Customer's use in a production environment. Customer will be charged for calls placed by or authorized by the Customer after an ECR Service is installed, including those placed prior to the Service Activation Date.
- **Service Commitment.** Customer will maintain any ECR Service for a minimum of one year from the Service Activation Date.
- **Early Termination.** In the event Customer terminates an ECR Service prior to the expiration of the one-year service commitment, or if Verizon terminates an ECR Service as a result of Customer's breach hereof, Customer shall pay to Verizon, in addition to accrued but unpaid charges, an amount equal to (i) Customer's monthly recurring charges (at the one-year rate) multiplied by the number of months or partial months remaining in the applicable one-year service commitment at the time of termination, plus (ii) any third-party provider charges (e.g., local loop charges) incurred by Verizon as a result of such termination. The termination liability for any partial month shall be calculated on a per diem basis.
- **Use of Sensitive Personal Information.** While ECR-Basic Service does not request personal information about individuals, it is possible for ECR-Basic Service customers to customize their

ECR-Basic applications to collect this type of information (“Sensitive Personal Information” or “SPI”). Verizon has implemented strategies within the ECR-Basic Service architecture that adhere to industry-standard security principles regarding the acquisition of SPI and protection against its unauthorized disclosure, but ECR-Basic Service does not provide for the encryption of SPI. Accordingly, Verizon intends that SPI not be stored within the ECR-Basic Service platform. To the extent Customer does store SPI within the ECR-Basic Service platform, Customer does so entirely at its own risk.

- **Facilities.** Customer is responsible for ensuring that equipment, software, wiring, power sources, telephone connections and/or communications services provided by Customer for use in conjunction with the ECR-Basic Service (“Facilities”) are compatible and continue to be compatible with Verizon’s requirements. Verizon is not responsible for the availability, capacity and/or condition of Facilities. Also, Customer must purchase and maintain Verizon-provided toll-free service for use with the ECR-Basic Service.
- **Demarcation/Service-Affecting Activities.** The point at which a call is handed off by the ECR Service from Verizon network to the termination point at the Customer’s location is the “Demarcation Point.” Each party shall provide the other with reasonable notification of scheduled service-affecting activities on its side of the Demarcation Point. Each party shall use reasonable efforts to perform scheduled service-affecting activities in off-hours (from 6:00 p.m. to 6:00 a.m.) after written notice to the other party. The scheduled service-affecting activities may occur at other times only after written agreement by both parties on an individual case-by-case basis. Nothing herein shall prevent Verizon from performing service-affecting activities without prior written agreement in the event of an emergency or other situation affecting service to Customer or other Verizon customers.
- **Customer Data.** Certain ECR Advanced applications will access data residing on the Customer’s network, typically via HTTPS. Customer (and not Verizon) is responsible for taking any steps that may be required by law or otherwise to inform its customers that non-public and personal information will be accessed and made available to Verizon and to Customer for the limited purpose of providing the ECR Advanced Service and any relevant statements of work. Further, the parties acknowledge and will comply with any regulatory, legislative, or contractual requirements (including cooperating with law enforcement authorities, and complying with all applicable data protection, privacy, and similar laws) arising from such access and availability. Customer specifically acknowledges that Verizon is not liable for any use of the ECR Advanced Service by Customer in a manner that is inconsistent with legal requirements.

1.4.28 Hosted Interactive Voice Response – Global Enhanced Call Routing (Global ECR) Service. Global ECR is a network-based response capability which provides call routing options to Customers of Global Inbound Service (GIS). GIS ECR is available only to Customers using GIS for voice transport.

1.4.28.1 Routing Options. The following Global ECR routing options are available.

- **Menu Routing.** Menu Routing prompts callers to enter a single touchtone digit in response to voice prompts which are considered part of the menu routing option. The call then proceeds to another Global ECR routing option or is extended to a final destination.
- **Message Announcement.** Message Announcement plays prerecorded voice information referring callers to other numbers, explaining service conditions, or other information that a Customer desires to provide to callers. The call may either terminate after the Message Announcement, or proceed to another Global ECR routing option or extend to a final destination.
- **Standard Database Routing.** Standard Database Routing prompts callers to enter touchtone digits in response to voice prompts. Using these digits, or using automatic number identification (ANI), the call is then extended to a Customer location or to another ECR routing option as defined in the Global ECR database. The Customer is responsible for providing the database in a specified content.
- **Advanced Database Routing.** In addition to all Standard Database Routing options, Advanced Database Routing provides call routing capabilities based on a defined schedule (day of week, time of day) or distributes calls randomly based on a specified percentage distribution between other Global ECR routing options and/or multiple destinations. In addition, this option includes

the capability for Customer to update the content of their Global ECR database via touchtone interaction.

- **Busy/No Answer Rerouting (BNAR).** BNAR monitors and reroutes unanswered calls to alternative Customer locations or to another Global ECR routing option upon detection of busy or no answer conditions.
- **Caller Takeback.** Caller Takeback allows the caller to enter a touch-tone command which causes the call to disconnect from the terminating location and reconnect to the Global ECR call application. The caller can then select other programmed options in response to voice prompts.
- **Takeback and Transfer (TNT).** TNT allows the called party to enter a touch-tone command, which places the caller on hold, and reroutes the call to another destination. TNT offers three types of transfer: “Attended” where the call center agent introduces the caller to a second call center agent; “Unattended” where the first agent transfers a call directly to a second agent and hangs up; and “3-Way” where the first agent can bridge a second agent into a call and both can conduct a conversation with the caller.
- **Announced Connect.** Announced Connect allows customized voice announcements or menu prompts to be provided to the terminating location before the caller is connected.
- **Host Connect.** Allows the Global ECR Voice Response Unit (VRU) to exchange data with the Customers database, personal computer (PC) or mainframe system.
- **Automated Speech Recognition.** Allows callers to speak the option/menu choice they want, instead of using the telephone keypad.
- **Remote Audio Update.** Allows Customer to make real-time (within 15 minutes) updates to its audio messages that callers hear. Using an assigned ID number and password, Customer can dial into its application message and modify and review it.

1.4.28.2 **Supplemental Services.** The following ECR supplemental services are available upon Customer’s order:

- Network Database Installation
- Assistance with Database(s) Creation
- Assistance with Database(s) Change
- Assistance with ECR Change
- Remote Audio Update Install
- Foreign Language Recording Install or Change
- Application Installation (installation of a customized call design)
- Standard Database Change
- Call Flow Logic change
- Audio change
- Host Connect New Development
- Host Connect Application Change
- Advanced Speech Development
- Advanced Speech Application Change

1.4.29 **Hosted Voice Messaging Service (Voicemail).** As of January 1, 2008, Hosted Voice Messaging Service (Voicemail) is no longer available to new Customers.

1.4.30 **ICT – Integrated Call Tree.** This offering is available to Option C-2 Customers. ICT completely integrates toll free and ECR features and functionality and makes them available in a single routing plan. Customer may subscribe to ICT feature options via the Network Manager. The following feature options are available.

1.4.30.1 **Enhance Call Routing.**

- **ICT Announced Connect.** This option allows customized voice announcements or menu prompts to be provided to the terminating location before the caller is connected.
- **ICT Busy/No Answer Rerouting (BNAR).** This option monitors and reroutes unanswered calls to alternative Customer locations or to another ICT function upon detection of busy or no answer conditions.

- **ICT Caller Takeback/Giveback.** This option allows the caller to enter a touch-tone command which causes the call to disconnect from the terminating location and access the ICT routing plan. The caller can then select other programmed options.
- **ICT Menu Routing.** This option prompts callers to enter a single touchtone digit in response to voice prompts which are considered part of the menu routing option. The call then proceeds to another ICT function or is extended to a final destination.
- **ICT Message Announcement.** This option plays prerecorded voice information referring callers to other numbers, explaining service conditions, or other information that a Customer desires to provide to callers. The call may either terminate after the ICT Message Announcement, or proceed to another ICT function or extend to a final destination.
- **ICT Standard Database Routing.** This option prompts callers to enter touchtone digits in response to voice prompts. Using these digits, or using automatic number identification (ANI), the call is then extended to a Customer location or to another ICT function as defined in the ICT database. The Customer is responsible for defining and maintaining the ICT databases.
- **ICT Takeback and Transfer (TNT).** This option allows the called party to enter a touch-tone command, which places the caller on hold, and reroutes the call to another destination. As an option, while the caller is on hold, the first called party can speak with the second called party at the new destination before the caller is connected to the second called party.

1.4.30.2 Toll Free.

- **ICT 800 MultiManager.** This feature is available to Customers who split their toll free traffic between Verizon and other carriers. It is available only on toll free numbers for which Verizon has been designated Resp Org, and for which complex routing records are utilized in the SMS/800 Database. A complex routing record is an SMS/800 Customer record which contains multiple Inter Exchange Carriers. With 800 MultiManager, Verizon is the single point-of-contact for provisioning toll free service, trouble handling, disaster and contingency planning, SMS/800 Database support, and Multi-Carrier application planning and design. Customers electing this feature will be entitled to capacity on Verizon network equal to up to twice the amount of traffic, measured in minutes of usage, reasonably forecasted by the Customer for that month. (If no traffic forecast has been provided Verizon, then the Customer will be entitled to capacity on Verizon network equal to up to twice the amount of traffic, measured in minutes of usage, actually billed in the immediately preceding full month.)
- **ICT Account and Identification Supplementary Codes.** Two types of supplementary codes are available: Identification (ID) Codes or Account Codes. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with ID codes, the calls are not completed until codes are verified for accuracy. As an option, the Call Detail report can be sorted by Supplementary Codes.
- **ICT Alternate Routing.** Allows the Customer to pre-define alternate routing arrangements that can be activated upon command in the event of a Customer emergency. Up to 99 alternate plans per toll free number can be established. The Customer must have at least two different locations for this routing feature to be applicable. Alternate Routing is not available in Super Routing Plans.
- **ICT Cross Corp.** This feature permits a Customer-of-record of inbound service to request that Verizon route and terminate inbound traffic via any one or more of the toll free telephone numbers associated with the Customer-of-record's inbound service to any domestic or international location, irrespective of whether the location is associated with the inbound service Corporate ID assigned by Verizon to that Customer. All locations at which inbound service calls are terminated under this feature must have associated with them an inbound service Corporate ID. Verizon will deliver the invoice for traffic routed in this way to the billing address of the inbound service Corporate ID of the location at which calls are terminated, or to the Customer-of-record of the inbound service, whichever is specified by the Customer. The non-billed party will be furnished with a call report summary showing all calls directed to terminating locations via this feature. Unless otherwise specified, the Customer-of-record will be responsible to Verizon for payment of invoices for all calls terminated to those locations. In the event the Customer of record designates the terminating location as the responsible party, the Corp ID assigned to the

terminating location will be responsible to Verizon for payment of invoices for all calls terminating to that location. The toll free number Customer-of-record may request optional monthly billing reports and/or optional monthly magnetic tapes. Charges generated as a result of cross-corporate ID routed calls will be accumulated with charges to the inbound service Corporate ID of the billed party for the purpose of determining compliance with any minimum volume requirements and volume-related discounts. The inbound service Customer-of-record requesting cross-corporate ID routing will be responsible for any costs incurred by the including but not limited to, access and/or egress charges and any amounts Verizon may be required to pay third parties, as a result of any errors in the Customer's orders directing the cross-corporate ID routing.

- **ICT Day of Week.** Allows Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on the particular day of the week. The Customer can establish a different routing arrangement for each day of the week, with a maximum of seven day types. The Customer must have at least two locations for this routing feature to be applicable.
- **ICT Day of Year.** Allows the Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on a Customer-specified holiday. The Customer can establish a different routing arrangement for up to 15 single-day holidays and three ranges (composed of up to 10 consecutive days) for a total of 45 days in a one year period. The Customer must have at least two different locations for this routing feature to be applicable.
- **ICT Dial Number ID Service (DNIS).** This feature permits a Customer with multiple inbound service telephone numbers terminating in the same location to identify the specific toll free service telephone number which was dialed by the calling party. DNIS is only available with Dedicated Access Line terminations equipped for this feature. A non-recurring installation charge applies.
- **ICT Disconnect Message Referral (DMR).** Provides Customers who disconnect or change a toll free number with a recording that either informs callers that the toll free number has been disconnected, refers callers to a new number, or refers callers to a new number with an option to extend the caller to the specified destination. This feature is designed solely to assist in call completion by means of call referral or routing and provides no media-related or other information or service. The call may either terminate after the message announcement or proceed to another function. The following options are available:
 - Disconnect Message
 - DMR to a Verizon Number
 - DMR to a Non- Verizon Number
 - DMR to a Verizon Number
 - With Call Extension
 - DMR to a Non-Verizon
 - Number With Call Extension
- **ICT Exchange Routing.** Allows Customer to define two or more originating routing groups and to arrange that calls to a single toll free number placed from different routing groups will terminate at different locations. A routing group can consist of any combination of domestic NPA/NXXs. The service group to which calls from a particular originating routing group are to terminate need not be located in that originating routing group.
- **ICT Geographic/Point Call.** Allows Customer to define two or more originating routing groups and to arrange that calls to a single toll free service telephone number placed from different routing groups will terminate at different locations. A routing group can consist of one or more valid Verizon international toll free countries, as well as any combination of domestic NPAs or states. The combination of all domestic routing groups defined by the Customer must include the entire U.S. Mainland, and any areas selected by Extended Call Coverage and should exclude any areas blocked by Tailored Call Coverage. The service group to which calls from a particular originating routing group are to terminate need not be located in that originating routing group.
- **ICT Network Call Redirect.** Allows a Customer to control potential congestion of calls by sending overflow calls to a pre-determined alternate routing group (Dedicated Access Termination, Business Line Termination, or Switched WATS Termination) via a Customer-defined Routing Table when the intended call termination is busy.

- **ICT Network Manager.** This feature allows a Customer to access its Voice Services network through a software package which will allow the Customer to design, modify and implement Customer-specific toll free number routing plans and termination features. Verizon will provide verification of permissible routings; however, Verizon is not responsible for any errors in call design, modification, or implementing of routing plans caused by the Customer's use of Network Manager. Customers who subscribe to Network Manager will not incur feature-related change or cancellation charges. A monthly recurring charge applies.
- **ICT Percentage Allocation.** Allows the Customer to route calls for each originating routing group, per toll free service number to two or more answering locations based upon a Customer-designated percentage distribution. The Customer must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The Customer must have at least two different locations for this routing feature to be applicable. The Customer can define up to 99 allocation percentages per time slot.
- **ICT Real Time ANI.** Real Time ANI (RTANI) allows Customers to receive the telephone number of the calling party as a component of call setup. ANIs can be transmitted via Multi-Frequency (MF), Dual Tone Multi-Frequency (DTMF), or ISDN PRI format.
- **ICT Tailored Call Coverage.** Allows the toll free service Customer to block calls from one or more specific originating areas at the domestic NPA or state level.
- **ICT Time of Day/Time Interval Routing.** Allows the Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on the time of day. The Customer can establish a different routing arrangement for up to 48 time slots in a 24 hour day period. The time slots must be defined in five minute increments or multiples thereof. The Customer must have at least two different locations for this routing feature to be applicable.

1.4.30.3 **ICT Function Charges.** The ICT function charge is based on the functions used on a particular call. The function charge for functions used is applied once per call regardless of the number of times a function is actually used during the call, except that for calls using the Caller Takeback, TNT, and 3 Way TNT functions, the function charge is applied each time the function is used.

1.4.31 **Instant/Virtual Ringdown.** A Customer may designate a dedicated access line to have the capability to automatically dial another pre-defined switched or dedicated location. Dedicated access usage rates will apply to all calls using this feature.

1.4.32 **Integrated Network Management Services (INMS).** INMS provides access to Verizon network to monitor, analyze and control Customer-specific Verizon services. Access is through a Customer provided workstation and a dedicated line connection.

1.4.33 **Multiple Network Identification.** This feature allows the Customer to create a sub-network, using unique 7-digit and/or 10-digit dialing plans. Each sub-network will be assigned a Network ID number and the Customer can define up to 98 different Network IDs. The primary network will be defined as the first sub-network.

1.4.34 **National Unified Messaging Service (NUMS).** The NUMS service description is located in the Internet, Enhanced and Other Non-Telecommunications Products and Services section.

1.4.35 **Network Call Redirect (NCR).** Network Call Redirect allows Customer to control potential congestion of calls by sending overflow calls to a pre-determined alternate routing group (Dedicated Access Termination, Business Line Termination, or Switched WATS Termination) via a Customer-defined Routing Table when the intended call termination is busy.

1.4.36 **Network Information Management System (NIMS) Access.** Access to traffic and performance statistics from dedicated access locations, on a "next day" basis. Access is through a Customer-provided data terminal with either switched or dedicated line connection.

1.4.37 **Percentage Allocation Routing.** Allows Customer to route calls for each originating routing group, per toll free service number to two or more answering locations based upon a Customer-designated

percentage distribution. The Customer must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The Customer must have at least two different locations for this routing feature to be applicable. The Customer can define up to 99 allocation percentages per time slot.

1.4.38 Point of Origin Routing. Allows Customer to predetermine the terminating point for a call based on the originating point of the call.

1.4.39 Private Dialing Plan. Voice Services Customers can define a private dialing plan for terminating calls as follows:

- The 7-Digit Customer-Defined Private Dialing Plan allows direct termination of calls dialed as 7-digit numbers to Customer locations. When dialing locations reached via 10-digits or international numbers, the 7-digit Customer-Defined Private Dialing Plan converts the 7-digit number to the appropriate 10-digit or international number.
- The 10-Digit Private Dialing Plan allows for direct termination of calls which are dialed as international numbers in the format of 011 plus the Country Code plus the National Number.

1.4.40 Quota Routing – Network Manager. The Quota Routing feature on Network Manager is based on Customer's call center's (hereinafter, a "CCC") routing rules. The number of agents present or maximum number of calls to be received at a CCC is determined based on capacity tables that are predefined and populated by Customer for a particular day and hour. A capacity table lists the agent staffing levels for a given CCC for intervals throughout the day. For example, 0 indicates the call center is closed, and an indication of a greater number of agents at a CCC allows for more calls to be routed to that CCC. Each call center has capacity tables for each day of the week. Parameters predefined either by Customer using the Network Manager application or by Verizon pursuant to Customer's direction (via telephone or writing) will permit Quota Routing in any of the three variations set forth below.

1.4.40.1 Variations.

- **Pre-defined Allocations.** Calls are routed based on pre-defined allocations to CCCs (in percentages that add up to 100%) during a particular hour or during the course of a 24-hour period.
- **Maximum Calls Allowed.** Calls are routed based on pure load balancing between CCCs with respect to the maximum number of calls. Each CCC can specify the maximum number of calls that are allowed within a specified timeframe (daily, hourly, etc.). Once the maximum number is reached, calls are either re-routed to another specified CCC or a busy signal is given, as determined by Customer.
- **Most and Next Available Agent Routing.** Calls are routed based on pure load balancing between CCCs with respect to the maximum number of agents. The call goes to the CCC with the most agents or next available agent, as predefined by Customer.

1.4.41 Real Time Automatic Number Identification (ANI). Enables an Inbound Service Customer to have calls to a Verizon Toll-Free Service number forwarded to the Customer's location with the caller's ANI (ten digit billing telephone number) as part of the call set-up.

1.4.42 Remote Exchange/Virtual FX. A Customer may establish a local number in a distant city that will be charged Voice Services Dedicated Access usage rates for all calls using the feature to reach the Customer's designated terminating location. A Remote Exchange feature charge will be assessed for each dedicated access line that is established with this feature.

1.4.43 Support PIN. Support PIN offers a service by which Customers of inbound Voice Services service which terminates via T-1 Digital Access may receive calls from the Customer's Designated End-Users. Verizon will provide Support Pin Customers with a toll free number and 10- to 15-digit PIN code(s) to receive calls which are placed by the Customer's Designated End-User(s) in locations in the U.S. Mainland, Alaska, and Hawaii.

1.4.43.1 PINs/Units. Each Support Pin unit equals one minute of domestic calling time. Support PIN unit charges are rounded to the next higher full minute. PIN balances will be reduced and depleted based upon usage. Verizon may permit Customers to add units (recharge) to unexpired PIN balances. When a PIN balance of available time is depleted during a call, the call will be terminated unless, at the time of depletion, the Customer recharges the PIN balance. The number of units per PIN will be determined at the time of the PIN is issued.

1.4.43.2 Other Provisions. Activated Support Pin PINs are non-refundable and will expire on the date specified at the time of issuance.

1.4.44 Time of Day/Time Interval Routing. Allows the Customer to arrange for calls to a single toll free service telephone number to be routed to different locations based on the time of day. The Customer can establish a different routing arrangement for up to 48 time slots in a 24 hour day period. The time slots must be defined in five minute increments or multiples thereof. The Customer must have at least two different locations for this routing feature to be applicable.

1.4.45 Toll Free Guardian Guarantee. Toll Free Guardian is available only on calls carried on Verizon network. Toll Free Guardian guarantees the Customer to arrange an alternative routing arrangement for domestic inbound Voice Services service. If a Voice Services Customer is unable to receive inbound calls for any reason, Verizon will, at the Customer's option, provide one of the following services for the toll free number that has experienced the failure:

- If the toll free number that is out of service is an 800 Business Line, Verizon will reroute traffic to another existing business line; or,
- If the toll free number that is out of service is either an 800 Switched WATS Line or an 800 Dedicated Line, Verizon will reroute traffic to another existing 800 Business Line, 800 Switched WATS line or 800 Dedicated line; or,
- If Customer does not have another existing toll free termination to accept calls from the affected service, Verizon will establish a new business line termination and reroute the affected service to this new temporary alternate line. Customer must supply an existing phone number; or,
- Regardless of the type of toll free line that is out of service, Verizon will reroute to a standardized prerecorded message explaining service conditions and requesting callers to call back later. This feature is designed solely to explain service conditions and provides no media-related or other information or service. Calls will terminate after the message.

Toll Free Guardian is available as part of the Feature Option B Combined Features Package and is a Base Feature of Option C-2.

1.4.45.1 Available Services.

- **Verizon Guardian Guarantee.** If a Customer's toll-free service fails for any reason, Verizon will provide back-up service or issue a credit equal to the monthly service charge.
- **One-Minute Guardian.** For Customer's with Alternate Routing, Verizon will reroute toll-free calls to existing locations within one minute of customer notification.
- **Verizon Vision Guardian Select.** For Customer's with Alternate Routing, Verizon will reroute groups of up to 250 different toll-free numbers to an existing location within five minutes of customer notification.
- **30 Minute Guardian.** Verizon will reroute toll-free calls within 30 minutes or less if the customer does not have Alternate Routing.

1.4.46 Universal Range Privileges. A Customer can specify the type of Long Distance Voice Services calls allowable for users on each Dedicated Access Line group, for each Long Distance Voice Services Calling Card authorization code, each Dial "1" originating telephone number (ANI), and for each ID Code. Range Privileges are defined as follows:

Range	Privilege
0	Local calls (No On-Net calls).

1	On-Net numbers (7, 10-digit, and Variable Length Private Dialing Plan numbers).
2	Range 1, plus 10-digit off-net numbers in the U.S. (including AK and HI).
3	All ranges/all calls (On-Net Cards excludes high fraud international locations*).
4	Range 2, plus all North American Numbering Plan locations. No 011+ calls.
Note: Option 2 customers are established with a Range Privilege of 2, and the Combined Feature Package is only invoked if that Range Privilege is changed.	
The domestic North American Number Plan locations are all locations in the U.S. Mainland, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.	

1.4.47 **Verizon Enterprise Center (VEC)** is a suite of web-based applications that provides Customer access to a virtual communications center.

1.4.47.1 **Event Monitor.** Event Monitor is an alarm and reporting tool. The following monthly recurring charges apply per Authorized User (User) ID for the first five Users per billing identifier based on Package type.

1.4.47.2 **Usage Tracking and Analysis.** Usage Tracking and Analysis (formerly MCI Perspective Plus) This feature provides monthly customized call traffic data allowing Customer to view its call traffic information, monitor usage, analyze traffic, summarize calls, and create customized call reports.

1.4.47.3 **Network Manager (NM).** Available to Customers on Verizon networks referred to internally as “Option 2” and “Option 3,” Network Manager is a Web-based VEC application that gives Option 2 and Option 3 Customers a view of their toll-free network routing data as well as the capability to make quick changes to routing plans. Customers can examine current routing plans and customize their features on a near real-time basis. Thus, Customers can manage their toll-free network configurations by routing inbound traffic, enabling a quick response to disasters and changing business needs. Network Manager also enables Customers to proactively build alternate plans and activate them in emergencies.

1.4.47.4 **Toll Free Network Manager – Option 1 (TFNM Option 1).** Available only to Customers on Verizon network referred to internally as “Option 1,” TFNM Option 1 is a Web-based VEC application that gives Option 1 Customers a view of their toll-free network routing data as well as the capability to make quick changes to routing plans. Customers can examine current routing plans and customize their features on a near real-time basis. Thus, Customers can manage their toll-free network configurations by routing inbound traffic, enabling a quick response to disasters and changing business needs. TFNM Option 1 also enables Customers to proactively build alternate plans and activate them in emergencies.

1.4.47.5 **Outbound Network Manager (ONM).** Available to Customers on Verizon networks referred to internally as “Option 2”, “Option 3”, Vnet,” “networkMCI One,” and “MCI Vision,” ONM allows Customers to examine their configuration data and customize features on a near real-time basis. ONM provides Customer the ability to view information about the current features selected for their network; schedule and implement changes to their database network (including, for example, canceling a lost or stolen calling card or addressing sudden changes in employee status); and add and maintain Users.

1.4.47.6 **Traffic Monitor.** Traffic Monitor provides summary and call detail information on inbound numbers within one to thirty minutes (near real-time) after a call has completed. Traffic Monitor is designed as an early warning system to help pinpoint critical information in order to make quick decisions to support Verizon’s Long Distance Voice Services inbound service.

1.4.47.7 **Traffic Reporting.** Traffic Reporting offers a comprehensive suite of inbound summary and inbound and outbound call detail reports.

1.4.47.8 **Traffic Reporting – Option 1.** Available only to Customers on Verizon network referred to internally as “Option 1,” Traffic Reporting Option 1 offers Customers access to a suite of inbound summary and inbound call detail reports.

1.4.48 **Virtual Network Connection.** This feature allows the Customer to originate calls on its network originating from the U.S. Mainland, terminating them on virtual networks in the foreign countries listed below. Customers selecting this feature must also order the appropriate virtual network service in each host country.

1.4.48.1 **Feature Option B.** Effective February 1, 2006, this feature is no longer available to new Customers.

1.4.48.2 **Feature Option C-1.** Customers subscribing to Feature Option C-1 may originate voice data calls via switched access and data calls via Switched Data at 56 kbps and 64 kbps terminating in the following countries. Virtual Network Connection Feature Option C-1 is only available through Bell Canada.

2. AVAILABLE VERSIONS

2.1 Interstate Services

2.1.1 **Interstate Outbound Voice Service**

2.1.2 **Interstate Inbound Voice Service**

2.2 International Services

2.2.1 **Outbound Service**

2.2.2 **International Directory Assistance**

2.2.3 **International Inbound (Toll Free) Voice Service**

2.2.4 **International Toll Free Services**

2.2.4.1 **International Inbound (Toll Free) Voice Service**

2.2.4.2 **Universal International Freephone Number (UIFN) Service**

2.2.4.3 **Global Business Line Toll Free Voice (GBL) Service**

2.3 **LD Virtual VoIP Service.** LD Virtual VoIP Service converts Outbound LD originated calls to IP by terminating them to the IP Trunking, IP Integrated Access, and Hosted IP Centrex Services. The Service provides the ability to price outbound LD calls terminating to one of the IP Communications Access Services at unique rates through the use of the local call type with Outbound Long Distance. It also supports a customer's migration from traditional Outbound Long Distance to Verizon's IP Communications Services by creating virtual LD sites that are part of a customer's IP voice network.

2.4 **Switched Digital Services.** Switched Digital Service is not available to Feature Option A Customers.

2.4.1 **Switched Data Service.** Dial-up service for transmitting data at speeds of 56 kbps and 64 kbps and at speeds in multiples of 64 kbps. Switched Data calls may not originate or terminate via dedicated access in Hawaii. Calls in Alaska may terminate via switched access 56 kbps service only.

Domestic Switched Data 56 and 64 kbps service may be accessed using either: T-1 Digital Access Primary Rate Interface (PRI); PRI provided by a Local Exchange Carrier (LEC); LEC-provided Basic

Rate Interface (BRI) access; Digital Data Service (DDS) local loops; or, LEC-provided Switched Digital Access (SDA). SDA access to Switched Data is available in selected locations.

Switched Digital Service at multiples of 64 kbps may be accessed through Verizon Primary Rate Interface (PRI) access lines, or LEC-provided PRI. Customer is responsible for obtaining the LEC-provided PRI access line which connects Customer's premises to the LEC's central office. Customer is billed directly by the LEC for this access type. Switched services at multiples of 64 kbps require that T-1 local access lines be equipped with B8ZS line coding from the LEC.

2.4.1.1 Domestic.

- **Outbound.** Switched Data offers dial-up service for transmitting data at speeds of 56 kbps and 64 kbps and at speeds in multiples of 64 kbps up to 1536 kbps between locations within the U.S. Mainland and Hawaii. Switched Data offers H0 and H11 services, which are dial-up services for transmitting data at speeds of 384 kbps and 1536 kbps (equivalent to 6 x 64 kbps and 24 x 64 kbps, respectively).
- **Inbound.** For Customers subscribing to Feature Option B and Feature Option C-2, Toll Free Digital Service (inbound) offers dial-up service for transmitting data at speeds of 56 kbps and 64 kbps and at speeds in multiples of 64 kbps, between locations in the U.S. Mainland and Hawaii. Dedicated Access termination is available only for calls that terminate in the U.S. Mainland.

2.4.1.2 International.

- **Outbound.** For Customers subscribing to Feature Option B and/or Feature Option C-1, Switched Data offers international dial-up service for transmitting data at speeds of 64 kbps, 384 kbps or 1536 kbps that originates in the U.S. Mainland and terminates in international locations.
- **Inbound.** For Customers subscribing to Feature Option B and/or Feature Option C-2, Switched Data offers inbound service transmitting data at speeds of 64 kbps, 384 kbps or 1536 kbps that originates in international locations and terminates in the U.S. Mainland and Hawaii.

2.5 Intrastate Outbound and Inbound Service

3. SUPPLEMENTAL TERMS.

3.1 **Grandfathered Service.** Effective September 30, 2014, new or additional Calling Cards will not be available for purchase by new and existing customers.

3.2 **Special Customer Arrangements.** Long Distance Voice Services may not be included in a Special Customer Arrangement (SCA) entered prior to October 15, 1998, unless Verizon expressly agrees to amend such SCA to include the Option.

3.3 **Discontinuance of Service.** Customers who discontinue Long Distance Voice Services service will be billed at their contract rates for a period of up to 30 days, after which they will be billed for any service usage at the standard Guide rates applicable to service.

3.4 Calculation of Charges.

3.4.1 **Call Rounding.** Unless otherwise specified, calls are subject to the following rounding rules, on a per-call basis, for billing purposes:

Call Type	Initial Period	Additional Increments
Domestic Outbound Service (except Operator Assisted)	18 seconds	6 seconds
Domestic Outbound Service Operator Assisted	60 seconds	60 seconds
Outbound Service calls to Mexico and Atlantic, Pacific, and Indian Ocean Inmarsat Standard A Service locations (except Operator Assisted)	60 seconds	60 seconds
Outbound Service: International to all other locations	30 seconds	6 seconds

(except Operator Assisted)		
Outbound International Operator Assisted	60 seconds	60 seconds
Domestic (Toll Free) Inbound Service	18 seconds	6 seconds
International (Toll Free) Inbound Service Feature Option 2 Customers	30 seconds	6 seconds
International (Toll Free) Inbound Service Feature Option 3B Customers	18 seconds	6 seconds

3.4.2 Charge Rounding. If the computed charge includes a fraction of a cent, the fraction is rounded to the nearest whole cent.

3.5 Toll-Free.

3.5.1 Responsible Organization (Resp Org). At the Customer's request, Verizon will perform the function of a Resp Org, specifically: (1) searching for, and reserving, toll-free telephone numbers with the toll-free Service Management System (SMS/toll-free); (2) creating and maintaining toll-free telephone number Customer records with the SMS/toll-free; and (3) providing a single-point-of-contact for trouble reporting involving toll-free service.

3.5.1.1 In its capacity as Resp Org, Verizon will reserve, assign, activate or change, upon request, toll-free numbers for a Customer or prospective Customer, and will administer toll-free numbers in accordance with the rules of the Federal Communications Commission, customary industry standards and practices, the terms of this Guide, and the effective procedures of the SMS/toll-free. Customers may request the reservation, assignment or activation of toll-free numbers on their own behalf, or a Customer which resells toll-free services may make such requests on behalf of its customers. A Customer who resells toll-free services must provide to any of its customers or prospective customers, upon reasonable request, information concerning the status of a particular toll-free number(s) in which the customer or prospective customer has an interest and, if applicable, the identity of the Resp Org(s) for the toll-free number(s). When a resale Customer decides (or learns of its customer's decision) not to utilize the reserved, assigned or activated toll-free number, the Customer must notify Verizon within forty-eight hours so that Verizon can release the toll-free number into the pool of numbers available for assignment in accordance with industry standards and practices.

3.5.1.2 With respect to any claim that arises out of Verizon's acting as a Resp Org or relates to Verizon's provision of toll-free service, including without limitation toll-free Directory Assistance and toll-free service provided with a number or numbers other than the one(s) provided by Verizon to the Customer, the liability of Verizon is limited to the lesser of (a) the actual monetary damages incurred and proved by the Customer as the direct result of Verizon's actions, or (b) \$1,000.

3.5.1.3 A Customer of toll-free service is responsible for payment for all calls placed to or via the Customer's service number(s). This responsibility is not changed by virtue of any use, misuse, or abuse of the Customer's service or interconnected Customer-provided system facilities or service, which use, misuse or abuse may be occasioned by third parties including, without limitation, the Customer's employees and members of the public who dial the Customer's toll-free service number(s) either by mistake or with the intent to abuse service.

3.5.1.4 If Customer accumulates more than \$1,000 of undisputed Verizon toll-free service charges, Verizon may refuse to honor any Customer request for a Resp Org change until such undisputed charges are paid in full.

3.5.2 **Use of Toll-Free Numbers.**

3.5.2.1 Notwithstanding any other provision in this Guide, if Verizon determines that a toll-free number associated with service provided by Verizon is being used in violation of the requirements of this Guide, Verizon may terminate service immediately. Contemporaneously with service termination,

Verizon will notify the Customer by certified mail of the action it has taken and the reasons therefor.

- 3.5.2.2 If Verizon terminates toll-free service pursuant to Section 2.1 above, Verizon will retain control for four (4) months of all toll-free numbers associated with terminated service. During the four-month period, Verizon will not transfer the number to any other Customer, will refuse to reconnect the number for the previous Customer, except upon direction from the Federal Communications Commission or a court of competent jurisdiction; will refuse to honor transfer of service arrangements between the disconnected Customer and any third party; and will refuse to honor any change of Resp Org forms issued by the terminated Customer.
- 3.5.2.3 If the Federal Communications Commission or a court of competent jurisdiction orders Verizon to return the number to the control of the terminated Customer, or if Verizon determines that its Guide requirements have not been violated, Verizon will reestablish service without charge to the Customer. Verizon also will not impose any underutilization or other charge as a result of a service disconnection that is overruled by the Federal Communications Commission or a court of competent jurisdiction.
- 3.5.2.4 At the end of the four-month period, assuming there is no outstanding challenge to the actions of Verizon, Verizon will return control of the toll free number to the numbering authority for availability on a first-come, first-served basis pursuant to existing industry practices.
- 3.5.2.5 The termination of service by Verizon pursuant to this subsection does not relieve the Customer of any obligation to pay Verizon for charges due and owing for service furnished up to the time of service termination. In the event service is terminated for cause and the Customer is committed to a term or other plan for which charges apply in the event of Customer termination for convenience, Verizon will charge, and the Customer will be obliged to pay, as though it had terminated service for its own convenience.
- 3.5.3 **Answer Supervision.** A call begins when a call is terminated on or passes through Customer's Premises equipment. The Customer must provide answer supervision back to Verizon point of connection when the toll free service is connected to switching equipment or a Customer-provided communications system. In such cases, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon the delivery of the call to the customer's switching equipment or communications system and ends upon termination of the call.
- 3.5.4 **Call Blocking.**
- 3.5.4.1 Verizon, upon written Customer request, may institute (and subsequently remove) call blocking to the Customer's toll-free telephone number(s) from certain countries, cities, NXX exchanges, or individual telephone stations in order to prevent the receipt of telephone calls made for the purpose of annoying, abusing, threatening or harassing any person at the called number. Verizon reserves the right to limit the number of requests for toll-free call blocking per Customer.
- 3.5.4.2 Whenever call blocking occurs on lines presubscribed to Verizon, Customers or former Customers will be unable to make calls via any of Verizon's Carrier Identification Codes (CICs) or those of its affiliates. At the request of a private payphone owner, Verizon will arrange to block direct dial (i.e., completed without the assistance of an operator) calls made from a payphone to Puerto Rico and the U.S. Virgin Islands and to all international locations, except Canada. Verizon may refuse to accept calling or credit card, collect calling and/or third number calls which it determines are or may be fraudulent, or it may limit the use of these billing options to or from certain countries or areas, including all or part of the United States, Puerto Rico, and the U.S. Virgin Islands.
- 3.5.5 **Number Information and Indemnification.** Verizon, upon written Customer request, may provide to Customer the following information: (i) the "NCS ID," which is a 3-digit identifier of Verizon switch where an inbound toll free call first enters Verizon's long distance network, and (ii) a list of area codes (NPAs) that map to each such switch. To receive such information, Customer must have in place

Verizon's Hosted Intelligent Contact Routing—Integration Service. Where provided, such information is offered on an as-is basis, without warranty of any kind or representation of accuracy or usefulness. Verizon, in its sole discretion, may choose to delay or stop providing such information at any time. Such information is deemed to be Verizon Confidential Information. Customer is responsible entirely for its use of such information and will indemnify and hold Verizon harmless from any claims, losses or liability arising from its use of such information.

- 3.5.6 **Automatic Number Identification.** Any Customer of Automatic Number Identification (ANI) or charge number services on calls may: (a) use the telephone number and billing information for billing and collection, routing, screening, and completion of the originating telephone subscriber's call or transaction, or for services directly related to the originating telephone subscriber's call or transaction; (b) not reuse or sell the telephone number or billing information without first notifying the originating telephone subscriber and obtaining the affirmative consent of such subscriber for such reuse or sale; and (c) not disclose, except as expressly permitted, any information derived from the Automatic Number Identification, or charge number service for any purpose other than performing the services or transactions that are the subject of the originating telephone subscriber's call; for ensuring network performance security and the effectiveness of call delivery; for compiling, using, and disclosing aggregate information; and for complying with applicable law or legal process. These requirements are not intended to prevent a person to whom Automatic Number Identification or charge number services are provided from using the telephone number and billing information provided pursuant to such service, and any information derived from the Automatic Number Identification or charge number services, or from the analysis of the characteristics of a telecommunications transmission, to offer a product or service that is directly related to the products or services previously acquired by that Customer from such person. Use of such information is subject to the requirements of 47 CFR Sec. 64.1200 and Sec. 64.1504(c).
- 3.5.7 **Calling Party Number.** A Customer's calling party number (CPN) may be identified and disclosed to the called party. This may be prevented if the Customer first dials *67 (or 1167 for rotary or pulse-dialing phones) to place a call. Customers with per-line blocking first must dial *82 (or 1182 for rotary or pulse-dialing phones) to allow for the presentation of CPN to called parties.
- 3.5.8 **No Property Right in Number/Changes.** Customer has no property right to any telephone number or any other designation associated with Services furnished by Verizon. Verizon reserves the right to change such numbers or other designations, or the meaning associated with them, at its discretion.
- 3.5.9 **Interconnection with Another Carrier.** Services may be interconnected with service(s) or facilities provided by another common carrier pursuant to the following conditions: (a) Interconnection may take place at a Verizon premise, at the premise of another common carrier, or at the premise of the Customer or its Authorized User. Unless otherwise indicated, Service is not part of a joint undertaking between Verizon and any other common carrier or carriers; and (b) Any special facilities needed to achieve compatibility between Verizon's Service and the service or facilities of another common carrier will be provided at the Customer's expense. At the Customer's request and upon appropriate authorization by the Customer, Verizon will undertake to make the necessary interconnection arrangements. When Services of Verizon are interconnected with and/or terminated in any service and/or equipment of another common carrier, Customer shall comply with any applicable tariff regulations of and/or contractual obligations it has to the other common carrier. Verizon is appointed Customer's agent to arrange interconnection from Verizon's point of presence (POP) to the Customer's facilities, where necessary for Verizon to provide Service, unless otherwise specified. Customer is responsible for payment of local access line charges for such interconnections secured on its behalf. The rates charged for local access service are subject to change by the providers of such local access service. Customer acknowledges that Verizon may rely on other carriers for installation and testing of local access lines. Verizon is not liable for services and equipment not provided by Verizon.
- 3.5.10 **Interconnection with Customer-Provided Systems or Facilities.** Services may be interconnected with Customer-provided systems or facilities (including equipment) provided by the Customer, an

Authorized User, or their representative(s) pursuant to the following conditions: (a) Customer is responsible for the installation, operation and maintenance of Customer Equipment (including without limitation Terminal Equipment such as teleprinters, handsets or data sets), situated at a Customer Premises, at Customer's expense, except as otherwise provided for in the Customer's Signed Contract; and (b) the characteristics and performance of Customer Equipment to be interconnected with Service provided by Verizon must be and remain compliant with requirements imposed by the Federal Communications Commission, state commissions, and/or industry standards, as these may be modified from time to time. Verizon is not responsible for the performance of Customer Equipment, including without limitation the through transmission of signals generated by Customer Equipment or for the quality of, or defects in, such transmission; the reception of signals by Customer Equipment; or network control signaling where such signaling is performed by network control signaling Customer Equipment.

3.5.11 Telephone Operator Services. A Customer acquiring operator services which, in the ordinary course of its business, makes telephones available to the public or to transient users of its premises for placing interstate telephone calls must position on or near the telephone instrument, in plain view of consumers, the following information: (a) the name, address, and toll free telephone number of the provider of operator services; (b) a written disclosure that the rates for all operator assisted calls are available on request, and that a consumer has the right to obtain access to the interstate common carrier of his/her choice by contacting his/her preferred carrier for information on how to access that carrier's service using the telephone; and (c) the name and address of the Enforcement Division of the Common Carrier Bureau of the Federal Communications Commission, to which the consumer may direct complaints regarding operator services. Also, the Customer must ensure that each of its telephones presubscribed to a provider of operator services allows the consumer to use toll-free and 950 access code numbers or any Carrier Identification Code (1010XXX) to obtain access to the provider of operator services desired by the consumer, and that no charge by such Customer to the consumer for using a toll-free or 950 access code number, or any other access code number, is greater than the amount the Customer charges for calls placed using the Customer's presubscribed provider of operator services. Payment (on a location by location basis) of any compensation to the Customer, including commissions, will be withheld if Verizon reasonably believes that the Customer is blocking access to interstate common carriers in violation of this requirement and will not be made until such time as the blocking ceases.

3.5.12 Payment Terms.

3.5.12.1 Billing Increment. The duration of a call or other billing unit is rated in the billing increments applicable to the service. If the final interval of a call or other billing unit is less than the applicable billing increment, it will be rounded up to a full increment for purposes of billing. Computed usage charges or credits for each call are rounded to the nearest cent (except as noted below for the minimum charge). Billable time for switched telecommunications service is the duration of time between the called station answering and the called or calling station disconnecting, provided duration may be rounded in accordance with specific descriptions in this Guide.

3.5.12.2 Minimum Charge. Verizon does not invoice charges in fractions of a cent; the minimum charge for any charge element is \$.01. For example, if a Customer's ECR platform or transport charge calculates to anything less than \$.01 (e.g., \$.004, each such charge will be billed at \$.01).

3.5.12.3 Service Restoration Charge. Verizon may charge a service restoration charge of \$20 when service is restored after being blocked, suspended or cancelled.

3.5.12.4 Foreign Carrier Charges. When a Customer opts for single-end billing of foreign carrier charges, the Customer is responsible for the charges billed for the entire network as if the service were provided domestically. The Customer is also responsible for payment of any loss on foreign exchange arising in the process of converting a foreign carrier's charges to U.S. dollars, or vice versa, in settlement of such carrier's charges and in collections from the Customer. If the domestic Customer's correspondent in the foreign country placed the single-end order with the concurrence



of the domestic Customer, the domestic Customer is liable for all the charges applicable to the domestic portion of the service, if the overseas Customer fails to make payment by the due date. Bills rendered for these charges are due and payable under the terms of this Guide.

3.5.12.5 Unbillable Charges. Calls may not be placed using a local exchange Verizon's calling card if that local exchange Verizon is not obligated to invoice such calls on Verizon's behalf, and calls may not be placed or received using 10-10XXX dialing or collect or third party calling conventions, e.g., 1-800-COLLECT, if the serving local exchange carrier is not obligated to provide billing name and address (BNA) information to Verizon in connection with such calls.

3.5.12.6 Applicable Local Exchange Carrier Terms. The terms and conditions for billing, payment and collection, including without limitation, any late payment charge, specified in the applicable local exchange carrier's tariff apply to charges of Verizon for which the local exchange carrier serves as the billing agent for Verizon or buys Verizon's accounts receivables.

3.5.13 Service Credits. The following credits for service interruptions apply, except for Directory Assistance, and except as otherwise expressly provided for in this Guide or in a Signed Contract.

3.5.13.1 Usage-based Credits. For services for which charges are specified on the basis of per minute of use, or on usage of a fraction of a minute, the following credits will be made for an interrupted call that can be remedied by re-dialing the called number.

- **Usage Charges.** A credit will be made for that portion of a call which is interrupted due to poor transmission (e.g. noisy circuit), one way transmission (one party is unable to hear the other), or involuntary disconnection caused by deficiencies in service. A Customer also may be granted a credit for reaching a wrong number. To receive a credit, the Customer must notify his or her Customer Service Representative and furnish information, including the called number, the service subscribed to, the difficulty experienced, and the approximate time the call was placed.
- **Other Credits.** When a call is involuntarily disconnected, the Customer will be given a credit equivalent to the charge for the initial minute of the call made to re-establish communications with the other party. When a domestic call has been interrupted by poor transmission or one way transmission, the Customer will be given a credit of the Customer's choosing, either (a) \$2.65 per reported call, or (b) an amount equal to the basic or standard charges for the reported call, up to a maximum of 30 minutes. Where an international call has been interrupted by poor transmission or one way transmission, the Customer will be given a credit of the Customer's choosing, either (a) \$2.65 per reported call, or (b) an amount equal to the standard charges for one minute of usage to the country called. A Customer who has reached a wrong number will be given a credit equal to the charge for the initial minute of the call to the wrong number, if he or she reports the situation promptly to a Customer Service Representative. This credit is limited to \$100 over a 12 month period.

3.5.13.2 Recurring Charge-based Credits. For services for which charges are specified on the basis of a monthly recurring charge, the following credits will be made for service interruptions.

- If service is interrupted for a period of less than 2 hours, no credit will be given.
- When service is interrupted for a period between 2 and 24 hours, a credit will be given in an amount equal to one thirtieth (1/30) of the applicable monthly recurring service charge.
- When service is interrupted for a period of more than 24 hours, a credit will be given in an amount equal to one thirtieth (1/30) of the applicable monthly recurring service charge for each 24 hour period or fraction thereof that service is interrupted.

Alternative Credit. In lieu of the credits provided for in the previous three subsections, Verizon may apply a credit against usage or monthly recurring charges in an amount not to exceed \$1,000 per Customer or account, per monthly billing period, whenever Verizon determines, in its sole discretion, that such a credit is warranted due to considerations involving the delivery of past service to the Customer or an account.

No Credit. No credits will be given for interruptions: (a) caused by the act or omission of the

Customer or an Authorized User; (b) due to the failure of power, equipment, systems, facilities or services not provided by Verizon; (c) during any period during which Verizon or its representatives are not afforded access to the premises where access lines or Verizon facilities associated with the Customer's or Authorized User's service are located; (d) during any period when the Customer or an Authorized User has released service to Verizon or its representative for maintenance, service rearrangement, or the implementation of a Customer service order; (e) during any period when the Customer has chosen not to release service for testing or repair and the Customer continues to use service on an impaired basis; (f) due to network busy conditions; or (g) not reported to Verizon.

3.5.13.3 Terms.

- **Interruption Period.** An interruption period begins when Verizon receives notification that service has been interrupted and service has been released for testing and repair. An interruption period ends when service is restored. If the Customer reports that service has been interrupted, but refuses to release it for testing and repair, the service is deemed to be impaired, but not interrupted for crediting purposes.
- **Affected Service.** Only those segments of service actually affected by an interruption are considered in determining the credit amount.
- **Extent of Service.** For purposes of crediting, "service" includes facilities provided by Verizon and/or a participating international carrier or an overseas administration connecting with such international carrier.

3.5.14 Fraud.

3.5.14.1 Theft of Service. Except with respect to usage involving the use, misuse or abuse of Customer Premises Equipment (CPE) interconnected with service, or as otherwise provided in this section or in any Signed Contract, Verizon will issue full credit for invoiced charges for Customer calls determined to the reasonable satisfaction of Verizon to have resulted from a "theft of service." A "theft of service" is the unauthorized use of the Customer's service following its theft by a third person over whom neither the Customer nor an Authorized User possesses an ability to control. Under no circumstance will credit be issued for service use resulting from the acts or omissions of the Customer or any Authorized User, or from the acts of any of the Customer's or Authorized User's employees, former employees, agents, vendors or independent contractors. To qualify for a credit, the Customer must: (1) notify Verizon in writing within ninety (90) days of the Customer's receipt of the first invoice containing alleged unauthorized service use; and (2) co-operate fully with Verizon in connection with any investigation, prosecution or litigation arising from such theft of service. The Customer's written notification must identify with specificity the service use for which the Customer is seeking credit.

3.5.14.2 Remote Toll Fraud Program. The Remote Toll Fraud Program provides the procedure required for Customer fraud credit requests and limits a qualifying Customer's liability for verified Remote Toll Fraud usage charges. For purposes of this Program, Remote Toll Fraud is defined as: (i) the placement of unauthorized outbound calls to international locations by using the Customer's outbound international service; or (ii) unauthorized use of eligible toll-free service originating from a domestic location(s) and compromising certain CPE associated with the service(s) located in the United States. The following terms and conditions apply to the Remote Toll Fraud Program:

To be eligible to receive benefits under this Program, Customer must:

- provide Verizon with requested information concerning any password(s) used to access CPE involved in any suspected Remote Toll Fraud; (b) co-operate with Verizon in all efforts to identify, prevent or eliminate suspected or confirmed Remote Toll Fraud. For purposes of notification, the Customer must furnish the designated Verizon Representative with: (i) the names of Customer personnel involved in the Program, including individuals capable of being contacted 24 hours per day, seven days per week; and (ii) Customer pager, cellular or off-hour telephone numbers. This information must be furnished initially by the Customer and updated, as necessary, in order for the Customer to become, and remain, eligible to receive benefits under the Program;

- provide follow up information regarding the nature of any potentially fraudulent usage within 48 hours of a Verizon notification to the Customer. Provide Verizon with access to its CPE within 24 hours of a Verizon request, and the Customer must allow Verizon Representative to investigate the current and/or former CPE configuration. Under no circumstance will the CPE configuration be, or be deemed to be, the responsibility of Verizon;
- immediately notify Verizon whenever Remote Toll Fraud is suspected or detected, irrespective of whether other common carrier(s) are involved;
- notify Verizon in writing within 60 days of receipt of the first Verizon invoice containing any suspected Remote Toll Fraud usage charges. If the Customer fails to notify Verizon, all usage charges for which written notice has not been provided will not qualify as Remote Toll Fraud usage charges. The Customer's notice must establish with specificity (e.g., by way of call detail records) to the reasonable satisfaction of Verizon that the suspected usage charges are covered under the Program; and
- notify Verizon in writing within 60 days of the end of the Remote Toll Fraud incident of the means by which the fraud occurred, if known, and the changes made to the Customer's CPE to prevent future Remote Toll Fraud.

3.5.15 Program Benefits and Other Program Conditions. CPE eligible for participation in the Program is limited to a single Private Branch Exchange (PBX) or a single electronic key system located on Customer Premises within the United States. Under no circumstance will the Program cover, nor will Remote Toll Fraud be defined to include, calls placed by wireless devices, dial-around (10-10-XXX) calls, Operator Service calls, toll-free or 900 pay-per-call traffic, or calls made through any non-Verizon conferencing service or Centrex system. For each incident of Remote Toll Fraud, an eligible Customer will be liable to Verizon for the first \$10,000 of Remote Toll Fraud usage charges for calls occurring prior to notification. For purposes of this section notification is defined as (i) notice to the Customer from an authorized representative of Verizon's Fraud Prevention organization or Account Team representative; or (ii) notice from the Customer to Verizon's Fraud Prevention organization or Account Team representative of suspected remote access fraud. An eligible Customer's pre-notification liability will not exceed \$10,000 per Remote Toll Fraud incident, but the Customer will be liable to Verizon for all Remote Toll Fraud usage charges for calls occurring after notification is given by Verizon to the Customer or by the Customer to Verizon. The \$10,000 limitation of Customer liability will not apply to CPE for which a credit previously was given, or to any other CPE connected to CPE for which a credit previously was given, until a "30 day fraud-free period" has elapsed. This period will be measured beginning with the date of the last fraudulent call of the last incident affecting the same CPE. CPE not owned or leased by the Customer and not subject to the Customer's direct control, whether on Customer Premises or elsewhere, is not eligible under the Program. The Program will not cover any Remote Toll Fraud usage charges resulting from the negligent or intentional acts of the Customer, its employees, former employees, agents, vendors or independent contractors.

Credited Remote Toll Fraud usage charge amounts will be excluded from the ascertainment of volume/term discount levels and satisfaction of any applicable volume/revenue requirements. With respect to any credit amount awarded to Customer under this Program, Verizon is subrogated to any and all rights of the Customer with respect to any associated claims against third parties (including, without limitation, any person who made the unauthorized calls resulting in the credit amount given). Failure of the Customer to comply with any of its obligations under the Remote Toll Fraud Program will disqualify the Customer from current and future participation in the Program at all Customer locations. Verizon may, but is not required to, advise Customer of abnormal calling patterns or other possible unauthorized use of facilities or Service assigned to the Customer. Additionally, Verizon may, but is not required to, block calls on authorization codes which Verizon believes to be unauthorized or fraudulent.

3.5.16 Tariff Cancellation.

3.5.16.1 Customers with Term Contracts. When any applicable tariff is canceled, a Customer with a term contract will receive service for the remainder of the term of service (and any additional option period(s)) pursuant to the provisions of the term contract, as supplemented by those in this Guide.

The Guide will replace the canceled tariff and will include product descriptions, definitions, prices and other applicable terms and conditions to replace those previously contained in the tariff and will be accessible by, and available to, the Customer on Verizon's Internet web-site (www.verizonbusiness.com) 24 hours per day, seven days a week. If a canceled tariff was incorporated by reference into the Customer's term contract, the replacement Guide likewise will be incorporated into the term contract.

3.5.16.2 Other Customers. When any applicable tariff is canceled, a Customer without a term contract, or one that receives service pursuant to the tariff only, will receive service pursuant to this Guide. The continued use of service by the Customer following tariff cancellation, or any modification made by Verizon to the Guide, will signify Customer acceptance of the product descriptions, definitions, prices and other terms and conditions contained in the Guide as of the time of service use.

3.5.17 Service Cancellation.

3.5.17.1 Service Cancellation Request Received From Local Exchange Carrier. If Verizon cancels a Customer account or service at the request of the Local Exchange Carrier (LEC) serving the Customer, but the Customer nevertheless continues to complete calls over Verizon's network by dialing 1+ or a Verizon CIC (e.g., 1010222), then, for a period not to exceed sixty (60) days from the date Verizon first received the service cancellation request, the following provisions shall apply: Customers who had subscribed to Long Distance Options A, B, C-1, or C-2, will receive service under the terms and conditions, including rates and charges, set forth under the offering to which the customer subscribed at the time of cancellation under those services.

3.5.17.2 Service Cancellation or Change by Customer. If a Customer cancels an order for service before service commences, or before completion of a minimum service period, or before completion of some other period mutually agreed to between the Customer and Verizon, the Customer will be billed and required to pay Verizon for its unrecovered and non-recoverable expenditures or liabilities incurred to establish, provide and terminate service for Customer, including without limitation termination charges paid to third parties, and all recurring charges identified in the Signed Contract.

3.5.17.3 Service Discontinuance by Foreign Carrier. If Verizon receives a request for service discontinuance from a foreign carrier furnishing interconnected service to a Customer, but has not yet been notified of such discontinuance by the Customer, Verizon will contact the Customer and request a written confirmation of the intended discontinuance. If the Customer does not furnish such written confirmation to Verizon within five business days, Verizon will discontinue service as requested by the foreign carrier. If the Customer elects not to have the service discontinued, it must so indicate in writing within the specified five business day deadline and provide to Verizon with the lease number assigned to each circuit associated with service.

3.5.17.4 Change of Service. When a change of service involves the continued use of service, installation charges will not apply to the service being continued in use. The minimum service period for the service will be deemed to have begun on the date the original service was first available to the Customer.

3.5.17.5 Service Cancellation by Verizon. Verizon may discontinue the furnishing of any and/or all service(s), or cancel a Customer's service or Customer accounts, without incurring any liability:

- Immediately, upon 7 days written notice to the Customer, if: (i) providing service would violate any applicable law, regulation, court order, or other legal authority; (ii) any sum owed by the Customer has not been paid within 30 days of the invoice date and remains unpaid during the 7 day period following the delivery of written notice of non-payment to the Customer; (iii) the Customer fails to comply with a request by Verizon for security for the payment of service; (iv) the Customer subscribes to a calling card service and has not used the service (with the exception of calls to Directory Assistance) for 180 days. In such case, Verizon may deactivate the card. If the Customer wishes to renew service (e.g., upon reopening its business), Verizon will promptly supply a new card; (v) the Customer has failed to fulfill a contractual commitment

to pay for service previously furnished to the Customer; or (vi) the Customer is non-compliant with any other provision or requirement set forth in the Guide or in any contract between Verizon and the Customer.

- Immediately, and without notice, if: (i) the Customer refuses to furnish information that: (1) is essential to Verizon or its billing agent to invoice service; or (2) pertains to the Customer's credit-worthiness, its past or current use of common carrier communications service, or its planned use of such service; (ii) the Customer has provided false information regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications service, the planned use of service, or the Customer's status under federal and/or state low income programs; (iii) the Customer either refuses to pay when billed for service or indicates to Verizon or an entity billing on Verizon's behalf that it does not intend to pay for service; (iv) a Customer subscribed to a service accessed with an authorization code has not used the service (with the exception of calls to Directory Assistance) for 90 days. In such case Verizon may deactivate the authorization code. If the Customer wishes to renew service (e.g., upon reopening its business), Verizon will promptly supply a new authorization code. This provision does not apply to Customers whose service is accessed by dialing "1+" into central offices where equal exchange access is available; (v) a Customer has not used a Service (of any type) for 12 months; (vi) the Customer or prospective Customer uses service to transmit or receive a message, locate a person, or otherwise give or obtain information without payment for service; (vii) the Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the charges for the service by: (viii) using or attempting to use service by rearranging, tampering with, or making connections to service in an unauthorized manner; (ix) using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or any other fraudulent means or devices. (x) the Customer uses service to entice callers to dial certain numbers and thereby incur charges without informing the callers that such charges will be incurred; (xi) the Customer previously was provided with notice of non-compliance with any provision in this Guide, took corrective action within the requisite 7 day period to comply with the provision, but thereafter engages in the same non-compliant activity; (xii) the Customer acts, or fails to act, in a manner that hinders or frustrates any investigation by Verizon or others having legal authority to investigate Customer compliance with this Guide or with the Customer's other legal obligations; (xiii) the Customer fails to pass back to Verizon appropriate answer supervision so that a call can be billed; (xiv) the Customer is reselling service, having elected to use a Verizon CIC, but fails or refuses to indemnify Verizon for costs incurred by Verizon as the result of its use of a Verizon CIC; (xv) the Customer uses service for an unlawful purpose, or in a manner that interferes with service to other users; or (xvi) Verizon reasonably determines, in its sole judgment, that such action is necessary to prevent or protect against fraud or to otherwise protect its personnel, agents, facilities or services.

Discontinuance or cancellation of service by Verizon will not relieve the Customer of any obligation to pay for service previously furnished to the Customer or for any termination or other charges. Upon Verizon's discontinuance or cancellation of service to the Customer, all applicable charges, including termination charges, become due. The remedies set forth above are in addition to all other remedies that may be available to Verizon at law or in equity or under any other provision of this Guide or a Signed Contract.

3.5.18 Restrictions.

3.5.18.1 **976 Access:** Access will not be provided to local 976 numbers.

3.5.18.2 **International Callback:** Service may not be used for international callback offerings using uncompleted call signaling to any country, when that country has prohibited such an offering by statute or regulatory decision.

3.5.18.3 **Hoarding Prohibited.** Toll-free telephone numbers may not be hoarded, marketed or sold by Customers, except as permitted by the rules and policies of the Federal Communications Commission.

3.5.18.4 **No Unlawful Use:** Service may not be used for: (a) an unlawful purpose; or (b) making calls that employ automatic dialing devices and terminate into electronic Information Services, pay-per-call services, or other domestic or international audiotext services.

4. **FINANCIAL TERMS.** Customer will pay the charges for Long Distance Voice Services specified in the Agreement, and at the following URL:

https://www.verizon.com/business/service_guide/reg/long-distance-rates-charges-toc.htm

5. **DEFINITIONS.** The following definitions apply to Long Distance Voice Services, in addition to the definitions identified in the Master Terms, and the administrative charge definitions at the following URL

https://www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Dedicated	A non-switched connection between a Customer Premises and an MCI Legacy Verizon Point of Presence (POP)
Local Network Connection	A switched connection between a Customer Premises and an MCI Legacy Verizon POP.
Switched	A switched connection between a Customer Premises and a Verizon POP which is not provided by an MCI Legacy Verizon



MANAGED LAN SERVICE

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Optional Service Features
 - 1.4 Customer Responsibilities
2. SUPPLEMENTAL TERMS
 - 2.1 Restriction on Encryption Functionality in India
 - 2.2 Network Discovery
 - 2.3 NE and NA Services Disclaimer
 - 2.4 VEC or Web Portal User Names and Passwords
 - 2.5 CPE or Managed Device for End-Use in China, Russia and Venezuela
3. SERVICE LEVEL AGREEMENT
4. FINANCIAL TERMS
 - 4.1 Optimized Service
 - 4.2 Non-Optimized Service
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Managed Local Area Network Service (MLAN) provides a range of service options enabling Customer to transfer all or part of its local area network to Verizon, including local area network design, planning, implementation, and management (subject to availability). MLAN can include LAN Switches and endpoints such as Cameras.
- **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service and non-Optimized Service.
- 1.2 **Standard Service Features.** Managed LAN is offered at three service levels. The service features and responsibilities are summarized in the table below.

	Division of Responsibilities		
	Monitor and Notify Management	Physical Management	Full Management
Customer	Customer Manages:	Customer Manages:	Customer Manages:
	<ul style="list-style-type: none">• Strategic Direction• Fault Isolation• Fault Restoration-Logical• Fault Restoration-Physical• Maintenance-Break/Fix• Change Management-Logical• Change Management-Physical• Configuration Back-Up• Security Policy and Patching	<ul style="list-style-type: none">• Strategic Direction• Fault Restoration-Logical• Change Management-Logical• Security Policy and Patching	<ul style="list-style-type: none">• Strategic Direction• Security Policy
Verizon	Verizon Manages:	Verizon Manages:	Verizon Manages:
	<ul style="list-style-type: none">• Monitoring	<ul style="list-style-type: none">• Monitoring	<ul style="list-style-type: none">• Monitoring

Division of Responsibilities			
Monitor and Notify Management		Physical Management	Full Management
	<ul style="list-style-type: none"> • Fault Notification • Performance Reporting 	<ul style="list-style-type: none"> • Fault Isolation • Fault Notification • Fault Restoration-Physical • Maintenance-Break/Fix • Configuration Back-Up • Performance Reporting • Change Management-Physical 	<ul style="list-style-type: none"> • Fault Isolation • Fault Notification • Fault Restoration-Logical • Fault Restoration-Physical • Maintenance-Break/Fix • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Performance Reporting • Security Patching

1.2.1 **Monitor and Notify Management (Monitor and Notify).** The most basic level of Managed LAN is Monitor and Notify, under which Verizon provides the capabilities described below:

- **Monitoring.** Verizon proactively monitors all designated Managed Devices 24 hours a day, seven days a week.
- **Notification.** Verizon will create a trouble ticket and send a notification to Customer's designated point of contact within 15 minutes of Verizon's determination of a Managed Device failure. Upon the creation of a trouble ticket, Verizon will i) troubleshoot the transport service until the problem has been verified as fixed and the ticket will then be closed, if the trouble is due to a Verizon transport Service; or ii) inform Customer of the fault and monitor the ticket if the trouble is due to causes other than a Verizon transport Service.
- **Managed Services Customer Portal.** Verizon will provide a managed services Customer portal on the Verizon Enterprise Center or other website provided by Verizon from time to time (VEC). The VEC provides a consolidated view of Customer Network information 24 hours a day, seven days a week and real time access to project status, contact information, and information about Customer's LAN Switches. The Cloud-Controlled Switching (CCS) and Cloud-Controlled Camera (CCC) portal (Web Portal) is separate from the VEC, but may be accessed via the VEC. Several Web Portal permissions are generally available for the VEC, however, currently, only one Web Portal permission is available per VEC user.
- **Web Portal Administrative Access.** If Customer has Monitor and Notify CCS and CCC, Customer will have write administrative access to logically manage their Managed Devices.

1.2.2 **Physical Management.** Customer can choose Physical Management which contains the capabilities of Monitor and Notify plus additional capabilities described below:

- **Design Services.** Verizon will create a Customer design document (CDD) based on a written statement of requirements (SOR) agreed to by Customer. Verizon will activate, monitor, and manage the Customer Network as designed in the CDD.
- **Monitoring and Management.** Verizon provides physical fault detection, isolation, and monitoring services for Managed Devices, 24 hours per day, seven days per week. Verizon will resolve physical faults whether caused by Verizon, Customer or third party issues. Managed Device logical faults are Customer's responsibility. Customer will inform Verizon of physical faults once it has completed its logical troubleshooting if Verizon is maintenance provider for Customer's CPE.
- **CCS and CCC Network Image.** If Customer has Physical Management CCS or CCC, a current image of the Customer Network is stored on the Cloud Infrastructure. A roll-back to previous configurations is not supported.

- **Change Management Activities.** Verizon will perform the change management activities shown on the VEC as Standard Change Management at no charge. Optional Change Management activities will be performed at the rates shown below.

1.2.3 **Full Management.** Customer can choose Full Management, which contains the capabilities of Physical Management plus additional capabilities described below:

- **Monitoring and Management.** Verizon will resolve both logical and physical issues, with Customer's cooperation, either remotely or by dispatching a technician, whether caused by Verizon, Customer or a third party.
- **Web Portal Administrative Access.** If a Customer has Full Management CCS or CCC Customer will have read-only administrative access in the Web Portal.

1.2.4 **Implementation Options.** Managed LAN has two implementation options to bring devices under Verizon management. Managed Implementation, which is designed to bring a new customer Managed LAN network online, and Managed Take Over, which applies to existing, operating networks with Customer-provided devices. Both are subject to an SOR to be agreed upon by the Parties. Managed Take Over may include Network Discovery, as defined below.

1.2.5 **Managed Device Software Release Management**

1.2.5.1 **Installation.** Verizon will provide relevant software patches and updates as provided by the Managed Device manufacturer from time to time for installation during a fixed update time period, mutually scheduled by the parties. Warranties on software updates, if available, will be provided directly by the Managed Device manufacturer.

1.2.5.2 **Testing.** At Customer's request, Verizon will make commercially reasonable efforts to make available the resources of Verizon's Customer Test Center (CTC) for the purpose of testing Managed Device manufacturer software prior to the implementation of such software. Verizon's ability to control the implementation of any new Managed Device manufacturer software release may be limited by rules established by the Managed Device manufacturer software. CTC testing may be subject to additional fees and result in delay of the software deployment.

1.3 **Optional Service Features**

1.3.1 **Network Discovery.** Network Discovery may be provided as part of the Managed Takeover implementation for certain management features. Otherwise, Customers may order Network Discovery for an additional Charge. If Customer orders Network Discovery, Verizon will electronically collect information on CPE connected to the Customer's network.

1.3.2 **WAN Analysis (non-Optimized Service only).** If Customer receives non-Optimized MLAN, the terms and conditions for WAN Analysis are located at the following URLs:

For U.S. Services:

www.verizonenterprise.com/external/service_guide/reg/cp_war_plus_wan_analysis_reporting.pdf

For non-U.S. Services:

www.verizonenterprise.com/external/service_guide/reg/cp_war_plus_wan_analysis_reporting_2017DEC01.pdf

1.3.3 **Device Management.** For device management, Customer may select either Switch Management, CCS or CCC. To effectively manage the Customer Network, all Customer Sites with Cloud-Controlled management as part of MLAN or other Verizon Services (e.g., CCS or CCC for MLAN, Cloud-Controlled Routing (CCR) for Managed WAN, and Cloud-Controlled Access Point (CCAP) for Managed WLAN) must be at the same service level.

- 1.3.4 **Wireless LAN Controller Management Feature.** With Wireless LAN Controller Management (available under Switch Management at Full Management level and supported on specific models of LAN Switches), Verizon manages compatible Wi-Fi access points in the Customer Network using the Wireless LAN Controller capability on the LAN Switch.
- 1.3.5 **Port Monitoring.** If Customer receives Port Monitoring, (available under Switch Management at Full Management level), Verizon will monitor ports up to the maximum number of ports shown below based on LAN Switch size. Verizon will only monitor ports that interface directly to another Customer internal network device which is available to Verizon on a continuous basis. Verizon will not monitor ports connected to end user devices.

Port Monitoring			
LAN Switch Size	Small	Medium	Large
Maximum Number of Ports Monitored	2	6	12

- 1.3.6 **Routing Support.** If Customer receives Routing Support (available under Switch Management at Full Management level), Verizon will manage the configuration of intra-LAN (layer 3) routing protocols for those LAN Switches that support it.
- 1.3.7 **Network Analysis Service.** (Available under Switch Management for Customer Networks with 20 or more LAN Switches with an Agreement governed by United States law). With Network Analysis, Verizon will provide monthly network analysis reporting, including interactive monthly calls to review that reporting, starting 60-90 days after installation.
- 1.3.8 **Network Engineering Service.** (For larger Customer Networks, i.e., those with 20 or more Managed Devices under Full Management). With Network Engineering, Verizon provides engineering planning, design and change-management support services.
- 1.3.9 **CCS and CCC Reporting.** This feature enables Customer to access comprehensive daily and ad hoc reporting via the Web Portal – which may aid Customer in accessing the health and performance of Managed Devices under CCS and CCC.

1.4 **Customer Responsibilities**

- 1.4.1 **General.** At all times, Customer must:
- Not add, move or remove devices, licenses or administrators to or from the Web Portal, in order to ensure that devices, licenses and administrators are those provisioned by Verizon, and shall not modify the administrators that are used for the provisioning and fault monitoring interface with Verizon's systems.
 - Provide Verizon with must have write administrative access to Managed Devices for provisioning and management through the Web Portal. For Managed LAN Physical, Customer also will provide Verizon read access to the Managed Device configuration, and will maintain any software licenses associated with Managed Devices. Customer will provide Verizon the Simple Network Management Protocol (SNMP) read / write community string to any Managed Device whose configuration it wants Verizon to automatically backup.
- 1.4.2 **Out of Band (OOB) Access.** Where available, OOB Access is a MLAN service option that can be selected by Customer for Managed LAN with the Physical Management or Full Management service level. Unless otherwise agreed, Customer will provide OOB Access to each Managed Device over a separate PSTN line (Analog OOB) or wireless connection (Wireless OOB). Direct console access connections are used to provide OOB Access to the Managed Devices. Console access works without an actual configuration on the Managed Device. Inline management requires a configured Managed Device. OOB Access is not required for the Monitor and Notify service level or for Managed Devices

under CCS or CCC. Where Verizon provides OOB Access, Customer will not interfere with it, or use it for any purpose other than enabling OOB management by Verizon. Unless otherwise agreed to by Verizon, disconnecting the OOB Service voids any SLAs provided by Verizon.

For Customer Sites with Verizon's Managed WAN or Secure Gateway Retail and Remote Office (RRO) with two or more circuits, Customer may utilize the Alternate Circuit or backup wireless options, where the backup access is used in lieu of either Analog OOB or Wireless OOB for inline management access to the Managed Devices, either connecting into two separate Managed Devices or into a single Managed Device as part of Managed WAN or RRO.

Verizon also offers the No OOB option to Customers that do not have any OOB Accessor backup access.

- 1.4.3 **Managed Device Removal, Repair, and Access.** Customer will notify Verizon before removing or repairing any Managed Device. For Managed Devices under Full Management, Customer will notify Verizon before physically accessing, configuring, amending, or modifying a Managed Device. Customer will provide Verizon with full access to Managed Devices as needed to provide MLAN, with the exception of any audio or video from the Camera.
- 1.4.4 **Customer Provided Facilities.** Customer is responsible for all equipment, software, wiring, power sources, telephone connections and/or communications services necessary to use MLAN (Customer Facilities), which Customer will ensure is compatible at all times. Customer may meet this responsibility by contracting separately with Verizon to perform these tasks.
- 1.4.5 **Customer Equipment.** Managed Take Over or Managed Implementation may show Customer Equipment needs upgrading before it can be managed. Verizon will manage such customer Equipment after the upgrade is complete. Customer is responsible to refresh the Customer Equipment as required, including upgrades for Managed Device features, end-of-life conditions, and the like.
- 1.4.6 **Cloud-Controlled Camera.** Verizon access to audio or video is systematically restricted during normal operation of the Camera. Audio or video is only available to Verizon during Camera installation or replacement to ensure correct operation. Verizon may have Camera access up to a maximum period of 7 days after installation or replacement of the Camera at a Customer Site, after which such access is systematically revoked.
 - 1.4.6.1 **Fault Monitoring.** Verizon does not have access to the Camera's video or audio, therefore, a Camera outage is limited to whether the Camera is up and connected the Customer Network and excludes picture content or quality, optics, or audio quality.
 - 1.4.6.2 **Customer Video or Audio Content.** Customer is responsible for all activities related to the Camera video or audio content, including but not limited to monitoring live and recorded surveillance footage, reporting incidents or suspicious behavior and contacting the authorities when necessary.
 - 1.4.6.3 **Legal Compliance.** Local law may govern how Cameras can be used. Customer is responsible to comply with all applicable local regulations and privacy laws. Customer agrees not to cause, or otherwise request that Verizon create, receive, maintain or transmit protected health information (as defined under United States law at 45 C.F.R. § 160.103) for or on behalf of Customer in connection with the MLAN or in any manner that would make Verizon a business associate (as defined under United States law at 45 C.F.R. § 160.103) to Customer. Customer shall assume and be solely responsible for any reporting requirements under law or contract arising from Customer's breach of this section.

2. SUPPLEMENTAL TERMS

- 2.1 **Restriction on Encryption Functionality in India.** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.
- 2.2 **Network Discovery.** Customer will provide Verizon with accurate information about the proper scope of the Network Discovery, represents that it has all necessary authority to have Verizon undertake the Network Discovery requested under these terms, and will indemnify Verizon and its employees, affiliates and agents against any liability if it does not. Verizon reserves the right to stop or withhold from performing Network Discovery, at its sole discretion.
- 2.3 **NE and NA Services Disclaimer.** Customer will make its own independent decision whether to consider or implement any Verizon recommendation, referral or introduction in connection with NE and/or NA.
- 2.4 **VEC or Web Portal User Names and Passwords.** Customer must immediately notify Verizon upon learning of any unauthorized use of Customer's login credentials. Customer is responsible for all activities and Charges incurred through the use of the compromised login credentials.
- 2.5 **CPE or Managed Device for End-Use in China, Russia and Venezuela.** Without limiting the foregoing or its obligations to comply with applicable export law, Customer specifically represents that the CPE or Managed Device and related software used in conjunction with any services provided hereunder, including equipment or software that is virtualized or cloud based, will not be used by a military end-user or for a military or any other prohibited end-use, as defined by the US Export Administration Regulations, in China, Russia or Venezuela.
3. **SERVICE LEVEL AGREEMENT.** The service level agreement (SLA) for Managed LAN may be found at the following URL: www.verizonenterprise.com/external/service_guide/reg/cp_mlan_sla.pdf

4. FINANCIAL TERMS

- 4.1 **Optimized Service.** Customer will pay the Charges for MLAN + specified in the Agreement, including those below and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated Service.
- 4.1.1 **General Financial Terms (Applies to all management levels of service).** Monthly recurring charges (MRCs) and non-recurring charges (NRCs) for MLAN + are specified below and in the applicable Agreement. Additional MRCs and NRCs for any equipment management required or for optional services or features are shown below.
- 4.1.2 **Administrative Charges**

Administrative Charge	Charge Instance	NRC
Dispatch Charge	Dispatch/Re-Dispatch	\$300.00
Expedite Fee	Upon Customer Request	\$1,100.00
After Hours: Installation	Per Site	\$600.00

- 4.1.3 **MLAN Managed Devices.** Managed Device sizes apply to the rates shown in the Agreement.
- 4.1.4 **One-Time Management Charges.** Optional Change Management (OCM) provides additional remote change management support for MLAN for the NRC shown below. Customer can order specific OCM activities through the VEC.

Managed LAN OCM Charges		
Change	Change Instance (Charged per device unless noted)	NRC
After Hours: Changes	Per request per Site	\$600.00
Implementation (Modify Existing) ^{1,3}	Change per Managed Device	\$50.00
Design (Single Feature/Protocol) ²	Change per Managed Device	\$250.00
Design Plus (Multiple Feature/Protocol) ²	Change per Managed Device	\$400.00
Engineering – 1 Hour ⁴	Per request and block of hours, 1 hour block	\$300.00
Engineering – 5 Hours ⁴	Per request and block of hours, 5 hour block	\$1,375.00
Engineering – 10 Hours ⁴	Per request and block of hours, 10 hour block	\$2,500.00
Engineering – 20 Hours ⁴	Per request and block of hours, 20 hour block	\$4,500.00
Engineering – 40 Hours ⁴	Per request and block of hours, 40 hour block	\$8,000.00
<ol style="list-style-type: none"> 1. Implementation is used to modify existing features or protocols including the following: dynamic host configuration protocol (DHCP), IP network address translation, network routed protocol, MNSO IP address/subnet mask change, routing protocol changes and switch VLAN. 2. Design and Design Plus is used for requests to evaluate or add single (Design) or multiple (Design Plus) new or changed features, protocols or applications/policies in the Customer Network, including the following: add DHCP, class of service (CoS), quality of service (QoS), network address translation (NAT) router configuration, traffic filter design and traffic queuing. 3. Customer may create a new design at one Site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate the design across other Sites by selecting Implementation for the remaining Sites. 4. Customer may select Engineering Hours and request additional Engineering OCM hours from time to time as needed. Verizon will track the number of hours spent per OCM request against the hours selected and will report remaining hours to Customer upon request. 		

- 4.1.5 **Managed Implementation or Take-Over Charges.** Depending upon network readiness, additional equipment or equipment upgrade may be required. Equipment costs are not included in the NRC shown in a Contract. CPE may be provided under a separate Service Attachment. The NRC shown in the Contract applies per LAN Switch or Camera.
- 4.1.6 **Port Monitoring.** No additional Charge applies to Port Monitoring (up to the maximum number of LAN Switches indicated in the feature description above), which is available to Customers with MLAN at the Full Management level.
- 4.1.7 **IP Addresses.** Verizon may use secondary IP addressing if Customer is using unregistered IP address space. If secondary IP addressing is not available, Customer will pay reasonable costs for a dedicated management domain or an IP proxy hardware solution, which will be agreed-upon by the Parties before being implemented. Additionally, Verizon reserves the right to use border gateway protocol (BGP) routing for the management of PVCs used to access and monitor Customer's Network.
- 4.2 **Non-Optimized Service.** Customer will pay the Charges for MLAN specified in the Agreement. Online pricing for Managed LAN provided by a Verizon entity organized in the United States is at:
www.verizonenterprise.com/external/service_guide/reg/cp_managed_lan_services.htm
5. **DEFINITIONS.** The following definitions apply to MLAN, in addition to those identified in the Master Terms and the administrative Charge definitions at the following URL:
www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definitions
Camera	Means the camera, as specified by reference to these terms, which will be managed at Customer Site by Verizon for this MLAN Service.

Cloud-Controlled Switching (CCS)	Cloud Infrastructure-controlled switches at a Customer Site.
Cloud-Controlled Camera (CCC)	Cloud Infrastructure-controlled cameras at a Customer Site.
Cloud Infrastructure	The Cloud Infrastructure consists of all cloud-hosted elements that are used to provision and manage the architectural aspects of the system comprised of the CCS and related equipment; such aspects to include security policies, intrusion prevention signatures, and quality of service. Internet access services, non-CCS equipment at the Customer Site, including the Managed CPEs, are not part of the Cloud Infrastructure.
Customer Network	A collection of Managed Devices and the network they are connected to.
In-Band Access	In-Band access provided through a Verizon Managed WAN site connected to Customer's LAN network.
LAN Switch	Means the LAN switches and associated OOB modems or terminal servers, as specified by reference to these terms, which will be managed at Customer Site by Verizon for this MLAN Service.
Managed Devices	Cameras and/or LAN Switches.

MANAGED WAN

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Features
 - 1.3 Optional Features
 - 1.4 Customer Responsibilities
2. SUPPLEMENTAL TERMS
 - 2.1 Restriction on Encryption Functionality in India
 - 2.2 Network Discovery
 - 2.3 NE and NA Services Disclaimer
 - 2.4 VEC, API Gateway, or Web Portal User Names and Passwords
 - 2.5 VoIP Restrictions
 - 2.6 CPE or Managed Device for End-Use in China, Russia and Venezuela
 - 2.7 Phased Installation
3. SERVICE LEVEL AGREEMENT (SLA)
4. FINANCIAL TERMS
 - 4.1 Optimized Service
 - 4.2 Non-Optimized Service
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Managed Wide Area Network Service (Managed WAN) provides a range of service options enabling Customer to transfer all or part of its wide area network management to Verizon, including network design, CPE configuration, service installation, proactive monitoring, fault notification, reporting, device management, software support (subject to availability), as well as network support for both Verizon and third party transport.
 - **General.** Managed WAN is supported on Customer Networks as determined and approved by Verizon. Networks approved by Verizon may include private networks, public networks, as well as wireline access, or cellular wireless access, or a combination thereof. Certain Networks may not be available for use with all Managed WAN Service options or features listed herein.
 - **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a “+”) and non-Optimized Service.
- 1.2 **Standard Features.** Managed WAN is offered at four service levels. The features and responsibilities are summarized in the table below. Management of SD WAN and Software Defined Secure Branch (collectively, Software Defined Networking or SDN) has features and responsibilities that are different from Managed WAN management, as shown below.

	Division of Responsibilities			
	Monitor and Notify	Physical Management	Co Management	Full Management
	Customer Manages:	Customer Manages:	Customer Manages:	Customer Manages:
Customer	<ul style="list-style-type: none"> Strategic Direction Fault Isolation Fault Restoration-Logical Fault Restoration-Physical Maintenance-Break/Fix 	<ul style="list-style-type: none"> Strategic Direction Fault Restoration-Logical Change Management-Logical Security Policy and Patching 	<ul style="list-style-type: none"> Strategic Direction Security Policy SDN Policy Management 	<ul style="list-style-type: none"> Strategic Direction Security Policy

	<ul style="list-style-type: none"> • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Security Policy and Patching • SDN Policy Management if applicable 	<ul style="list-style-type: none"> • Configuration Back-Up (SDN only) • SDN Policy Management, if applicable 		
Verizon	Verizon Manages:	Verizon Manages:	Verizon Manages:	Verizon Manages:
	<ul style="list-style-type: none"> • Monitoring • Fault Notification • Performance Reporting 	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Physical • Maintenance-Break/Fix • Configuration Back-Up (Excludes SDN) • Performance Reporting • Change Management-Physical 	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Logical • Fault Restoration-Physical • Maintenance-Break/Fix • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Performance Reporting • Security Patching 	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Logical • Fault Restoration-Physical • Maintenance-Break/Fix • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Performance Reporting • Security Patching • SDN Policy Management if applicable

Change management of applicable software licenses that may be configured on Managed Devices does not include responsibility for tracking device-specific licenses where the device vendor permits re-use on new device acquisition.

1.2.1 Monitor and Notify Service Level. The most basic level of Managed WAN is Monitor and Notify, under which Verizon, provides the capabilities described below.

- **Monitoring.** Verizon proactively monitors all Managed Devices up to the local area network (LAN) interface of the Managed Device 24 hours a day, seven days a week.
- **Notification and Resolution.** Verizon will create a trouble ticket and send a notification to Customer's designated point of contact within 15 minutes of Verizon's determination of a Managed Device or transport failure. Following the creation of a trouble ticket, Verizon will a) if the trouble is due to a Verizon transport Service, troubleshoot the transport Service until the problem has been verified as fixed and the ticket will then be closed; or b) if the trouble is due to causes other than a Verizon transport Service, inform Customer of the fault and monitor the ticket.
- **Managed Services Customer Portals.** Verizon will provide a managed services portal on the Verizon Enterprise Center (VEC) (<https://sso.verizonenterprise.com/amserver/sso/login.go?>, or

other website provided by Verizon from time to time). The VEC provides a consolidated view of Customer Network information 24 hours a day, seven days a week and real time access to project status, contact information, and information about Managed Devices. The Cloud-Controlled Routing (CCR) portal (Web Portal) is separate from the VEC, but is accessed via the VEC. Several portal permissions are generally available, however, currently, only one WEB Portal permission is available per VEC user.

- **Web Portal Administrative Access.** If Customer has Monitor and Notify CCR, Customer will have write administrative access to logically manage their Managed Devices.
- **Digital Connect API Gateway.** Verizon will provide access to the Digital Connect API gateway (<https://digitalconnect.verizon.com>) (API Gateway) so Customer can develop application program interfaces (API) to allow for eBonding to Verizon for services such as incident management or change management.

1.2.2 **Physical Management Service Level.** Customer can choose Physical Management which contains the capabilities of Monitor and Notify plus additional capabilities described below:

- **Design Services.** (Excludes SDN) Verizon will create a Customer design document (CDD) based on a written statement of requirements (SOR) agreed to by Customer. Verizon will activate, monitor, and manage the Customer Network as designed in the CDD.
- **Monitoring and Resolution.** Verizon provides physical fault detection, isolation, and monitoring services for Managed Devices, 24 hours per day, seven days per week. Verizon will resolve physical faults whether caused by Verizon, Customer or third party issues. Managed Device logical faults are Customer's responsibility. Customer will inform Verizon of physical faults once Customer has completed its logical troubleshooting.
- **CCR Network Image.** (Excludes SDN) If Customer has Physical Management CCR, a current image of Customer Network is stored on the Cloud Infrastructure. A roll-back to previous configurations is not supported.
- **Change Management Activities.** Verizon will perform the change management activities shown on the VEC as Standard Change Management at no charge. Optional Change Management activities will be performed at the rates shown below.

1.2.3 **Full Management Service Level.** Customer can choose Full Management, which contains the capabilities of Physical Management plus additional capabilities described below.

- **Monitoring and Resolution.** Verizon will resolve both logical and physical issues, with Customer's cooperation, either remotely or by dispatching a technician, whether caused by Verizon, Customer or a third party. The frequency of polling Managed Devices using Cellular Wireless Access is limited to conserve cellular network resources and to minimize management traffic on the cellular network.
- **Web Portal Administrative Access.** If Customer has Full Management CCR Customer will have read-only administrative access in the Web Portal.

1.2.4 **Co Management Service Level.** Customer can choose Co Management, which contains the capabilities of Full Management but allows Customer to manage certain capabilities as described below.

- **SDN Policy Management.** If Customer has Co Management, Customer can make certain policy changes using the VEC or API Gateway for SDN service features. Additional service features will be added to the VEC and API Gateway from time to time. Verizon, working with Customer, will set the initial policies during implementation. Additionally, Verizon will, from time to time, set policies that are not accessible to Customer. Customer may obtain a list of available policies by way of the VEC or API Gateway or by contacting Customer's account manager. Customer acknowledges and agrees that policy changes made by Customer may negatively impact application traffic performance.

1.2.5 **Implementation Options.** Managed WAN has two implementation options to bring devices under Verizon management: (a) Managed Implementation, which applies to Customer or Verizon provided devices and (b) Managed Take Over, which applies to existing, operating networks with Customer-

provided devices. Managed Take Over may not be available for all Managed WAN services listed herein. Managed Implementation and Managed Take Over are both subject to an SOR to be agreed upon by the Parties.

1.2.6 Managed Device Software Release Management

1.2.6.1 Installation. Customer-requested installation of vendor software patches and updates will be installed as an Optional Change Management activity during a fixed update time period. Notwithstanding the forgoing, Verizon will install patches or updates that are related to security vulnerabilities as a Standard Change Management activity. Additionally for SDN, when a vendor no longer supports the Customer's installed software version, Verizon will install the relevant software update from the vendor as a Standard Change Management activity. Standard Change Management and Optional Change Management activities performed hereunder will be done in consultation with the Customer and at a time mutually agreed upon by the Parties. All warranties on software patches or updates, if available, will be provided directly by the vendor.

1.2.6.2 Testing. At Customer's request, Verizon will make commercially reasonable efforts to make available the resources of Verizon's Customer Test Center (CTC) for the purpose of testing Managed Device vendor software prior to the implementation of such software. Verizon's ability to control the implementation of any new Managed Device vendor software release may be limited by rules established by the Managed Device vendor software. CTC testing may be subject to additional fees and result in delay of the software deployment.

1.3 Optional Features

1.3.1 Network Discovery. Network Discovery is provided as part of the Managed Take Over implementation for certain management features. Otherwise, Customers may order Network Discovery for an additional Charge. If Customer orders Network Discovery, Verizon will electronically collect information on CPE connected to the Customer's network.

1.3.2 Third Party Maintenance. For Managed Devices under Physical, Full or Co Management service levels, Customer may elect to obtain CPE maintenance services from a third party other than Verizon. Customer shall provide Verizon a letter of authorization (LOA) to work directly with such third party on behalf of Customer.

1.3.3 Third Party Transport Service. With the Third Party Transport Service feature, if Customer has two or more managed Customer Sites, Verizon will monitor and manage covered third-party provided transport services and inform Customer of the existence of outages or problems with those third-party provided services.

1.3.4 Management of Customer Premises Devices. For management of Managed Devices on a Customer Site, Customer may select Router Management, SD WAN Management, Software Defined Secure Branch, Virtual Host Management, Analog VoIP Gateway, Satellite Device Management, CCR, or Device Management. Router Management and CCR are available with all Managed WAN service levels. To effectively manage the Customer Network, all Customer Sites with Cloud-Controlled management as part of Managed WAN or other Verizon Services (e.g., CCR, Cloud-Controlled Switching (CCS) or Cloud-Controlled Camera (CCC) for Managed LAN, and Cloud-Controlled Access Point (CCAP) for Managed WLAN) must be at the same service level. Satellite Device Management, SD WAN Management and Software Defined Secure Branch are available with Full Management, Co Management or Monitor and Notify. Virtual Host Management, Analog VoIP Gateway, and Device Management are only available with Full Management.

1.3.5 SD WAN Management + and Software Defined Secure Branch + (SDN). Verizon proactively monitors all Verizon certified SDN Managed Devices up to the host controller for such Managed Devices, 24 hours a day, seven days a week.

- Verizon will provide programmable, rules-based WAN routing services, optional additional services, and centralized management. Available services and options are based on vendor license capabilities, regional availability, and Verizon support capabilities, and may include the options below. Customer may request a list of the services and options included in each vendor package by contacting Customer's account manager.
 - **Routing.** The routing function enables basic routing capabilities with support for common routing protocols.
 - **SD WAN Function.** This function maps Customer application traffic over the Customer Network in accordance with Customer defined policies that classify its traffic into application categories and define minimal requirements for loss, delay, and jitter per traffic or application group, such that application traffic can be routed over the preferred Customer Network paths as defined by Customer which can be updated by Customer either manually or automatically. Policies are customizable on an application-by-application basis. It also allows definition of parameters to prioritize handling of different types of application data through the quality of service (QoS) policy.
 - **Centralized enforcement of access control and network policies.** Any changes to the policy will be applied across the Customer Network automatically.
 - **Encrypted Control and Application Traffic.** The application traffic can be encrypted end to end for additional protection of the data as it traverses the Customer Network.
 - **Security.** Based on the vendor license and operating system and upon Customer's Order, Verizon will provide security functions that may include layer 4 firewall, next generation (layer 7) firewall, intrusion detection, anti-virus, content filtering features and zone based firewall functionality.
 - **WAN Optimization.** Verizon will configure WAN optimization on each Managed Device as set forth in an order.
 - **Remote VPN Access.** Verizon will configure the Remote Access Server (RAS) Gateway to enable VPN tunneling and encryption between the RAS Gateway and a Remote Access Client on a remote user's endpoint device. This function enables Customer's users to remotely access the internet and corporate networks. Verizon manages the RAS Gateway but does not manage the Remote Access Client or the remote user's endpoint device.

1.3.6 **Device Management.** For select Managed Devices under Full or Physical Management, Verizon will manage such devices that terminate cellular wireless access service and are connected via Ethernet to a Router Management or SDN Managed Device that is under Full or Co Management.

1.3.7 **Managed Device Enhanced Features.** For select Managed Devices under Full Management, Verizon can provide configuration, implementation, administration, monitoring, support, reporting (if applicable), and installation of available vendor-provided and/or hardware patch/upgrades for the following features as selected by Customer.

- **Firewall.** With Firewall, Verizon will manage Customer-selectable zones (e.g. external or untrusted, internal or trusted, DMZ), firewall policies, and firewall rule sets between all zones.
- **Content Filtering.** With Content Filtering, Verizon will configure the feature to interface with Customer's Websense server based on information provided by Customer. Customer can use that server, and/or a backup list of up to 25 URL filters, to control web-based content accessed by end users.
- **Switching (For LAN Module on a Managed Device).** With LAN Module Switching, Verizon provides additional LAN ports on the Managed Device. Verizon monitors the LAN module generally, but not individual ports.
- **Encryption.** With Encryption, in countries where it is available, Verizon will encrypt Customer application traffic between Managed Devices on the Verizon Private IP Network. Customer will provide at least two additional Managed Devices with the Encryption feature to act as key servers. If circumstances arise that cause the Encryption feature to fail and prevent communication to and from that Managed Device, Customer will notify Verizon.

- **WAN Acceleration.** With WAN Acceleration, Verizon will optimize application traffic using compression, caching protocol optimization where other Sites on the Customer Network have compatible application optimization CPE.
- **Wireless LAN Controller Management.** With Wireless LAN Controller Management, Verizon will configure the Managed Device to provide Wireless LAN controller management capabilities for Customer Sites with compatible access point CPE.
- **Lightweight Access Point Management.** With Access Point Management, Verizon will configure the Managed Device with embedded Access Point functionality such that it will interoperate with Verizon Managed Wireless LAN service.
- **VPN IPsec Tunneling.** With VPN IPsec Tunneling, available on certain Managed Devices, Verizon enables the tunneling and encryption of Customer application traffic between two Managed Devices. Enabling this feature on a remote Managed Device is dependent on the same feature being enabled on a separate Customer Managed Device, typically located at the Customer hub site.
- **Wireless LAN Access Point.** With Wireless LAN Access Point, available on certain Managed Devices that have Access Point functionality, Verizon will configure the Managed Device as a Wireless access point so long as at least one other site or Managed Device in the Customer Network has a compatible Wireless LAN Controller.
- **Virtual Blade Management.** With Virtual Blade Management, Verizon makes available management of the blade on certain Managed Devices that support additional hardware used to host Virtual Machines (VMs) running Virtual Network Services (which above-described combination may also be referred to as Virtual Network Functions). To the extent Virtual Network Services are required, they are to be purchased separately.
- **Managed VoIP Services including Voice Gateway, Analog VoIP Gateway, and Multi-Service IP-to-IP Gateway.** With Managed VoIP Services, Verizon will manage VoIP CPE Elements (not VoIP Service devices such as phones) at the same management level as the related Managed Devices. Certain Customer roles and responsibilities for the underlying VoIP Service may be impacted by Managed VoIP Services. Verizon will work with Customer to address such impacts.
- **Virtual Host Management.** Virtual Host Management supports a universal CPE device deployed to the Customer Site. This hardware device is used to host virtual machines running virtual network services (which may also be referred to as Virtual Network Functions) which include Security and WAN Services. Customer acknowledges that Virtual Host Management covers the universal CPE device only, and does not cover any Virtual Network Functions hosted on that universal CPE. For Virtual Network Functions hosted on the universal CPE, Customer must purchase Virtual Network Services separately.
- **Cloud Security Services.** For select Managed Devices, Verizon will configure and manage the connection from the Managed Device to an external cloud-based security service. Approved security services may be provided by Verizon or a third party.
- **Embedded WiFi.** For select Managed Devices, Verizon will configure and manage WiFi service; WiFi services are standalone and not compatible or interoperable with Managed Wireless LAN service.
- **Vendor Reporting.** For select Managed Devices, Verizon will configure the controllers and network to allow Customer access to specific SDN vendor reporting tools as necessary. No vendor reporting data shall be used for service level monitoring purposes, and Customer acknowledges that Verizon has no responsibility for the accuracy or availability of vendor reporting tools.
- **WAN Back Up.** With WAN Back up, Verizon configures a Managed Device to support a second access circuit (separately provided by Verizon or a third party) in the event the primary network connection fails. For select Managed Devices, an embedded LTE modem is available for use to provide an access path for wireless WAN Back up applications. For SDN services, the wireless back up path is set up as a path of last resort.

1.3.8 WAN Analysis

- 1.3.8.1 **Non-Optimized Service.** If Customer receives non-Optimized Managed WAN, the terms and conditions for WAN Analysis are located at the following URL:

For U.S. Services:

www.verizon.com/business/service_guide/reg/cp_war_plus_wan_analysis_reporting.pdf.

For non-U.S. Services:

www.verizon.com/business/service_guide/reg/cp_war_plus_wan_analysis_reporting_2017DEC01.pdf.

- 1.3.8.2 **Optimized Service.** For Managed WAN +, WAN Analysis includes support for SDN reports for Verizon-supported vendors. WAN Analysis is not included for certain vendor software license levels under Software Defined Secure Branch that do not include SDN functions.
- 1.3.8.3 WAN Analysis is not available for Managed Devices that utilize Cellular Wireless Access as the primary or active network connection.
- 1.3.9 **Network Analysis Service (NA).** (For Customer Networks with 20 or more Managed Devices with an Agreement governed by U.S. law). With NA, Verizon will provide monthly network analysis reporting, including interactive monthly calls to review that reporting, starting 60-90 days after installation.
- 1.3.10 **Network Engineering Service (NE).** (For larger Customer Networks, i.e., those with 20 or more Managed Devices under Full Management). With NE, Verizon provides engineering planning, design and change-management support services.
- 1.3.11 **Managed WAN Support for Private IP (PIP) Dynamic Network Manager.** PIP Dynamic Network Manager is available in either fully automated or semi-automated mode for Managed Devices under Full Management. For Full Management, Verizon is responsible for updating both Provider Edge (PE) and Customer Edge (CE) Managed Devices. Verizon will make changes only to PE Managed Devices for Physical and Monitor and Notify management levels; Customer is responsible for any changes to the CE Managed Devices.
- 1.3.12 **CCR Reporting.** This feature enables Customer to access comprehensive daily and ad hoc reporting via the Web Portal – which may aid Customer in accessing the health and performance of Managed Devices under CCR.
- 1.3.13 **Guest Access.** Verizon offers two Guest Access options available per Lightweight Access Point or Wi-Fi-enabled Managed Device under CCR: (a) Cisco Meraki, with additional information available at the Web Portal; and (b) Purple Wi-Fi, with additional information available at <https://purpleportal.net/> or other URL provided by Verizon from time to time (the Guest Access Portal). These Guest Access options provide the following functionality:
- **Mobile Location Analytics (MLA).** This feature enables Customer to choose to (a) capture information broadcast by the wireless devices of guests and end users (collectively referred to as MLA Data); and (b) use MLA Data for the protection of the Customer Network and marketing purposes.
 - **Content Filtering (Purple Wi-Fi-only).** Customer can block inappropriate content by requesting either a specific category of websites to be blocked or the specific websites. Customer also has the option to limit traffic via bandwidth controls.

1.4 **Customer Responsibilities**

- 1.4.1 **Customer Sites with Cellular Wireless Access.** Customer is responsible for ensuring cellular wireless signal parameters meet Verizon management standards where the Managed Device is installed. Wireless signals are affected by a number of factors, including other radio transmissions, weather conditions, topographical features, in building construction, large structures or other objects between the Managed Device and the nearest cell. Relocation of the Managed Device may also affect the signal parameters or strength. Customers may either perform a site assessment to assess

cellular wireless performance or feasibility or, for an additional cost, order a site survey from Verizon. Customer's assessment or Verizon's site survey must determine:

- In-building cabling of where the Managed Device is going to be installed from demarcation point to Customer Managed Device termination point.
- Cellular signal parameters at each Managed Device location and termination point, to determine the need for antenna extenders or signal boosters.

If Customer requires onsite assistance from Verizon, Verizon reserves the right to charge a Dispatch Charge, as listed below, for each additional visit.

1.4.2 In Band Access. At all times, Customer must:

- Not add, move or remove devices, licenses or administrators to or from the Web Portal, in order to ensure that devices, licenses and administrators are those provisioned by Verizon, and shall not modify the administrators that are used for the provisioning and fault monitoring interface with Verizon's systems. At all times, Verizon must have write administrative access to Managed Devices for provisioning and management through the Web Portal.
- For Managed WAN Physical, Customer will also provide Verizon read access to the Managed Device configuration, and will maintain any software licenses associated with Managed Devices. Customer will provide Verizon the Simple Network Management Protocol (SNMP) read/write community string to any Managed Device whose configuration it wants Verizon to automatically backup.

1.4.3 Out of Band (OOB) Access. Where available, OOB Access is a Managed WAN service option that can be selected by Customer for Managed WAN with the Physical Management, Co Management or Full Management service level. Unless otherwise agreed, Customer will provide OOB Access to each Managed Device over a separate PSTN line (Analog OOB) or cellular wireless connection (Wireless OOB) through direct console access connections that are used to provide OOB Access to the Managed Devices. Console access works without an actual configuration on the Managed Device. Inline management requires a configured Managed Device. OOB Access is not required for the Monitor and Notify service level or for Managed Devices under CCR. Where Verizon provides OOB Access, Customer will not interfere with it, or use it for any purpose other than enabling OOB management by Verizon. Unless otherwise agreed to by Verizon, disconnecting the OOB Service voids any SLAs provided by Verizon.

For Customer Sites with two or more circuits, Customer may utilize the Alternate Circuit or Backup Wireless options, where the backup access is used in lieu of either Analog OOB or Wireless OOB for inline management access to the Managed Devices, either connecting into two separate Managed Devices or into a single Managed Device.

Verizon also offers the No OOB option to Customers that do not have any OOB Access or backup access that can be used for management access.

1.4.4 Physical Verification of Managed Devices. Upon Verizon's request, Customer will reboot the Managed Devices, provide the LED light statuses of the third party provider Network Terminating Unit where applicable, verify equipment power, verify if all cables are securely connected, and insert a loopback plug.

1.4.5 Customer Initiated Site Maintenance. Customer will notify Verizon using a Customer Maintenance Change Management Request via the VEC of any maintenance (powering down the site/managed device/third party provider Network Terminating Unit, resetting equipment, re-cabling, physical equipment move) that may affect the operating status of the Managed Devices.

1.4.6 Customer Equipment. Managed Take Over or Managed Implementation may show Customer Equipment needs upgrading before it can be managed. Verizon will manage such Customer Equipment after the upgrade is complete. Customer is responsible to refresh the Customer

Equipment as required, including upgrades for Managed Device Enhanced Features, end-of-life conditions, and the like.

1.4.7 Managed VoIP Services. Customer will do the following for Managed VoIP Services:

- **Configuration Requests.** Confirm configuration of its active Managed VoIP Services is consistent with its preferences.
- **PSTN Lines.** Arrange for the purchase and installation of any PSTN lines for its Verizon or third party VoIP Service design.
- **Feature Changes.** Make feature changes at the user or administrator level (e.g., setting up call forwarding for a phone or establishing an auto-attendant) through the VEC.
- **IP Phone and PBX Changes.** Make IP phone and IP PBX configuration changes (unless Customer is subscribed to Verizon Managed IP PBX Service).
- **Server Support.** Implement and maintain a server (e.g., for Cisco, a TFTP (trivial file transfer protocol) server) for IP phone configuration support.

1.4.8 Guest Access Notice. Customers utilizing the MLA feature must display a notice, in a conspicuous location proximate to the area where the MLA data is collected, that at a minimum: (a) identifies Customer as the Data Controller (as defined in applicable law); (b) describes the type of personal data collected; (c) describes the purpose(s) for which guests' and end users' personal data is processed; (d) provides a summary of Customer's privacy practices and/or a link to its privacy policy; (e) describes any third parties to which Customer will disclose the personal data of guests and end users and the countries to which such personal data may be transferred; (f) explains how guests and end users can contact the privacy officer or other person who is accountable for the Customer's privacy practices and how to access and/or correct their personal data; (g) explains how such guests and end users can opt out from the collection and processing of their personal data; and (h) notifies guests and end users that their decision not to opt out constitutes consent to the collection, processing, transfer and use of their personal data. Where the guest or end user is located outside of the United States, the opt out requirement in subsections (g) and (h) above will not apply and instead the notice must: (i) include an opt-in click box or other mechanism that guests and end users must check or accept prior to gaining access to the MLA feature; and (ii) notify guests and end users that their decision to opt-in constitutes express consent to the collection, processing, transfer and use of their personal data in accordance with the terms described in (a) through (f) herein.

1.4.9 SDN Remote VPN Access. Customer is responsible for the following aspects of SDN Remote VPN Access:

- **Remote Access Client.** Customer is responsible to download, setup and manage the Remote Access Client and all aspects of the end user's endpoint device including security management.
- **Active Directory.** Customer is responsible to enable and manage all aspects of the active directory, policy administration, user authentication, and associated two factor authentication. Customers must notify Verizon of active directory service disruptions.
- **Remote Access Server.** Customer must assign a fully qualified domain name to the RAS Gateway and provide all digital certificates (root, intermediate or otherwise), server certificates, and associated private keys. Verizon will install certificates and certificate renewals provided by Customer, as required. Customer must inform Verizon of certificate-related issues and provide renewal certificates at least 90 days prior to the expiration of the certificate.

2. SUPPLEMENTAL TERMS

2.1 Restriction on Encryption Functionality in India. Due to differing license requirements attaching to different Services in India, with respect to:

(a) Internet Dedicated Services, Customer may use encryption up to 40 bit key length in RSA algorithm. If Customer requires encryption higher than this limit, then Customer must obtain approval from the relevant telecom authority. Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India; and (b) Broadband Services, the use of encryption shall be governed by the government policy/rules made under the Information Technology Act, 2000.

- 2.2 **Network Discovery.** Customer will provide Verizon with accurate information about proper scope of the Network Discovery, represents that it has all necessary authority to have Verizon undertake the Network Discovery requested under these terms, and will indemnify Verizon and its employees, affiliates and agents against any liability if it does not. Verizon reserves the right to stop or withhold from performing Network Discovery, at its sole discretion. Customer's sole remedy for any failure, inadequacy or other problem of Network Discovery is to request that Verizon re-perform it.
- 2.3 **NE and NA Services Disclaimer.** Customer will make its own independent decision whether to consider or implement any Verizon recommendation, referral or introduction in connection with NE and/or NA.
- 2.4 **VEC, API Gateway, or Web Portal User Names and Passwords.** Customer must immediately notify Verizon upon learning of any unauthorized use of Customer's login credentials. Customer is responsible for all activities and Charges incurred through the use of the compromised login credentials.
- 2.5 **VoIP Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over the network. Customer shall comply with such regulations, as applicable.
- 2.6 **CPE or Managed Device for End-Use in Burma, China, Russia and Venezuela.** Without limiting the foregoing or its obligations to comply with applicable export law, Customer specifically represents that the CPE or Managed Device and related software used in conjunction with any services provided hereunder, including equipment or software that is virtualized or cloud based, will not be used by a military or military-intelligence end-user or for a military, military-intelligence, or any other prohibited end-use, as defined by the US Export Administration Regulations, in Burma, China (including Hong Kong), Russia or Venezuela.
- 2.7 **Phased Installation.** Customer can order or subsequently request Phased Installation, by which Verizon will install and activate Managed WAN features in phases, including on a rolling basis by circuit. Each onsite visit by a technician to implement Phased Installation will result in a Dispatch Charge, as listed below.
3. **SERVICE LEVEL AGREEMENT (SLA).** The SLA for Managed WAN may be found by clicking on the following: www.verizon.com/business/service_guide/reg/cp_mwan_sla.pdf.

4. FINANCIAL TERMS

- 4.1 **Optimized Service.** Customer will pay the Charges for Managed WAN + specified in the Agreement, including those below and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the associated Service. Monthly recurring Charges (MRC) and non-recurring Charges (NRC) are based on management level and size of Managed Device.

- 4.1.1 **Administrative Charges.** The following administrative charges are applicable to Managed WAN:

Administrative Charge	Charge Instance	NRC
Dispatch Charge	Dispatch/Re-dispatch	\$300.00
Expedite Fee	Per Device, Upon Customer Request	\$1,100.00
After Hours: Installation	Per Site	\$600.00

- 4.1.2 **Managed Devices.** The Managed Device sizes apply to the rates shown in the Agreement.
- 4.1.3 **One-Time Management Charges.** Optional Change Management (OCM) provides additional remote change management support for Managed WAN for the NRC shown below. Customer can



order specific OCM activities through the VEC. The Standard Change Management (SCM) activities shown in the VEC are included in the MRC of Managed WAN, however upon notice Verizon may limit the number of SCM changes in a month.

Managed WAN OCM Charges		
Change	Change Instance (Charged per device unless noted)	NRC
After Hours: Changes	Per request per Site	\$600.00
Implementation (Modify Existing) ^{1,3}	Change per Managed Device	\$50.00
Design (Single Feature/Protocol) ²	Change per Managed Device	\$250.00
Design Plus (Multiple Feature/Protocol) ²	Change per Managed Device	\$400.00
Engineering – 1 Hour ⁴	Per request and block of hours, 1 hour block	\$300.00
Engineering – 5 Hours ⁴	Per request and block of hours, 5 hour block	\$1,375.00
Engineering – 10 Hours ⁴	Per request and block of hours, 10 hour block	\$2,500.00
Engineering – 20 Hours ⁴	Per request and block of hours, 20 hour block	\$4,500.00
Engineering – 40 Hours ⁴	Per request and block of hours, 40 hour block	\$8,000.00
<p>1. Implementation is used to modify existing features or protocols including the following: dynamic host configuration protocol (DHCP), IP network address translation, network routed protocol, MNSO IP address/subnet mask change, permanent virtual circuit (PVC) Change, routing protocol changes, switch VLAN, dynamic port/CAR, and VPN Tunnel.</p> <p>2. Design and Design Plus is used for requests to evaluate or add single (Design) or multiple (Design Plus) new or changed features, protocols or applications/policies in the Customer Network, including the following: add DHCP, quality of service (QoS), network address translation (NAT) router configuration, traffic filter design, traffic shaping/queuing, and SDN policies.</p> <p>3. Customer may create a new design at one Site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate the design across other Sites by selecting Implementation for the remaining Sites.</p> <p>4. Customer may select Engineering Hours and request additional Engineering OCM hours from time to time as needed. Verizon will track the number of hours spent per OCM request against the hours selected and will report remaining hours to Customer upon request.</p>		

4.1.4 **IP Addresses.** Verizon may use secondary IP addressing if Customer is using unregistered IP address space. If secondary IP addressing is not available, Customer must pay reasonable costs for a dedicated management domain or an IP proxy hardware solution. Additionally, Verizon may use border gateway protocol (BGP) routing used to access and monitor the Customer Network.

4.2 **Non-Optimized Service.** Customer will pay the Charges for Managed WAN specified in the Agreement. In addition, online pricing for Managed WAN provided by a Verizon entity organized in the U.S. www.verizon.com/business/service_guide/reg/cp_managed_wan_services.htm.

5. **DEFINITIONS.** The following definitions apply to Managed WAN, in addition to those identified in the Master Terms and the administrative Charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Alternate Circuit	A secondary WAN connection that is used, without an OOB device or modem, to verify the availability of the primary WAN connection to a Managed Device.
Backup Wireless	Type of out of band access which connects a wireless service and wireless modem to a Managed Device for management purposes.
Cellular Wireless Access	Cellular wireless access service delivered in the U.S. which is sold and provided by Cellco Partnership, LLC, d/b/a as Verizon Wireless.
Cloud-Controlled Routing (CCR)	Cloud Infrastructure-controlled appliances at a Customer Site.

Cloud Infrastructure	The Cloud Infrastructure consists of all cloud-hosted elements that are used to provision and manage the architectural aspects of the system comprised of the CCR and related equipment; such aspects to include security policies, and quality of service. Internet access services, non-CCR equipment at the Customer Site, including other Managed Devices, are not part of the Cloud Infrastructure.
Customer Network	A collection of Managed Devices and the network they are connected to.
Dispatch	A Customer service request that results in Verizon going on to, or attempting to go on to, a Customer Site.
Expedite	An Order that is processed, at the request of the Customer, with the objective of installing or changing the Service in a time period shorter than the Verizon's standard installation time period for that Service, whether or not the installation or change is completed in that time period.
Managed Device	Items of CPE that have been designated as supported by Managed WAN.
Managed Implementation	A Managed WAN implementation option which applies to Customer and Verizon provided devices, to bring devices under Verizon management.
Managed Take Over	A Managed WAN implementation option which applies to existing, operating networks with Customer-provided devices, to bring devices under Verizon management.



MANAGED WIRELESS LAN

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5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon's Managed Wireless LAN service (Managed WLAN) extends Customer's Verizon-managed WAN or LAN infrastructure to include wireless LAN access.
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service and non-Optimized Service.
- 1.2 **Standard Service Features.** Optimized Managed WLAN is offered at three service levels. Non-Optimized Managed WLAN is offered only at the Full Management service level.

Service features and responsibilities are summarized in the table below:

Division of Responsibilities – Management Levels (Each Level includes all of the items of the previous Level)			
	Monitor and Notify (Optimized Service only)	Physical Management (Optimized Service only)	Full Management
Customer Manages:	<ul style="list-style-type: none">• Strategic Direction• Fault Isolation• Fault Restoration-Logical• Fault Restoration-Physical• Maintenance-Break/Fix• Change Management-Logical	<ul style="list-style-type: none">• Strategic Direction• Fault Restoration-Logical• Change Management-Logical	<ul style="list-style-type: none">• Strategic Direction• Security Policy

	<ul style="list-style-type: none"> • Change Management-Physical • Configuration Back-Up • Security Policy and Patching 	<ul style="list-style-type: none"> • Change Management-Physical • Security Policy and Patching 	
Verizon Manages:	<ul style="list-style-type: none"> • Monitoring • Fault Notification • Performance Reporting 	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Physical • Maintenance-Break/Fix • Configuration Back-Up • Performance Reporting 	<ul style="list-style-type: none"> • Monitoring • Fault Isolation • Fault Notification • Fault Restoration-Logical • Fault Restoration-Physical • Maintenance-Break/Fix • Change Management-Logical • Change Management-Physical • Configuration Back-Up • Performance Reporting • Security Patching

To enable the flow of data traffic to support Customer's business applications (e.g., email), tunnels will be set up between an access point identified below and another device or infrastructure identified below:

Access Point or Service Node	Device or Infrastructure	Enables Flow of Traffic to:
Aruba Instant Access Point (IAP)	Virtual Wireless LAN Controller	Customer's wireless applications
Lightweight Access Point (LAP)	Wireless LAN Controller	Customer's wireless applications
Cloud-Controlled Access Point (CCAP)	Cloud Infrastructure*	Customer's wireless applications
Software Defined Wireless LAN (SD WLAN)	Cloud Infrastructure*	Customer's wireless applications
* The Cloud Infrastructure is maintained in a redundant fashion, with multiple data centers backing up each other. Failover Cloud Infrastructure instances run in stand-by mode and activate if primary Cloud Infrastructure instances fail.		

1.2.1 Monitor and Notify Service Level. The most basic level of Managed WLAN is Monitor and Notify, under which Verizon, provides the capabilities described below:

1.2.1.1 Monitoring. Verizon proactively monitors all Managed Device designated by Customer up to the local area network (LAN) interface 24 hours a day, seven days a week.

1.2.1.2 Notification. Verizon will create a trouble ticket and send a notification to Customer's designated point of contact within 15 minutes of Verizon's determination of a Managed Device or transport failure. Upon the creation of a trouble ticket, Verizon will (a) troubleshoot the transport service until the problem has been verified as fixed and the ticket will then be closed, if the trouble is due to a Verizon transport service; or (b) inform Customer of the fault and monitor the ticket if the trouble is due to causes other than a Verizon transport service.

- 1.2.1.3 Managed Services Customer Portal.** Verizon will provide a managed services portal on the Verizon Enterprise Center (VEC) (www.verizon.com/business/service_guide/ or other website provided by Verizon from time to time). The VEC provides a consolidated view of Customer Network information 24 hours a day, seven days a week and real time access to project status, contact information, and information about Managed Devices. The Cloud-Controlled Routing (CCR) portal (Web Portal) is separate from the VEC, but is accessed via the VEC. Several portal permissions are generally available for the VEC, however, currently, only one Web Portal permission is available per VEC user. The Software Defined Wireless LAN (SD WLAN) portal (SD WLAN Portal) is available at <https://verizon.mist.com/> or another URL provided by Verizon from time to time.
- 1.2.1.4 Managed WLAN Reporting.** This feature provides Customer with comprehensive daily and ad hoc reporting to quickly assess the health and performance of Managed WLAN, and may include – depending upon the type of reporting received (see below) – any of the following: uptime reports, device summary reports, inventory reports, rogue reports, and usage reports.
- Managed WLAN Reporting for Customers using IAP or LAP is available on the VEC and provided as part of WAN Analysis Reporting.
 - Managed WLAN Reporting for Customers using CCAP is available in the Web Portal.
 - Managed WLAN Reporting for Customers using SD WLAN is available in the SD WLAN Portal.
- 1.2.1.5 Web Portal and SD WLAN Portal Administrative Access.** Monitor and Notify Management CCAP and SD WLAN Customers have write administrative access to logically manage their Managed Devices.
- 1.2.2 Physical Management Service Level.** Customer can choose Physical Management which contains the capabilities of Monitor and Notify plus additional capabilities described below:
- 1.2.2.1 Design Services.** Verizon will create a Customer design document (CDD) based on a written statement of requirements (SOR) agreed to by Customer. Software or CPE upgrades that may require Customer investment will be included in the SOR, particularly if such upgrades are required to address Customer's requirements for particular functionality. Customer will purchase any required CPE pursuant to a separate Order. Verizon will activate, monitor, and manage the Managed Devices as designed in the CDD.
- 1.2.2.2 Monitoring and Management.** Verizon provides physical fault detection, isolation, and monitoring services for Managed Device, 24 hours per day, seven days per week. Verizon will resolve physical faults whether caused by Verizon, Customer, or third-party issues. Managed Device logical faults are Customer's responsibility. Customer will inform Verizon of physical faults once it has completed its logical troubleshooting if Verizon is maintenance provider for Customer's Device.
- 1.2.2.3 CCAP and SD WLAN Network Image.** For CCAP and SD WLAN, a live image of Customer's network is stored on the Cloud Infrastructure. A roll-back to previous configurations is not supported.
- 1.2.3 Full Management.** Customer can choose Full Management, which contains the capabilities of Physical Management plus additional capabilities described below:
- 1.2.3.1 Monitoring and Management.** Verizon will resolve both logical and physical issues, with Customer's cooperation, either remotely or by dispatching a technician, whether caused by Verizon, Customer or a third party.
- 1.2.3.2 Change Management Activities.** Verizon will perform the Standard Change Management activities shown in the Customer Portal at no additional Charge. Optional Change Management activities will be performed at the rates shown below.
- 1.2.3.3 Managed Device Software Release Management**

- **Installation.** Verizon will provide relevant software patches and updates as provided by the Managed Device manufacturer from time to time for installation during a fixed update time period, mutually scheduled by the parties. Warranties on software updates, if available, will be provided directly by the Managed Device manufacturer to the Customer.
- **Testing.** At Customer's request, Verizon will make commercially reasonable efforts to make available the resources of Verizon's Customer Test Center (CTC) for the purpose of testing Managed Device manufacturer software prior to the implementation of such software. Verizon's ability to control the implementation of any new Managed Device manufacturer software release may be limited by rules established by the Managed Device manufacturer software. CTC testing may be subject to additional fees and result in delay of the software deployment.

1.2.4 Implementation Options. Managed WLAN offers two implementation options to bring devices under Verizon management – Managed Implementation and Managed Take Over. With Managed Implementation Verizon provides support for the planning, system engineering, and overall project management of a new network. With Managed Takeover, Verizon reviews, optimizes, and takes over management of a Customer's existing WLAN data network. Both are subject to an SOR to be agreed upon by the Parties.

1.2.5 Web Portal and SD WLAN Portal Administrative Access. Full Management level CCAP and SD WLAN Customers have read-only administrative access in the respective portals.

1.3 Optional Service Features

1.3.1 Network Engineering (NE) Service (for larger Customer Networks, i.e., those with 20+ Managed Devices under Full Management). With NE, Verizon provides additional reporting, analysis, engineering planning, design, and change-management support services.

1.3.2 Guest Access. Verizon offers three options per IAP, LAP, CCAP, or SD WLAN as applicable, to enable Customer's guests to obtain wireless access to Customer's network (Guest Access): a) Cisco Meraki, with additional information available at the Web Portal; (b) Mist Systems, with additional information available at <https://verizon.mist.com/> or other URL provided by Verizon from time to time (the SDWLAN Portal) and (c) Purple WiFi, with additional information available at <https://purpleportal.net> or other URL provided by Verizon from time to time (the Guest Access Portal). These Guest Access options provide the following functionality:

- **Mobile Location Analytics (MLA).** This feature enables Customer to choose to, entirely at its discretion and control (a) capture information broadcast by the wireless devices of guests and end users (collectively, referred to as MLA Data); and (b) use MLA Data for the protection of Customer's Network and marketing purposes, subject to applicable laws and regulation.
- **Content Filtering (Purple WiFi only).** Customer can block inappropriate content by requesting either a specific category of websites to be blocked or the specific websites. Customer also has the option to limit traffic via bandwidth controls.

1.3.3 Wireless Assessment. Customer may request a wireless site assessment via a separate Professional Services engagement with Verizon or provide a completed wireless assessment from a third party agreed to by Verizon. The wireless site assessment determines the wireless requirements, suitable locations for the Managed Devices, and identifies possible interference based on the results of a radio frequency (RF) analysis. If Customer opts not to contract for or provide such a wireless assessment, Verizon will deploy and monitor the WLAN based upon Customer's requirements, but no SLA will apply to such WLAN.

1.3.4 Network Discovery. Network Discovery is provided to Managed Takeover Customers for certain management features as part of the implementation. Otherwise, Customers may order Network Discovery subject to an additional Charge. If Customer orders Network Discovery, Verizon will electronically collect information on CPE connected to Customer's Network.

- 1.3.5 **Device Management.** To effectively manage the Customer Network, all Customer Sites with CCAP, CCR, Cloud-Controlled Switching (CCS), Cloud-Controlled Camera (CCC), or SD WLAN must be at the same management level.

1.4 **Customer Responsibilities**

- 1.4.1 **In Band Access.** At all times, Customer shall not add, move or remove devices, licenses or administrators to or from the Web Portal, and must:
- Not modify the administrators that are used for the provisioning and fault monitoring interface with Verizon's systems. Verizon must have write administrative access to Managed Devices for provisioning and management through the Web Portal.
 - Be responsible for application of the Verizon-provided SNMP read access community string for all monitored WLAN Controllers, or (with respect to Optimized Service) Virtual Wireless LAN Controllers with IAP Management and the application of Verizon-assigned management IP addresses, as required for Verizon management. Customer will provide Verizon the Simple Network Management Protocol (SNMP) read/write community string to any Managed Device whose configuration it wants Verizon to automatically backup.

- 1.4.2 **Out of Band (OOB) Access.** Where available, OOB Access is a Managed WLAN service option that can be selected by Customer for Managed WLAN with the Physical Management or Full Management service level. Unless otherwise agreed, Customer will provide OOB Access to each WLAN Controller over a separate PSTN line (Analog OOB) or wireless connection (Wireless OOB). Direct console access connections are used to provide OOB Access to the Managed Devices. Console access works without an actual configuration on the Managed Device. Inline management requires a configured Managed Device. OOB Access is not required for WLAN Controllers with the Monitor and Notify service level. Where Verizon provides OOB Access, Customer will not interfere with it, or use it for any purpose other than enabling OOB management by Verizon. Unless otherwise agreed to by Verizon, disconnecting the OOB Service voids any SLAs provided by Verizon.

For Customer Sites with Verizon's Managed WAN or Secure Gateway RRO (RRO) with two or more circuits, Customer may utilize the Alternate Circuit or Backup Wireless options, where the backup access is used in lieu of either Analog OOB or Wireless OOB for inline management access to the Managed Devices, either connecting into two separate Managed Devices or into a single Managed Device as part of Managed WAN or RRO. Verizon also offers the No OOB option to Customers that do not have any OOB Access or backup access that can be used for management access.

- 1.4.3 **Authorized Users.** Customer is responsible for all guests' and other end users' use of the Customer's WLAN. Verizon will inform Customer by email when it detects a rogue access point. Customer is responsible for determining whether or not the access point in question is unauthorized.
- 1.4.4 **Supported CPE.** Except for CCAP or SD WLAN CPE where the minimum maintenance coverage is at least eight hours a day x five days a week with a next business day response time, Managed CPE must be under minimum maintenance coverage of at least seven days per week by 24 hours per day by four hours response time.
- 1.4.5 **Interference.** Customer will inform Verizon prior to any deployment of industrial, scientific, and/or medical wireless equipment or other equipment that could affect the performance of Managed WLAN.
- 1.4.6 **Remediation Work.** Verizon will notify Customer if any remediation work is required on the Managed Device, which must be completed by Customer prior to Managed Implementation or Managed Take-over. Customer will also be responsible to ensure Managed Device remains supportable.
- 1.4.7 **Detected Failures.** Customer will report detected Managed WLAN failures and provide any related information to the appropriate Verizon Customer service contact.

- 1.4.8 **Guest Access Notice.** Customers utilizing the MLA feature must display a notice, in a conspicuous location proximate to the area where the MLA data is collected, that at a minimum: (a) identifies Customer as the Data Controller (as defined in applicable law); (b) describes the type of personal data collected; (c) describes the purpose(s) for which guests' and end users' personal data is processed; (d) provides a summary of Customer's privacy practices and/or a link to its privacy policy; (e) describes any third parties to which Customer will disclose the personal data of guests and end users and the countries to which such personal data may be transferred; (f) explains how guests and end users can contact the privacy officer or other person who is accountable for the Customer's privacy practices and how to access and/or correct their personal information; (g) explains how such guests and end users can opt out from the collection and processing of their personal data; and (h) notifies guests and end users that their decision not to opt out constitutes consent to the collection, processing, transfer and use of their personal data. Where the guest or end user is located outside of the United States, the opt out requirement in subsections (g) and (h) above will not apply and instead the notice must: (1) include an "opt-in" click box or other mechanism that guests and end users must check or accept prior to gaining access to the MLA feature; and (2) notify guests and end users that their decision to opt-in constitutes express consent to the collection, processing, transfer and use of their personal data in accordance with the terms described in (a) through (f) herein.

2. SUPPLEMENTAL TERMS

- 2.1 **Scope.** Managed WLAN includes coverage for only those items – radios, LAN ports, or interfaces – that are directly connected to Managed Device. With Managed WLAN +, Customer can request a change to the management level (i.e., Monitor and Notify, Physical, Full) for Managed Device by executing a Change Order amendment to its Agreement.
- 2.2 **Network Discovery.** Customer will provide Verizon with accurate information about proper scope of the Network Discovery, represents that it has all necessary authority to have Verizon undertake the Network Discovery requested under these terms, and will indemnify Verizon and its employees, affiliates and agents against any liability if it does not. Verizon reserves the right to stop or withhold from performing Network Discovery, at its sole discretion. Customer's sole remedy for any failure, inadequacy or other problem of Network Discovery is to request that Verizon re-perform it. Network Discovery is not included within the Managed WLAN SLA.
- 2.3 **Data Loss.** Neither Verizon nor its vendors are responsible for data or files lost during the performance of Managed WLAN.
- 2.4 **Restriction on Encryption Functionality in India.** Prior to connecting any encryption equipment to Verizon Facilities in India Customer must obtain prior evaluation and approval from the relevant telecom authority.
- 2.5 **CPE or Managed Device for End-Use in China, Russia and Venezuela.** Without limiting the foregoing or its obligations to comply with applicable export law, Customer specifically represents that the CPE or Managed Device and related software used in conjunction with any services provided hereunder, including equipment or software that is virtualized or cloud based, will not be used by a military end-user or for a military or any other prohibited end-use, as defined by the US Export Administration Regulations, in China, Russia or Venezuela.
- 2.6 **Customer Changes After Wireless Assessment.** Changes to Customer Network may affect, Verizon's ability to provide Managed WLAN in whole or in part. Such changes will suspend application of the SLA until a new Wireless Assessment has been done and any necessary adjustments are completed at Customer's expense.
- 2.7 **Online Content.** With respect to Verizon's provision of optional Guest Access, Customer acknowledges that Verizon does not provide any online content to, or interact with end users or Customer's guests.

- 2.8 **End User License Requirement.** Customer must cause guests to consent to an end user license agreement (EULA). The EULA must state that guests' Wi-Fi-based activity will be monitored and information from such monitoring will be used for protection of Customer's Network, content filtering, and marketing purposes.
- 2.9 **Indemnity – Guest Access.** Customer will indemnify and hold Verizon harmless from any claims based on the monitoring, capture, storage, use, or sharing of any data collected via Guest Access, including but not limited to claims by a guest or other end user that it did not provide its consent, that a guest or other end user was under the age of thirteen or was not offered a reasonable opportunity to opt-out of the collection of information as required in Guest Access Notice above.
- 2.10 **Children's Online Privacy Protection Act (COPPA) (U.S.-Only).** Managed WLAN does not provide the tools to obtain the parental consent under the Children's Online Privacy Protection Act (COPPA). To the extent that Customer operates a website or other online service to which COPPA applies, Customer acknowledges that it will comply with COPPA, including, without limitation, providing notice and obtaining parental consent in accordance with COPPA.
- 2.11 **Network Engineering Services Disclaimer.** Customer is solely responsible for determining the suitability of third-party products and services, and Verizon has no liability related to or arising from Customer's contracting for or use of them, even where recommended by Verizon. This provision does not apply to the work of subcontractors or other agents done on Verizon's behalf.
- 2.12 **BGP Routing.** Verizon may use border gateway protocol (BGP) routing used to access and monitor the Managed Device.
- 2.13 **Reports.** All copies of any reports, recommendations, documentation, Customer Portal, Web Portal, SD WLAN Portal or Guest Access Portal printouts, where applicable, or other materials in any media form provided to Customer by Verizon are Verizon Confidential Information.
3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (SLA) for Managed WLAN may be found at the following URL. The SLA does not apply if Customer has not provided a wireless site assessment, through Verizon or a third-party, as noted above.

SLA for Optimized Managed and non-Optimized WLAN +:

www.verizon.com/business/service_guide/reg/cp_mwlan_sla.pdf

4. FINANCIAL TERMS

- 4.1 **Optimized Service.** Customer will pay the charges for WLAN + specified in the Agreement, including those below and at the following URL:
www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency. Monthly Recurring Charges (MRCs) and Non-Recurring Charges (NRCs) are based on management level and size of Managed Device.
- 4.2 **Administrative Charges.** The following administrative charges are applicable to Managed WLAN. Additional administrative charges are found in the Agreement (as Ancillary Charges).

Administrative Charge	Charge Instance	NRC
Dispatch Charge	Dispatch/Re-Dispatch	\$300.00
Expedite Fee	Upon Customer Request	\$1,100.00
After Hours: Installation	Per Site	\$600.00

- 4.3 **Managed Device.** The sizes of Managed Device apply to the corresponding rates shown in the Contract.

- 4.4 **Optional Change Management (OCM).** OCM provides additional remote change management support for various Managed WLAN changes as shown below. Customer can order specific OCM activities through the Verizon Customer Portal. The Standard Change Management activities shown in the Customer Portal are included in the MRC for Managed WLAN.

Managed WLAN OCM Charges		
Change	Change Instance (Charged per device unless noted)	NRC
After Hours: Changes	Per request per Site	\$600.00
Implementation (Modify Existing) ^{1,3}	Change per Managed Device	\$50.00
Design (Single Feature/Protocol) ²	Change per Managed Device	\$250.00
Design Plus (Multiple Feature/Protocol) ²	Change per Managed Device	\$400.00
Engineering – 1 Hour ⁴	Per request and block of hours, 1 hour block	\$300.00
Engineering – 5 Hours ⁴	Per request and block of hours, 5 hour block	\$1,375.00
Engineering – 10 Hours ⁴	Per request and block of hours, 10 hour block	\$2,500.00
Engineering – 20 Hours ⁴	Per request and block of hours, 20 hour block	\$4,500.00
Engineering – 40 Hours ⁴	Per request and block of hours, 40 hour block	\$8,000.00
<p>1. Implementation is used to modify existing features or protocols including the following: dynamic host configuration protocol (DHCP), IP network address translation, MNSO IP address/subnet mask change, switch VLAN and Backhaul Tunnel.</p> <p>2. Design and Design Plus is used for requests to evaluate or add single (Design) or multiple (Design Plus) new or changed features, protocols or applications/policies in the Customer Network, including the following: add DHCP, quality of service (QoS), network address translation (NAT) configuration and traffic filter design.</p> <p>3. Customer may create a new design at one Site by selecting Design/Design Plus to add the new feature(s) or protocol(s) and then replicate the design across other Sites by selecting Implementation for the remaining Sites.</p> <p>4. Customer may select Engineering Hours and request additional Engineering OCM hours from time to time as needed. Verizon will track the number of hours spent per OCM request against the hours selected and will report remaining hours to Customer upon request.</p>		

4.5 **Additional Charges**

- 4.5.1 **Changing Level of Service.** If Customer elects to change its Service Management level, the adjusted NRC and MRC will be presented in a Change Order amendment to its Agreement.
- 4.5.2 **IP Addresses.** Verizon may use secondary IP addressing if Customer is using unregistered IP address space. If secondary IP addressing is not available, Customer will pay reasonable costs for a dedicated management domain or an IP proxy hardware solution.
- 4.6 **Non-Optimized Service.** Customer will pay the charges for non-Optimized Managed WLAN specified in the Agreement. Online pricing for Managed WLAN provided by a Verizon entity organized in the United States is at:

www.verizon.com/business/service_guide/reg/cp_mwlan_legacy_rates_charges.pdf

5. **DEFINITIONS.** The following definitions apply to Managed WLAN, in addition to those identified in the Master Terms and the administrative Charge definitions at the following URL:
- www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Aruba Instant Access Point (IAP)	The equipment that transmits and receives the radio signal at a Customer Site.
Cloud-Controlled Access Point (CCAP)	Cloud Infrastructure-controlled equipment that transmits and receives the radio signal at a Customer Site.

Cloud Infrastructure	The Cloud Infrastructure consists of all cloud-hosted elements that are used to provision and manage the architectural aspects of the system comprised of the CCAP or SD WLAN and related equipment; such aspects to include security policies, intrusion prevention signatures, radio frequency management, and quality of service. Internet access services, non-CCAP or SD WLAN equipment at the Customer Site, including the Managed Devices, are not part of the Cloud Infrastructure.
Customer Network	The Managed Device and related network located at a Customer Site.
Dispatch Charge	A charge applied when a Customer service request results in Verizon going on to, or attempting to go on to, a Customer Site.
Managed Device	WLAN equipment managed by Verizon under the terms of this Service Attachment, whether provided by Customer or purchased by Customer from Verizon, including equipment to be managed by Verizon as part of a Managed Takeover, as applicable. Managed Devices include Wireless LAN Controllers, Lightweight Access Points, Aruba Instant Access Points, Cloud-Controlled Access Points, Software Defined Wireless LAN Access Points, and associated accessories, including but not limited to antennas, power injectors, and mount kits, as applicable, installed at a Customer Site by Verizon for Managed WLAN.
Management Information Base (MIB)	A database of information stored by SNMP-compliant Managed Device.
Lightweight Access Point (LAP)	The equipment that transmits and receives the radio signal at a Customer Site.
MLA Data	MLA Data consists of the information transmitted by the wireless devices of guests and other end users, including the geo-location of those devices and the devices' MAC address before the end user logs onto Customer's Network.
SNMP community string	An SNMP community string is a password that allows access to Managed Device MIB statistics.
Software Defined Wireless LAN (SD WLAN)	Cloud Infrastructure-controlled equipment that transmits and receives the radio signal at a Customer Site.
Wireless LAN Controller (WLAN Controller or WLC)	The equipment that handles the system-wide functions of Managed WLAN, including but not limited to security policies, intrusion prevention, radio frequency management, and quality of service.

Virtual Network Services +

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
 - 1.3 Verizon Responsibilities
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2. SUPPLEMENTAL TERMS
 - 2.1 Services Disclaimer
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 - 4.3 Managed Implementation Charges
5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Virtual Network Services (VNS) is a virtual network service which provides virtual network functions (VNFs) deployed on premise-based virtual machines (VMs) or on cloud-based VMs in the Hosted Network Services (HNS) environment, or in the public cloud, subject to availability.
 - 1.1.1 **Replacement of Traditional Network Equipment.** VNS is a suite of network services that enables enterprise customers to replace traditional purpose built, appliance-based, network equipment with virtual network services.
 - 1.1.2 **Software Based Environment.** VNS features are network services that operate within a virtual software-based environment rather than the traditional appliance-based network functions, where a single piece of proprietary, purpose-built hardware is associated with each distinct network service. VNS is offered either as a service chained together so that the network traffic passes through the applications in a certain specified order – e.g. traffic will pass through the firewall before the WAN Optimization service, or it can be separated so that some traffic will be directed to one set of network services, while other traffic will traverse another set. VNS supports both public Internet and MPLS connections in many locations, allowing Customer to access its Services in any combination of private and public access.
- 1.2 **Standard Service Features.** These service terms includes a description of the technical and operational requirements of VNS to be provided by Verizon. With VNS, Verizon provides the following software-based services: Virtual Network Services – Routing, Virtual Network Services - Security, Virtual Network Services – SD WAN, Virtual Network Services – Software Defined Secure Branch, Virtual Network Services - Session Border Controller (SBCaaS), Virtual Network Services - WAN Optimization and Virtual Network Services - Application Edge.
 - 1.2.1 **VNFs.** The premise-based configuration provided by Verizon includes orchestration management software, which enables native instantiation, service chaining, and activation of the VNFs. The number and availability of VNFs supported on a given premise-based configuration will be dependent on the mix of VNFs chosen and the premise-based configuration. Verizon will define the final determination of the supported combinations of VNFs and VM sizing according to Customer's requirements. Delivery of VNS includes both the initial configuration/deployment of the requested VNF on one or more of a premise-based VM or the HNS or in the public cloud and continuous operation of those services in accordance with the terms set forth herein.

1.2.2 VNS can provide the following objectives to Customer:

- Replacement of physical deployments of routing, firewalls, and WAN acceleration.
- Introduction of new virtual functionalities in the future.
- Flexibility of management responsibilities.
- Multiple combinations of network functions and/or multiple vendor services at multiple remote and cloud locations.
- Automation and orchestration to cut service provisioning times.
- Rapid service scaling without the need for re-investment in physical devices.

1.2.3 **Feature Package.** With VNS, each function may be available in up to 3 Feature Packages: Essential, Core, and Complete. The capabilities and options within each Feature Package is defined by Verizon.

1.2.3.1 **Essential.** Essential provides functionality common within the industry.

1.2.3.2 **Core.** Core provides additional functionality.

1.2.3.3 **Complete.** Complete provides all the services that the vendor makes available functionality.

1.2.4 **Service Sizing.** After Customer has chosen a Feature Package, Customer will then choose the service size based on the transfer rate of the associated network connection(s), the number of maximum connections allowed, or the maximum number of concurrent calls, dependent on the service chosen. The capacity sizing options are specified in the table below. The choice of Feature Packages and the service capacity sizing are independent selections. The specific capabilities and options activated within a chosen Feature Package may affect the performance and throughput of the service. Verizon will work with Customer to help Customer identify and select an appropriate combination of Feature Package, options and capabilities, and capacity sizing based on Customer's specific requirements and traffic profiles. Bandwidth defined in the table below is the total aggregate bandwidth performance of the specific service.

Service Feature	Capacity Unit	Extra-Small	Small	Medium	Large	N/A	N/A	X-Large	XX-Large
Routing	Bandwidth (Mbps)	Up to 10	Up to 25	Up to 50	Up to 100	Up to 250	Up to 500	Up to 1000	Up to 2500
Security	Bandwidth (Mbps)	Up to 10	Up to 20	Up to 50	Up to 100	Up to 250	Up to 500	Up to 1000	Up to 2000
SBCaaS	Max Concurrent Calls	N/A	Up to 250	Up to 1000	Up to 5000	N/A	N/A	N/A	N/A
WAN Optimization - Riverbed	Max Connections	200	500	1000	2000	N/A	N/A	5000	12000
SD WAN	Bandwidth (Mbps)	Up to 10	Up to 25	Up to 50	Up to 100	Up to 250	Up to 500	Up to 1000	Up to 2500
Software Defined Secure Branch	Bandwidth (Mbps)	Up to 10	Up to 20	Up to 50	Up to 100	Up to 200	Up to 500	Up to 1000	Up to 2000
Application Edge	Allocated VM Resources	N/A	8 core 16GB RAM 400GB SSD	16 core 64GB RAM 2TB SSD	24 core 128GB RAM 3.5TB SSD	N/A	N/A	N/A	N/A

1.2.5 **Virtual Network Services – Routing.** With VNS - Routing, Verizon will provide the following routing functions based on the feature package chosen:

- **Routing Services.** Management of virtualized routers that provide routing capabilities for traffic traversing MPLS, Internet, or wireless circuits.

- **IP SEC VPN.** The provision of IP Sec VPN, a protocol suite for secure IP communications which authenticates and encrypts each IP packet of a communication session, utilizing a set of security protocols at the network or packet processing layer of network communications.

1.2.6 **Virtual Network Services - Security.** With VNS - Security, Verizon will provide security functions including firewalls to establish a barrier between a trusted, secure network and another unsecure network, such as the Internet. Additional security functions that may be available are as follows:

- **Data Loss Prevention (DLP).** DLP utilizes business rules to classify and protect confidential and critical information to prevent access by unauthorized end users.
- **Threat Prevention.** Threat Prevention protects Customer from malware and fraud that may be found in links in emails or IMs, or malware attachments on servers that access the internet.
- **Distributed Denial of Service (DDOS).** DDOS helps prevent distributed denial of service attacks.
- **Intrusion Detection Services (IDS).** IDS is a security management system for networks that analyzes information from various areas within a network to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization).
- **Intrusion Prevention Services (IPS).** IPS monitors Customer's network activities for malicious activity and blocks such activity when identified.
- **URL/Web Filtering.** URL or Web Filtering helps Customer to prevent computer users from viewing inappropriate web sites or content, or to prevent access of known malware hosts, checking the origin or content of a web page against a set of rules provided by Customer and the security service vendor.
- **Antispam.** Antispam detects e-mail messages that are unsolicited advertisements, *i.e.* spam, and divert the messages to a spam folder (junk mailbox).
- **Antivirus.** Antivirus detects and removes malicious software through an antivirus engine that is frequently updated as new threats emerge.
- **IP Sec VPN.** IP Sec VPN provides a protocol suite for secure IP communications by authenticating and encrypting each IP packet of a communication session, utilizing a set of security protocols at the network or packet processing layer of network communications.

1.2.7 **Virtual Network Services - SD WAN and Software Defined Secure Branch (SDSB).** With VNS – SD WAN and VNS – SDSB (collectively VNS SDN or SDN), Verizon will provide intelligent and programmable, rules-based WAN routing services, optional additional services, centralized management, and integration through APIs. The features packages associated with VNS – SDN are installed as a VNF on premise based VMs, and/or in the Hosted Network Services platform and/or in the public cloud. Available services and options are based on vendor license capabilities, regional availability, and Verizon support capabilities, and may include the options below. Customer may request a list of the services and options included in each vendor package by contacting Customer's account manager.

- **SD WAN Function.** This service feature maps Customer application traffic over any combination of the internet, wireless or MPLS networks in accordance with Customer defined routing policies that classify its traffic into application categories and define minimal requirements for loss, delay, and jitter per traffic or application group, such that application traffic can be routed over the preferred path as defined by Customer which can be updated by Customer either manually or automatically. Policies are customizable on an application-by-application basis.
- **Quality of Service (QoS).** With QoS, Customer has the ability to define parameters to prioritize handling of different types of business data.
- **Centralized enforcement of access control and network policies.** Any changes to a policy will be applied across the Customer Network automatically.
- **Encrypted Control and Data Traffic.** The traffic can be encrypted end to end for additional protection of the data as it traverses the network.
- **Security.** Based on the vendor license and operating system and upon Customer's Order, Verizon will provide security functions that may include layer 4 firewall, next generation (layer 7) firewall,

intrusion detection, intrusion prevention, anti-virus, content filtering features, and zone based firewall functionality. Security functions are only available with Core and Complete service levels.

- **Remote VPN Access.** Verizon will configure the Remote Access Server (RAS) Gateway to enable VPN tunneling and encryption between the RAS Gateway and a Remote Access Client on a remote user's endpoint device. This function enables Customer's users to remotely access the internet and corporate networks. Verizon manages the RAS Gateway but does not manage the Remote Access Client or the remote user's endpoint device.

1.2.8 Virtual Network Services - WAN Optimization. With VNS - WAN Optimization Verizon will provide functions which enhance the performance of Customer's WAN network connectivity, through both network packet and application aware optimization. Additional features which may be available are as follows:

- **Application Streamlining and Optimization.** Application streamlining which isolates much of chatty application protocol traffic to the LAN instead of the WAN in order to minimize latency.
- **Compression.** Compression which relies on data patterns that can be represented more efficiently and are applied on-the-fly to data passing through VMs.
- **Data Streamlining.** Data streamlining which includes the de-duplication of data such that 16 byte data references can replace words and even full documents to minimize resending redundant data.
- **TCP Acceleration/Transport Streamlining.** TCP Acceleration/Transport streamlining which optimizes TCP data packet sizes and reduces the number of round trips data takes.

1.2.9 Virtual Network Services – Session Border Control. With VNS - Session Border Controller (SBCaaS), Verizon will provide security for VoIP traffic. In addition to VoIP, VNS - SBCaaS includes features that Customer may use for protocol interworking, QoS measurement and enhancement. The VNS – SBCaaS will be supported on the Hosted Network Service platform. VNS - SBCaaS includes call routing. Customer may request a list of the features included in each feature package by vendor by contacting Customer's account manager. Additional features which may be available are as follows:

- **Basic Call Routing Engine** – Call routing based on called and calling party, trunk groups, codec filtering and Call Route Prioritization.
- **Advanced Call Routing** – Support for advanced routing features including routing based on, SIP username/URL routing, route prioritization including time of day, day of week, call screening and blocking.
- **Signaling Services** – Support for industry standard signaling protocols, such as SIP, SIP I/T and H.323 in addition to protocol interworking.
- **Media Services** – Border-based media control services such as, Network Address Translation (NAT) and Network Address Port Translation (NAPT) traversal, media anchoring, transcoding, DTMF detection and insertion.
- **Security** – Network protection including session aware firewall functionality, denial of service (DoS) and Distributed Denial of Service (DDoS) protection, topology hiding, rogue RTP protection, Malformed packet protection, media encryption (SRTP) and Signaling encryption (IPsec, TLS).
- **QoS** – Quality of Service network and prioritization policies including Bandwidth Management, Type of Service (ToS) Packet Marking, and Call Admission Control.

1.2.10 Virtual Network Services – Application Edge. VNS - Application Edge is a container (e.g., Kubernetes cluster) management platform virtual machine (VM) on premise based universal CPE (uCPE) that is logically separated from other VMs so that Customer can install applications and workloads within that container environment. Customer installs and manages applications through the Verizon Application Edge Portal as further described below. Verizon will manage the VNS – Application Edge VM and container, however Verizon has no access to Customer content, data, or applications installed or stored within the container. Application Edge is provided at the Co Management service level as described below. The following additional features are available:

- **Application Edge Portal.** Customers access the Application Edge Portal using Role Based Access Control (RBAC) security via the Verizon Enterprise Center (or other website provided by

Verizon from time to time (VEC)). Customer are able to manage multiple containerized applications from the Application Edge Portal, in addition, the portal includes tools to manage the container platform itself using industry standard Software Development Lifecycle (SDLC) processes across all of Customer's containers in Application Edge as well as other container platforms, based on Customer requirements. Verizon cannot access the Application Edge Portal.

- **Local VM Deployment.** The Application Edge VM and container within the uCPE is deployed by Verizon during Managed Implementation, ready for Customer to access through the Application Edge Portal.

1.2.11 Full Management Service Level (Full Management). Verizon will provide management for each VNS function and this will be bundled with Full Management of uCPE as described and supported under the Managed WAN Service Attachment and includes the out of band (OOB) access options as described therein. If the VNS service is hosted in the HNS environment or in the public cloud, the platform hardware and systems are part of the service and do not require the Managed WAN Service Attachment. Customer will be the tenant for VNS service hosted on a VM in the public cloud. VNS Full also provides the following:

- **Notification.** Verizon provides fault notification for the Managed VNFs. Verizon will create a trouble ticket and attempt to notify Customer's designated point of contact via e-mail or automated phone message within 15 minutes of Verizon's determination of a Managed VNF or transport failure. Verizon will begin troubleshooting the data networking circuit until the problem has been verified as fixed and the ticket will then be closed, if the trouble is due to a Verizon data networking circuit; or ii) inform Customer of the fault and monitor the ticket if the trouble is due to causes other than a Verizon data networking circuit and upon resolution by Customer, the ticket will be closed.
- **Managed Services Customer Portal.** The managed services portal, available via VEC, is an Internet web portal that provides a view of Customer Network information 24 hours a day, seven days a week. Customer is limited to 10 user accounts and is responsible for ensuring that all users understand and comply with Verizon's confidentiality requirements. The VEC can be accessed at: www.verizonenterprise.com.
- **Digital Connect API Gateway.** Verizon will provide access to the Digital Connect API gateway (<https://digitalconnect.verizon.com>) (API Gateway) so Customer can develop application program interface (API) allow for e-bonding to Verizon for services such as incident management or change management.
- **Change Management Activities.** Certain change management activities shown on the VEC as Standard Change Management are provided at no additional charge.
- **Monitoring and Management.** Verizon provides proactive monitoring of all Managed VNFs 24 hours a day, seven days a week. Verizon will monitor the Managed VNFs via use of the simple network management protocol (SNMP) and internet control message protocol (ICMP commonly called a "ping") for status and error conditions (e.g. SNMP trap messages). Customer will inform Verizon of physical faults once it has completed its logical troubleshooting if Verizon is maintenance provider for Customer's CPE. If a problem is software-related, Verizon will remotely bring the Managed VNF back to operational condition. Management of Managed VNFs includes management of applicable software licenses that may be configured on Managed VNFs. Customer must provide full access to Verizon to monitor and manage VNFs on the public cloud and other elements of the virtual network such as express route gateway and BGP end point virtual routers.
- **Managed Implementation.** With Managed Implementation, Verizon will bring a new Customer Network online and under Verizon management. Verizon will enable the VNFs on the public cloud VM with Customer-provided VM full access rights.
- **Managed VNF Enhanced Features.** The features are provided as an embedded operating service feature. Verizon will provide relevant software patches and upgrades as provided by the Managed VNF manufacturer from time to time for installation during a scheduled maintenance period.
 - **Managed VNS Support for Dynamic Bandwidth Feature.** With dynamic bandwidth, Verizon will provide support for VNS Full Management, and only if Customer orders Verizon Network services (under a separate service attachment). When Customer places an order in the Verizon PIP dynamic bandwidth portal, changes to the CE router are manually made by Verizon with

concurrent changes to the PE router. Verizon's objective for completion of the CE changes is 72 hours from Customer's placement of the order. Limitations for this semi-automated support include:

- Only one change per United States Business Day per CE router is permitted.
- Not more than four changes per month per CE router are permitted.
- Not more than five changes per United States Business Day per Customer Network are permitted.
- Changes can only be submitted Sunday 12:01 PM Eastern United States time through Friday 5:00 PM Eastern United States time.
- The dynamic bandwidth schedule change feature is not available.
- The Verizon PIP add or remove enhanced traffic management (ETM) feature is not available.

1.2.12 Co Management Service Level (Co Management). Verizon will provide management for each VNS function and this will be bundled with Full Management of uCPE as described and supported under the Managed WAN Service Attachment and includes the OOB access options as described therein. If the VNS service is hosted in the HNS environment, the HNS hardware and systems are part of the service and does not require the Managed WAN Service Attachment. Co Management provides the same management functions as the Full Management with the exception of the following:

- **SD WAN Policy Management.** If Customer has Co Management, Customer can make certain policy changes using the VEC or VEC for SD WAN service features. Additional service features will be added to the VEC and API Gateway from time to time. Verizon, working with Customer, will set the initial policies during implementation. Additionally, Verizon will, from time to time, set policies that are not accessible to Customer. Customer may obtain a list of available policies by way of the VEC or API Gateway or by contacting Customer's account manager. Customer acknowledges and agrees that policy changes made by Customer may negatively impact application traffic performance.
- **Application Edge.** Application Edge is only available with Co Management. Verizon manages the VM and containers on the uCPE, which includes any relevant software patches and upgrades as provided by the VM and container provider. Customer may use the Application Edge Portal to manage containers not provided by Verizon for an additional cost. Any such containers and supporting infrastructure are entirely the responsibility of Customer, including any upgrades or patches required including, but not limited to, containers located in public clouds, at Customer owned data centers, or on Customer owned hardware.

1.2.13 Monitor Management Service Level (Monitor Management). With Monitor Management, Verizon will monitor VNS feature packages bundled with Full Management of the uCPE as described and supported under the Managed WAN Service Attachment and includes the OOB access options as described therein. Monitor Management provides notifications of VNF service outages only. Customer will be responsible for all policies, patching and updating of the VNF software.

1.3 Verizon Responsibilities.

1.3.1 Demarcation. Verizon will provide the demarcation of VNS at the Local Area Network (LAN) interface of the Managed VNF.

1.4 Customer Responsibilities.

1.4.1 IP Addresses. Verizon will designate IP addresses for use with VNS. Customer will not use non-approved IP addressing on VNS. Verizon also reserves the right to use border gateway protocol (BGP) routing when VNS terminates Verizon transport.

1.4.2 Customer Notifications. Customer shall report detected service failures and provide information to the Verizon Customer Service Center.

- 1.4.3 **Back Up.** Customer is responsible for the adequacy of any duplication or documentation for its electronic files at all times. Neither Verizon nor its designees are responsible or liable for Customer's failure to duplicate or document files or for data or files lost during the performance of VNS.
- 1.4.4 **Reports.** All copies of any reports, recommendations, documentation, VEC printouts, or other materials in any media form provided to Customer by Verizon will be treated by Customer as Verizon Confidential Information. Customer Confidential Information, if embedded in the above, shall continue to be treated as Customer Confidential Information.
- 1.4.5 **VEC or API Gateway User Names and Passwords.** Customer must immediately notify Verizon upon learning of any unauthorized use of Customer's login credentials. Customer is responsible for all activities and Charges incurred through the use of the compromised login credentials.
- 1.4.6 **SDN Remote VPN Access.** Customer is responsible for the following aspects of SDN Remote VPN Access:
- **Remote Access Client.** Customer is responsible to download, setup and manage the Remote Access Client and all aspects of the end user's endpoint device including security management.
 - **Active Directory.** Customer is responsible to enable and manage all aspects of the active directory, policy administration, user authentication, and associated two factor authentication. Customers must notify Verizon of active directory service disruptions.
 - **Remote Access Server.** Customer must assign a fully qualified domain name to the RAS Gateway and provide all digital certificates (root, intermediate or otherwise), server certificates, and associated private keys. Verizon will install certificates and certificate renewals provided by Customer, as required. Customer must inform Verizon of certificate-related issues and provide renewal certificates at least 90 days prior to the expiration of the certificate.
- 1.4.7 **Public Cloud.** Customer will be the tenant for the public cloud space when VNFs are located on VMs in a public cloud. Customer must provide full access to Verizon to monitor and manage VNFs on the public cloud. Customer is responsible to resolve issues related to the public cloud infrastructure.

2. SUPPLEMENTAL TERMS

- 2.1 **Services Disclaimer.** Verizon makes no warranties, guarantees, or representations, express, or implied that i) VNS will protect the Customer Network from intrusions, viruses, Trojan horses, worms, time bombs, cancelbots or other similar harmful or destructive programming routines; ii) any security threats and vulnerabilities will be prevented or detected; or, iii) the performance by Verizon of VNS will render Customer's systems invulnerable to security breaches.
- 2.2 **Restriction on Encryption Functionality in India.** VNS allows for transport_routing capabilities and encryption for traffic traversing Internet circuits. Due to differing license requirements attaching to different Services in India, with respect to traffic on: (a) Internet Dedicated Services, Customer may use encryption up to 40 bit key length in RSA algorithm. If Customer requires encryption higher than this limit, then Customer must obtain approval from the relevant telecom authority. Customer will not employ bulk encryption equipment in connection with Verizon Facilities in India; and (b) Broadband Services, the use of encryption shall be governed by the government policy/rules made under the Information Technology Act, 2000.
- 2.3 **VoIP Restrictions.** Customer acknowledges that a number of jurisdictions impose restrictions and/or licensing or registration conditions on VoIP transmission over the Verizon Facilities. To the extent such regulations apply, Customer shall comply with those regulations and indemnify, defend, and hold Verizon harmless for any claims arising from Customer's violation of such regulations thereof.
- 2.4 **Customer Content in Application Edge.**

2.4.1 **Generally.** Customer, not Verizon, has sole and exclusive control over the content, data, and applications (collectively, Customer Content) residing within the Application Edge container. The parties acknowledge and agree that in the provision of Application Edge service, Verizon is not provided, either directly or indirectly, and will not seek access to, the Customer Content. Verizon does not and will not exercise any control over the Customer Content.

2.4.2 **Protected Health Information (U.S. only).** Customer will not use VNS Application Edge in a way that causes Verizon to create, receive, maintain, or transmit “protected health information” (PHI) that would make Verizon a “business associate” to Customer (as both terms are defined at 45 C.F.R. § 160.103). To the extent this prohibition is violated, Customer is fully responsible for the consequences

3. SERVICE LEVEL AGREEMENT (SLA)

The SLA for VNS may be found at the following URL:

www.verizonenterprise.com/us/publications/service_guide/secure/cp_vns_plus_virtual_network_service_s_la_SG.pdf

4. FINANCIAL TERMS

4.1 **Rates and Charges.** Customer will pay the monthly recurring charges (MRCs) and non-recurring charges (NRCs) for VNS as specified in the applicable Order and at the following URL: www.verizonenterprise.com/external/service_guide/reg/applicable_charges_toc.htm and Customer’s Service Commitment and/or Volume Commitment will be as specified in the applicable Order. Customer will pay additional MRCs and NRCs for any equipment management required or for optional services or features that may be ordered by Customer under the Order. VNS MRCs are fixed for the Service Commitment. The charges shown herein are quoted in United States dollars and will be billed in the invoice currency.

4.2 **One-Time Management Charges.** Optional Change Management (OCM) provides additional remote change management support for VNS. Customer can order specific OCM activities through the Verizon VEC. The Standard Change Management activities shown in the VEC are included in the MRC of the VNS Service.

4.3 **Managed Implementation Charges.** Depending upon network readiness or complexity, additional engineering time, equipment or equipment upgrade may be required with associated NRC. Equipment and equipment management costs are not included in the NRC shown in an Order. CPE may be provided under a separate service attachment. The NRC and MRC shown in the Order apply per Managed VNF.

5. **DEFINITIONS.** The following definitions apply to VNS in addition to those identified in the Master Terms and the administrative charge definitions at the following URL:

www.verizonenterprise.com/external/service_guide/reg/definitions_toc_2017DEC01.htm

Term	Definition
Customer Network	A collection of Managed VNFs and the network they are connected to.
Managed VNF	A Virtual Network Function (VNF) that has been designated as supported by VNS.



WAVELENGTH SERVICES SOLUTION +

1. GENERAL
 - 1.1 Service Definition
 - 1.2 Standard Service Features
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5. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon's Wavelength Services Solution+ provides high speed dedicated bandwidth connectivity between two Customer-designated endpoints (subject to availability).

- 1.1.1 **Platform.** These terms apply to optimized Wavelength Services Solution+, Private Carriage and Interstate only services.

1.2 **Standard Service Features**

- 1.2.1 **Optical Circuit.** In its standard configuration, Verizon provides Wavelength Services Solution+ with an optical circuit via a 2 fiber handoff. Industry standard intra-office interfaces are used.

- 1.2.2 **Access.** In some configurations, such as for National and International geographic configurations, access to the network is via:
- On-Net access which is provided by Verizon.
 - Offnet access which is provided by Verizon using third party access providers.
 - Customer Provided Access which is used when Customer is co-located at a Verizon LD POP and requires only a cross-connect to long haul transport.
 - Carrier hotel which is a list of Verizon designated sites with multiple carriers.

- 1.2.3 **Service Configurations.** Wavelength Services Solution+ supports the following configurations:

Service Configuration	Configuration Type	Speed
Metro Point to Point	Ethernet	1 Gbps, 10 Gbps, 100 Gbps
	Transparent Synch Frame	2.5 Gbps, 10 Gbps
	Optical Transport Network	10 Gbps, 100 Gbps

IXC Point to Point	Transparent Synch Frame	10 Gbps
	Ethernet	1 Gbps, 10 Gbps, 100 Gbps
	Optical Transport Network	10 Gbps, 100 Gbps

1.2.4 **Customer Service and Support.** Verizon provides Tier 1 Help Desk support by telephone 24 hours a day 7 days a week.

1.2.5 **Geographic Configuration.** Verizon assigns a geographic type to the service based on the customer's A and Z end locations:

- **Metro.** With the Metro Geographic type, Verizon provides connectivity to end points within the same LATA, Corridor or Metropolitan Service Area as defined by Verizon.
- **National.** With the National Geographic type, Verizon provides connectivity to end points in different LATAs or different Metropolitan Service Areas (excluding Corridor service) as defined by Verizon.
- **International.** With the International Geographic type, Verizon provides connectivity between end points which requires the circuit to cross a country's borders. Wavelength Services in International Geographic types includes Hawaii and Alaska.

1.3 **Optional Service Features.** Verizon offers the following Wavelength Services optional features:

1.3.1 **Protected Access.** This option is available for type 1 on-net access circuits and only where supported by the network. With the Electronic Network Protection, the Customer traffic for a single circuit is bridged to a dedicated working and a dedicated protect channel. The 1+1 Automatic Protection Switching used in Electronic Network Protection allows the circuit to automatically switch from the working channel to the protect channel upon electronics module failures on either channel. The objective is to help protect against outages due to single electronics module failures in the access circuit when the network supports two degrees of freedom from the customer premises location to the LD POP. Diversity between the working channel and the protect channel is not guaranteed but provisioned where the shared Verizon metro transport network topology supports it. The switching time is not guaranteed but is typically less than 50 ms after systematic fault detection. Switching is typically non-revertive, so upon repair of failures, the traffic would not revert back to the original channel.

Customers with access loops that are single threaded may opt for protected access and it will be done via a single ROADM degree but in this case, only the ROADM transponders are protected and not the outside plant fiber or ROADM amplifiers.

1.3.2 **Mandatory Route.** With the Mandatory Route feature, Verizon restricts the long haul route a circuit can take by requiring it to pass through the identified locations for the specific service. For Wavelength Services Solution+ that include IXC Transport (national and international geographic configurations over the long haul backbone), Verizon will maintain the IXC routing for the term of the service.

1.3.3 **Round Trip Delay SLA.** With the Round trip delay (RTD) SLA feature, Verizon provides a maximum RTD service level agreement (SLA) metric for the term of the circuit that is specific to the circuit's path. Additional details are specified in the SLA. Qualifying circuits must be wholly provisioned by Verizon and may not include SONET end-links.

1.3.4 **Mesh Restoration.** With Mesh Restoration, for national geo types in the domestic U.S., the IXC transport circuit's traffic is provisioned over the Verizon Optical Transport Network (OTN) mesh of OTN switches and mesh restoration is enabled so that failures of the network side electronics of the OTN mesh switches and of the DWDM transport of the OTN mesh trunks and their fiber outages are typically survived. The mesh restoration algorithm is designed to automatically switch traffic to links dedicated to service as

spare links. The Restoration time is not guaranteed but is typically less than 300 ms. The spare links are targeted for deployment in sufficient quantity to support all single outage events in the OTN mesh. The algorithm will also attempt to restore around multiple simultaneous failures as the network capacity supports it. The circuit is typically reverted back to its home path after the failure is repaired, alarms clear and a 12 minute "Wait to Restore" time expires with alarms remaining clear. Diversity between the home route links and the spare links is provisioned via shared link risk group provisioning of the trunks.

1.3.5 Corridor Service. With Corridor service, Verizon may extend metro service beyond LATA boundaries at its own discretion where the network supports it.

1.3.6 Route Diversity. With the Route Diversity feature, two circuits whose routing is specified at the POP to POP level of granularity are selected as a mated pair relationship and their routing is maintained for the term of the service as is originally ordered. The level of diversity between the pair is dependent on the specific routes selected and may or may not include overlap in the outside plant fiber routing. Module level equipment diversity is provided. The feature is therefore classified as "Route - No Single Point of Failure Limited" level of diversity.

For circuits that include the Route Diversity optional feature, Verizon will periodically check the circuit routing throughout the circuit term to verify whether special routing has been maintained. If Verizon learns that special routing has been jeopardized, then Verizon will use commercially reasonable efforts to restore special routing. If Verizon cannot restore special routing within sixty (60) days after discovering a problem, Verizon will notify Customer that special routing cannot be restored and Customer has the option within sixty (60) days from such notification from Verizon to disconnect the circuit subject to the special routing requirement without any early termination liability.

1.3.7 Local Route Diversity. With the Local Route Diversity feature, two circuits whose routing is specified at the metro POP to metro POP level of granularity are selected as a mated pair relationship and their routing is maintained for the term of the service as is originally ordered. The level of diversity between the pair is dependent on the specific routes selected and may or may not include overlap in the outside plant fiber routing. Module level equipment diversity is provided. The feature is therefore classified as "Route - No Single Point of Failure Limited" level of diversity. For circuits that include the Route Diversity optional feature, Verizon will periodically check the circuit routing throughout the circuit term to verify whether special routing has been maintained. If Verizon learns that special routing has been jeopardized, then Verizon will use commercially reasonable efforts to restore special routing. If Verizon cannot restore special routing within sixty (60) days after discovering a problem, Verizon will notify Customer that special routing cannot be restored and Customer has the option within sixty (60) days from such notification from Verizon to disconnect the circuit subject to the special routing requirement without any early termination liability.

1.3.8 Proactive Notification. With Proactive Notification, Verizon shall offer Proactive Notification as a supplemental value-added feature to the Wavelength Services Solution. Proactive Notification is provided to Customers enrolled in that feature, where available, at no additional charge to Customer.

1.3.8.1 To receive Proactive Notification, Customer must enroll by contacting their Verizon account representative. Customer will provide an e-mail address to which Verizon should send e-mail notifications. The objective is for automated e-mail notification (that a trouble ticket has been opened) to be sent within 15 minutes of trouble ticket creation. Customer may sign up to view trouble tickets opened through this feature affecting Customer's service via the Verizon's On-line Ticket Management system, accessed from the Verizon Business Customer Center at <https://enterprisecenter.verizon.com>.

1.4 Customer Responsibilities

- 1.4.1 **Customer-Provided Access.** If Customer provides local Access, Customer will connect that Access to the Customer-provided patch panel which is a Verizon-designated interconnection point to Verizon's network and to Customer's end-user equipment. Customer will also provide a CFA (as defined below).
- 1.4.2 **Installation.** Unless otherwise provided by Verizon under a separate Service Attachment, Customer will provide the following to support installation activities such as site surveys, testing and activation:
- Space and power for Verizon terminating equipment if required to deliver service.
 - All facilities and internal cabling to connect Customer's Site to the Demarcation of the Wavelength Services Solution circuit.
 - Notice to Verizon of the existence and location of wiring or any other risk factors on the Customer's Site which may affect Verizon's installation of the Wavelength Services Solution.
- 1.4.3 **Entry to Customer Site.** Where Verizon requires entry to a Customer Site in order to provide (including, but not limited to, physical changes to Wavelength Services Solution facilities), Customer shall: (a) grant or shall procure the grant to Verizon of such rights of entry to each Customer Site, including any necessary licenses, waivers and consents and (b) respond promptly to notice from Verizon requiring Customer action, such as to coordinate Verizon entry to Customer Site needed for a change in facilities at a mutually convenient time within 30 days of such notice from Verizon.

2. SUPPLEMENTAL TERMS

- 2.1 **Special Construction.** If, after an order is placed, Verizon finds that third-party special construction services are needed to build, configure or install any additional facilities and/or equipment necessary for Verizon to provide Access service, Verizon will notify the Customer of any such special construction charges. If Customer does not accept the special construction charges, Customer may terminate the order(s) affected by the special construction charges, subject to payment of any third party provider cancellation charges incurred by Verizon.
- 2.2 **Mandatory Route Requirements.** If a network outage occurs, Verizon may unilaterally restore (via reroute) affected circuits without regard to Mandatory Route routing. Once the network outage is resolved, Verizon will restore the route to meet the original Mandatory Route locations. For instances where Verizon grooms its network and such grooming impacts a Mandatory Route, Verizon will work with Customer to determine a new Mandatory Route and if that is not possible, Customer may terminate the circuit without any termination fee(s) within 60 days.
- 2.3 **Rerouting.** Without affecting Verizon's obligation to route through Mandatory Route locations, Verizon reserves the right to reroute Wavelength circuits entirely at its discretion.
- 2.4 **Customer Obligations and Limitations regarding Connecting Facilities.** If Customer requests Wavelength Services Solution+ provisioned with facilities being used for another Customer ("Hosting Customer"), the requesting Customer will first provide Verizon a valid letter of agency ("LOA") and a customer facility assignment ("CFA") (collectively, "LOA/CFA"). If the related Hosting Customer's service ends for any reason, the requesting Customer's LOA or CFA will be deemed revoked, and Wavelength Services may be interrupted or terminated without notice. Verizon is not liable in any respect for such interruptions or terminations but will credit Customer for affected service charges and work with Customer to restore its service promptly.
- 2.5 **Jurisdictional Interstate in the United States.** Wavelength Services Solution+ provided within the United States is offered only on a jurisdictionally interstate basis. Customer agrees that more than 10 percent of traffic on each Wavelength Services Solution+ circuit in the U.S. crosses state line boundaries.



3. **SERVICE LEVEL AGREEMENT.** The Service Level Agreement (“SLA”) for Wavelength Services Solution+ can be found at the following URL: Wavelength Services SLA at www.verizon.com/business/service_guide/reg/cp_wss_plus_sla.pdf.

4. FINANCIAL TERMS

- 4.1. **Rates and Charges.** Customer will pay the charges for Wavelength Services Solution+ specified in the Agreement, including the Administrative Charges below, and at the following URL: www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm. Charges below are in U.S. dollars and will be billed in the invoice currency for the country of that invoice.
- 4.2. **Administrative Charges.** The column titled “Specific NRC for Local Access portion of Wavelength Services Solution+” represent NRCs that Customer will pay for each end of an affected Local Access circuit.

Administrative Charge	Charge Instance	General NRC for Wavelength Services Solution+	Specific NRC for Local Access portion of Wavelength Services Solution+
Administrative Change	Per Change	\$60.00	\$60.00
Cancellation of Order	Per Circuit	\$800.00	\$800.00
Expedite in the United States	Per Circuit	\$4,000.00	\$1,400.00
Expedite in Canada and France	Per Circuit	\$4,000.00	\$6,000.00
Expedite in other countries	Per Circuit	\$4,000.00	\$3,000.00
After Hours Installation	Per Circuit	\$400.00	\$600.00
Pending Order Change	Per Circuit	\$750.00	\$200.00
Physical Change	Per Circuit	\$850.00	\$200.00
Service Date Change	Per Circuit	\$200.00	\$100.00

- 4.3. **Cancellation/Expedite.** Cancellation of Order charges in the table above will not apply to circuits for which Customer reinstates the same Service Order within 30 days of the request to discontinue processing the order. Cancellation of Order charges in the table above will be assessed per cancelled circuit or port per order. Expedite charges in the table above will apply in addition to any Cancellation of Order charges if Customer cancels an order before installation.
- 4.4. **Access Speed Changes.** Speed changes on an existing Access circuit are only supported by Verizon in specific limited circumstances. Otherwise, where alternative Access speeds are available from Verizon, Customer must present a new order to Verizon to obtain such alternative speeds and simultaneously terminate its existing Access service, for which it will pay early termination charges if applicable. Customer will be responsible for any third party charges incurred by Verizon in order to implement any requested Access speed changes or any termination. The applicable NRC and MRC associated with the new Access circuit speed will be effective from the day the changed Access bandwidth is available to Customer.
- 4.5. **Access Moves.** Customer-requested moves of Access to a new location will be quoted on an individual case basis and, as with speed changes, may require the termination of Customer’s existing Access circuit and installation of a new one. For Customer-requested moves of Access to a new location, Customer will pay early termination charges as applicable and any third party charges incurred by Verizon in order to implement the move. The newly-contracted Access will include the applicable NRC and MRC associated with the new Access circuit.

- 4.6 **Expedited Installation.** If Customer requests expedited installation, an Expedite charge will be assessed per circuit, depending on the service. For Local Access, Customer will be charged an additional Expedite charge for each revision made to the Service Order prior to the completion of an installation or a change request due to Customer's actions, including, but not limited to, more than one (1) site visit to Customer Site because Customer was not available at the time scheduled for installation or if Customer requests a change in the installation date such as changed speeds, prior to the completion of the installation. Service Orders requiring construction prior to the installation of service, either on-net or off-net, could result in extended delays even in instances where an Expedite charge applies.
5. **DEFINITIONS.** The following definitions apply to Wavelength Services Solution+, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
1+1 Automatic Protection Switching	A protection switching scheme where the customer traffic is bridged into a working and protect channel that is dedicated to the circuit and then the receive end equipment performs an automatic switch from working to protect if the working channel fails. Switching may be revertive or non-revertive back to the working channel after the outage is repaired. Switching time is typically 50 ms or less after systematic fault detection.
Corridor Service	A geographic area in the United States whereby Inter-LATA services are provided between two defined LATAs, but are considered metro service for provisioning and usually for pricing purposes. Corridors are an optional Verizon metro configuration of service across LATA boundaries set at Verizon's discretion.
Cross-connect	A single (or series of) fiber jumpers between specific ports on customer or carrier equipment used to transmit the Wave data stream to each other across the demarcation point.
Electronic Network Protection	Uses 1+1 protection switching via the Y-Cable technology to effect a head end bridge of the customer traffic into a working and protect channel and then monitors the health of both channels. The system will execute a receive end switch to select from one channel or another depending on the status of those channels.
Metropolitan Service Area	A Verizon defined list of cities or suburbs that are served as a metro geographic type and provisioned on metro transport equipment.
Mesh Restoration	A protection switching scheme that uses a mesh of links as working links and other dedicated links as spare capacity. Upon failure of a working link, the traffic is switched into the spare links to route around the failure and remain up. The switching is done via OTN switches in cross-connect fashion (not packet switching).
Optical Transport Network	OTN is a standards-based transport architecture for data communications with a specific protocol defined by the ITU-T via the G.709 recommendation.
Private Carriage Service	A Service provided to Customer on an individual basis, with rates, terms and conditions that are subject to negotiation between Verizon and Customer, and not offered for sale ubiquitously to the general public at publicly posted rates. If rates, terms and conditions cannot be satisfactorily negotiated with Customer, Verizon reserves the right not to sell such Private Carriage Service to Customer.
Protocol Specific	A circuit whose customer interface is specific to a standards-based data communication protocol (e.g. IEEE 802.3 Ethernet or ITU-T G.709 Optical

	Transport Network standard) and bit range (e.g. 10 Gb/s).
Point to Point Service	Point to Point Service is full time data transmission service utilizing the Company's facilities to connect two or more Customer designated locations.
Transparent Synchronous Frame	A SONET OC-n customer interface with transparent transport of the customer's D bytes and K bytes in the SONET line overhead. It is protocol specific as either a SONET OC-n or a Synchronous Digital Hierarchy STM-n.
Wait to Restore Timer	A configurable option where after an outage is repaired, the protection switching algorithm requires a minimum length of time with alarm free operation before reverting the customer's traffic back to the home route. Designed to avoid switching traffic into intermittent channels.
Demarcation	The point where the access circuit is delivered. For jointly used office buildings, it is often a common entrance point for telecommunication providers, which may not be the Customer's physical location.



WEBEX CALLING +

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 - 1.1 Service Definition
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 - 2.2 Webex Calling (Verizon Plan)
 - 2.3 Webex Calling (Flex Plan)
 - 2.4 Webex Calling (Flex Plan) Local Gateway CPE
 - 2.5 Additional Optional Service Features
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 - 3.1 Customer-Obtained Facilities
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5. FINANCIAL TERMS
 - 5.1 Optimized Service
 - 5.2 Webex Calling (Standard/Premier Plan) Charges
 - 5.3 International Calling
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 - 5.6 Webex Calling (Verizon Plan) and Webex Calling (Flex Plan) Charges/Billing
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 - 5.9 Shipping Charges
 - 5.10 Webex Calling CPE
 - 5.11 Migration Services
 - 5.12 Non-Optimized Service
6. DEFINITIONS

1. GENERAL

- 1.1 **Service Definition.** Verizon offers three versions of this service: Webex Calling (Standard/Premier Plans), Webex Calling (Verizon Plan) and Webex Calling (Flex Plan). Please note that not all versions are available in all regions.
 - 1.1.1 **Platforms.** Except where explicitly stated otherwise, these terms apply to Optimized Service (denoted with a +) and non-Optimized Service.

2. AVAILABLE VERSIONS OF WEBEX CALLING

2.1 Webex Calling (Standard/Premier Plan)

2.1.1 Service Definition. Webex Calling is a multi-featured advanced communications system with several private branch exchange (PBX) in-the-cloud features. With Webex Calling, Verizon provides Customer with trunk capacity to enable a user to place a call to a terminating user (either internet protocol (IP) or public switched telephone network (PSTN)), and Verizon offers two plan options: Standard Plan and Premier Plan. For the Standard Plan options, Customer will purchase a sufficient amount of trunk capacity separately to support the expected simultaneous call volume for its users. For the Premier Plan options, the trunks are included with the purchase of the Premier Plan. Trunk capacity includes unlimited intra-enterprise voice over IP (VoIP) calling (VoIP origination and termination within Customer's enterprise), and unlimited local calling and unlimited long distance (LD). Calls to international locations can also be made but are billed at metered rates. For the Standard Plan options, Customer will maintain its initial trunk capacity for at least 30 days before requesting any decrease. At any given time, Customer may only place as many concurrent calls as the number of premier users or standard trunks it has purchased. Customer must purchase Internet or Private IP access separately in order to access the Internet.

2.1.2 Service Features. Customer chooses between the Standard and Premier Plans, as described below.

2.1.2.1 Standard Plan Feature Sets. Under the Standard Plan, Customer will select one of three feature-sets:

- **Standard User.** The Standard User feature-set provides basic features such as voicemail, call forwarding, three-way calling, and caller ID, plus access to the MyPhone Portal, such as scheduled call forwarding and simultaneous ring. Each site with Standard User will receive one auto-attendant and one call queue.
- **Standard User with Bundled Phone (non-Optimized Service Only).** With this feature-set, Verizon provides all the features included in the Standard User option, plus a required bundled phone option charge as set forth in the URL identified in section 5.12 below. A minimum three-year Service Commitment period applies.

2.1.2.2 Premier Plan Feature Sets. Under the Premier Plan, Customer will select one or more of the four feature sets:

- **Premier User.** With the Premier User feature set, Verizon provides all the features included in the Standard User option, plus a Mobile Client, a Soft-phone Client, tablet client, instant messaging capabilities, and the MyRoom functionality that enables screen sharing and a multi-party audio conferencing capability. Each site with Standard User will receive one auto-attendant and one call queue.
- **Fax Station User.** With this option, Verizon provides basic telephony capability which, when combined with a fax machine connected to a Verizon-supported analog telephone adapter, enables end users to send and receive faxes.
- **Key System Packages.** With this option, Verizon packages multiple premier licenses allowing configurable device sharing to emulate a key system.
- **Premier User with Bundled Phone (non-Optimized Service Only).** With this option, Verizon provides all of the features included in the Premier User option plus a required bundled phone option charge as set forth in the URL identified in section 5.12 below. A minimum three-year Service Commitment period applies.

2.1.2.3 Call Recording. Customer can record, store, organize, and access recordings of incoming calls. Call recordings are retained for up to 90 days, with unlimited call recording capability.

2.2 Webex Calling (Verizon Plan)



- 2.2.1 **Service Definition.** Webex Calling (Verizon Plan) is a multi-featured hosted, managed-platform service that delivers advanced communications services from the cloud. Webex Calling (Verizon Plan) is sold separately from the connectivity needed to access the Service. Customer may purchase that connectivity from Verizon or a third party.
- 2.2.2 **Verizon IP Trunking.** In order to support off-net and emergency calling (where permitted), a separate Verizon IP Trunking service must be ordered and provisioned to provide capacity to enable the Customer to place a call to a terminating user (either IP or PSTN). Customer will purchase a sufficient amount of trunk capacity separately to support the expected simultaneous call volume for its end users.
- 2.2.3 **Standard Service Features.** Customer must choose one option per user.
 - 2.2.3.1 **Basic User.** Basic User includes features such as voicemail, call forwarding, three-way calling, caller ID, plus access to the MyPhone Portal.
 - 2.2.3.2 **Standard User.** Standard User includes all of the features included in the Basic User option, along with mobile, desktop and tablet clients, plus access to the MyPhone Portal.
 - 2.2.3.3 **Premier User.** Premier User includes all the features included in the Standard User option, plus the Unified Communications Applications bundle.
 - 2.2.3.4 **Dialtone User.** Dialtone User includes features such as inbound and outbound calling and caller ID.
 - 2.2.3.5 **Messaging User.** Messaging User includes inbound calling and voicemail.
- 2.2.4 **Optional Service Features**
 - 2.2.4.1 **Custom Training.** Customer has the option to purchase webinar-based training in increments of 90 minutes, serving up to 200 participants.
 - 2.2.4.2 **Webex Calling (Verizon Plan) Call Recording.** Customer can record, store, organize, and access recordings of incoming calls. Call recordings are retained for up to 90 days, with unlimited call recording capability.
 - 2.2.4.3 **Webex Calling (Verizon Plan) Call Recording with Artificial Intelligence.** Customer can record, store, organize and access recordings of incoming calls, with the addition of artificial intelligence (AI) to analyze the recorded call through a series of modules that allow deep insight into the content of the recorded call. Call recordings are retained for an unlimited time during the term of the Agreement.
- 2.3 **Webex Calling (Flex Plan)**
 - 2.3.1 **Service Definition.** Webex Calling (Flex Plan) is a multi-featured hosted, managed-platform service that delivers advanced communications services from the cloud. Webex Calling (Flex Plan) is sold separately to the connectivity needed to access the Service. Customer may purchase that connectivity from Verizon or a third party. Webex Calling (Flex Plan) leverages a flex licensing structure which has a different pricing model and feature set than Verizon's other Webex Calling offerings.
 - 2.3.2 **Verizon IP Trunking.** In order to support off-net and emergency calling (where permitted), a separate Verizon IP Trunking service must be ordered and provisioned to provide capacity to enable the Customer to place a call to a terminating user (either IP or PSTN). Customer will purchase a sufficient amount of trunk capacity separately to support the expected simultaneous call volume for its users.

2.3.3 Standard Service Features

2.3.3.1 **Webex Calling (Flex Plan) License Models.** Customer must choose either an Enterprise Flex model or a Named Flex model.

- **Enterprise Calling License.** The Enterprise Flex License provides Customer with a subscription license for the Customer's Employee Count allowing Customer to add up to 20% above the total purchased licenses at no added cost. The Enterprise Flex license includes voicemail, call forwarding, three-way calling, and caller ID, plus access to the MyPhone Portal. In addition, the Enterprise Flex license includes access to mobile, desktop and tablet clients.
- **Enterprise Common Flex EA50 License.** The Common Flex EA50 License is a subscription license whereby Customer can consider up to 50% of their total Enterprise Flex licenses Common Flex Standard licenses. The Common Flex EA50 License includes features such as inbound and outbound calling, and caller ID, and is sold only with Enterprise Flex licenses.
- **Named Flex Basic License.** The Named Flex Basic License provides Customer with a subscription license for the Customer's Employee Count. This license includes voicemail, call forwarding, three-way calling, caller ID, plus access to the MyPhone Portal.
- **Named Professional License.** The Named Professional License provides Customer with a subscription license for the Customer's Employee Count. This license includes voicemail, call forwarding, three-way calling, caller ID, plus access to the MyPhone Portal. In addition, this license includes access to mobile, desktop and tablet clients.
- **Named Common Flex Standard License.** The Common Standard Flex License is a subscription license which includes features such as inbound and outbound calling and caller ID, and is sold only with Named Flex Licenses.
- **Named Enhanced License.** The Named Enhanced License is a subscription license which includes features such as inbound and outbound calling and caller ID, and is sold only with Named Professional Licenses.

2.3.4 Optional Service Features

2.3.4.1 **Webex Calling (Flex Plan) Call Recording.** Customer can record, store, organize, and access recordings of incoming calls. Call recordings are retained for an unlimited time during the term of the Agreement, with unlimited call recording capability.

2.3.4.2 **Webex Calling (Flex Plan) Call Recording with Artificial Intelligence.** Customer can record, store, organize and access recordings of incoming calls, with the addition of AI to analyze the recorded call through a series of modules that allow deep insight into the content of the recorded call. Call recordings are retained for an unlimited time during the term of the Agreement.

2.3.4.3 **Webex Calling (Flex Plan) Custom Training.** Customer will receive one free webinar-based training for every 200 employees based on the applicable license value set for the Term, with a 200 participant maximum per training session. Additional fees apply, if Customer desires additional training sessions.

2.3.4.4 **Webex Calling (Flex Plan) Local Gateway CPE.** For the Webex Calling (Flex Plan) in locations where Verizon does not offer IP Trunking, Customer may use Customer's existing local gateway device, obtain a local gateway device from another provider, or obtain a local gateway device from Verizon (subject to a separate CPE and Managed Services agreement) to access a Customer-provided PSTN.

2.4 **Additional Optional Service Features.** Except where explicitly stated otherwise, these additional optional Service features are available for all versions of the Service.

- 2.4.1 Migration Services.** Customer may choose to have Verizon: 1) assist with the extraction of user data from Customer's current Hosted IP Centrex (HIPC), Centrex, or PBX systems (collectively, Legacy Platforms); and, 2) use that information to configure new users for any version of the Service. Customer understands that data extracted from their current HIPC, Centrex or PBX systems may not match the requirements of the Service user and that adjustments to Service user configurations may be required. Customer will allow Verizon to retrieve telephone number, CPE, and feature configuration data from the applicable Legacy Platform and to import that data into the Service and supported CPE.
- 2.4.1.1 Migration Supplemental Services.** Migration supplemental services provide services that are outside of the scope of Migration Services. These services may include assistance with a Customer-owned PBX extraction or other enhanced services as requested by Customer. Verizon will provide a quote to Customer for migration supplemental services.
- 2.4.2 Instant Meeting Conferencing.** With the Instant Meeting Conferencing feature, Verizon provides seven-day, 24-hour conference calling capability. Customer purchases one or more Instant Meeting conferencing bridge which includes 140 ports of bridge capacity, and the desired quantity of meeting hosts (Moderators). Instant Meeting Conferencing Service includes the following capabilities:
- 2.4.2.1 Dial-Out Initiation.** Allows the moderator to dial out to conference participants one at a time.
- 2.4.2.2 Conference Recording.** Allows the Moderator to initiate a digital recording of a conference call by dialing the required star code while a conference is in progress. These recordings are stored by Verizon for thirty (30) days and are available for download by the Moderator or Customer administrator through the MyPhone Portal.
- 2.4.3 Call Center.** With the Call Center feature, Verizon provides a fully integrated communications management capability, enabling automatic call distribution, customizable automated answer, and network queue hold music for Customer's supervisors and agents handling calls in a call center environment. Call Center is not available for Webex Calling (Flex Plan). Call Center capabilities include:
- 2.4.3.1 Routing Definition.** Routing definitions are provided for overflow, stranded, and after-hours calls.
- 2.4.3.2 Supervisor Role.** The call center supervisor can monitor the status of call center agents, provide an emergency and escalation path for agents, participate as an agent to receive calls, move the position of callers waiting in queue, view the current activity in the calling administrative portal, and view reports.
- 2.4.3.3 Software Clients.** Using web-based clients, agents and supervisors can log into the call center, change status, click to dial, click to answer, hold or transfer calls, and initiate a conference call, and access company and personal phone directories.
- 2.4.3.4 Dialed Number Information Service (DNIS) Support.** Supports multiple inbound phone numbers using the same routing logic and identify dialed numbers, so a call center can provide customized greetings to callers.
- 2.4.3.5 Enhanced Reports.** Provides detailed reporting on agent and supervisor activity and DNIS levels, in addition to call statistics.
- 2.4.3.6 Administrator-defined Preferences.** Inbound calls are processed and distributed based on the following Customer Administrator defined preferences:
- Automatic call distribution with multiple distribution policies
 - Scheduling and alternate routing policies



- Queuing policies by call and agent status
- Scheduled reporting
- Customizable announcements

2.4.4 Unified Communications Applications. Unified Communications Applications enable a user with the Standard User feature set to exercise the capabilities of the Premier User feature set listed below during interactions between Premier Users and Standard Users equipped with the unified communications applications listed below. Unified Communications Applications is not available with Webex Calling (Flex plan).

2.4.4.1 Instant messaging and presence (IM&P);

2.4.4.2 Share what is displayed on the desktop through a web browser;

2.4.4.3 Receive a mobile client and soft-phone client; and,

2.4.4.4 Initiate calls and use IM&P through MS Outlook and Lync.

2.4.5 Redsky 911 Services (U.S. and Canada Only)

2.4.5.1 Redsky 911 General Licenses. Enables location tracking of all phones inside and outside the Customer's enterprise using multiple discovery methods.

2.4.5.2 Redsky 911 Notification Subscription. Enables value added services for Customers who order at least 1 Redsky 911 General License and provides enhanced support options which include silent monitoring, barge-in, and recording, as described below.

- **Silent Monitoring:** the ability to "bridge-in" in mute mode on any 10 digit phone number(s) when a 9-1-1 call is dialed.
- **Barge-In:** the ability to "bridge-in" in mute mode on any 10 digit phone number(s) when a 9-1-1 call is dialed. The bridged participant will need to enter a code to intervene the call.
- **Recording:** the ability to record calls to 9-1-1 in the cloud and stored for 30 days.

3. SUPPLEMENTAL TERMS

3.1 Customer-Obtained Facilities. Customer is responsible for ensuring that all equipment, software, wiring, power sources, telephone connections and/or communications services necessary for inter-connection with Verizon's network or otherwise for use in conjunction with Service are compatible with Verizon's requirements (including being certified by Verizon for use with Service) and that they continue to be compatible with subsequent revision levels of Verizon-provided equipment, software and services.

3.2 Site Preparation. All necessary site preparation will be completed by Customer, unless otherwise mutually and expressly agreed, prior to Verizon's performance of the required activities.

3.3 Unsupported Use. Certain service disruptions may occur with the Service and Verizon will not be responsible for any service disruptions to servers or networks that are not managed by Verizon. Communications with analog modems are only permitted with Codec G.711 without silence suppression. Alarm lines of any kind (whether or not they use modems) are unsupported on the Service. Customer will not change the Verizon-installed design and/or configuration without Verizon's agreement, as such changes may interfere with Verizon's ability to provide the Service in whole or in part.



- 3.4 **Service Restrictions.** Customer expressly acknowledges that any violation of the following restrictions on its use of the Service may result in the immediate suspension or termination of Service.
- 3.4.1 Customer will obtain Verizon's written consent before modifying the Verizon-installed configuration and will not use the Service for telemarketing, fax broadcasting, fax blasting, continuous or extensive call forwarding, in any outbound call center environment or in connection with any similar application, or utilize auto-dialers or any similar type of device in connection with the Service.
- 3.4.2 Customer will not represent to Verizon multiple remote locations (i.e., locations remote to or residing behind Customer's hub location) as a single site during the design and provisioning process.
- 3.4.3 Customer's design will not be configured with more than 8:1 oversubscription, i.e., no more than eight DIDs (direct inward dialing) per simultaneous call.
- 3.5 **Service Limitations.** Customer acknowledges and will ensure that its users are properly notified that where a Customer-provided PSTN service is connected to Webex Calling (Flex Plan) via Local Gateway CPE that third party PSTN service (including access to emergency call services) will be interrupted if (1) there is a loss of electricity/power supply, (2) if the attendant broadband connection is not available, or (3) there is any malfunction or failure of the Service platform, equipment, software, hardware, or a Local Gateway CPE, as applicable, necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways).
- 3.6 **Call Origination.** Verizon will pay and assess applicable taxes and inter-carrier compensation on VoIP Service calls based on the originating location provided by Customer. Customer is responsible for any Customer or third-party claims arising from Customer's provision of an originating location that differs from the actual origin of a call.
- 3.7 **Data.** Verizon is not responsible for data backup, loss, or retrieval.
- 3.8 **Call Recording.** Customer agrees that prior to using the call recording features that an announcement to a caller that the call may be recorded is made, and Customer will not remove that notification. Customer agrees to obtain the consent of call participants as required by applicable law, including any laws that prohibit the conditioning of consent upon participation on the call. **If required by law, Customer must afford callers the opportunity to call Customer without being recorded.** Further, the recording of any PHI is prohibited (see section 3.3, above). If Customer uses Call Recording, it will supplement the notification of Call Recording with a warning against the disclosure of PHI by the caller.
- 3.9 **Emergency Calling**
- 3.9.1 **E-911 Regulatory Requirements – U.S.** A provider of "interconnected VoIP service," as defined by the Federal Communications Commission (FCC), is required by the FCC to route emergency 911 calls in conjunction with such VoIP service where such 911 calling is available.
- 3.9.2 **Emergency Calling – Europe.** Calls to local emergency numbers (e.g. 112 or 999) are supported as part of the IP Trunking service.
- 3.9.3 **Notice of Limitations.** Customer is solely responsible for any third-party claims and liabilities arising from Customer's failure to notify its end users of emergency calling limitations. Customers must notify its end users of the following common events that can limit access to emergency calling via VoIP service:
- 3.9.3.1 **Loss of Power.** VoIP service will be interrupted if there is a loss of electricity/power supply.

- 3.9.3.2 **Loss of Broadband Service.** VoIP service will be interrupted if the attendant broadband connection is not available.
- 3.9.3.3 **Failure of Equipment.** The malfunction or failure of equipment, software, or hardware necessary for end-to-end Internet functionality (e.g. routers, IP phones, analog gateways) can limit access to emergency services.
- 3.9.3.4 **Failure to Register New Location of Equipment.** Calls from a VoIP phone used at a location other than as follows: Verizon is not able to provide emergency services to an end-user unless, in the U.S., the end-user has properly registered his or her service location.
- 3.9.3.5 **Non-Authorized Telephone Number.** A call by an end-user using a number that is not registered with Verizon.
- 3.9.3.6 **Non-Native Telephone Number.** A call by an end-user using a non-native telephone number (i.e., a telephone number from a local exchange area different from where the caller is located).
- 3.9.4 **End-User Notice Requirements.** Customer will notify all of its end-users of the interaction and/or limitations of E-911 as set forth in this section. Customer is solely responsible for any third-party claims and liability arising from Customer's failure to so notify its end-users.
- 3.9.5 **Provider Parity.** For purposes of 47 U.S.C. 615a – commonly referred to as the NET 911 Improvement Act – and with respect to the provision of Webex Calling, Verizon is an IP-enabled voice service provider.
- 3.9.6 **Automatic Number Identification/Automatic Location Identifier (ANI/ALI) (U.S. Only).** E-911 provided via Webex Calling will pass ANI and the registered primary service address of that ANI as ALI. If Webex Calling is provided to a campus environment where all buildings have the same service address and rate center, then Customer acknowledges and agrees that when 911 is dialed, the call will be routed to the appropriate PSAP based on the primary service address of the calling ANI.
- 3.9.7 **Dynamic 911 Routing Solution (U.S. and Canada Only).** Emergency calling via Webex Calling may be made on any properly configured device but may require an enhanced 911 dynamic routing solution from RedSky (whether purchased from Verizon or otherwise). Customer may request that Verizon provide RedSky along with professional installation services (which may require a separate Order). Without the provisioning and installation of RedSky as an enhanced 911 solution, 911 calls on devices may be delivered to the wrong location or PSAP, which could result in injury or death.
- 3.9.8 **Change in Registered Location (U.S. Only).** Devices that are not compatible with RedSky dynamic address capability will not be able to use RedSky as an enhanced 911 routing solution. For all versions except Webex Calling (Flex), Customer's end users who want to use a device that is not compatible with HTTP Enabled Location Delivery (HELD) protocols can register the phone's temporary location by utilizing the MyPhone application available on their Windows-based or Mac-based device. Without updating the correct user location with the MyPhone application, 911 calls on devices may be delivered to the wrong location or PSAP, which could result in injury or death.
- 3.9.9 **Effect of Change in Registered Location.** Customer's end-users who use a phone at a Customer facility for which Webex Calling has been enabled, but where the ANI has been registered at another location (e.g., via the MyPhone application described above), will still be able to place outbound 911 calls; **however, such calls will be directed to the correct public safety answering point (PSAP) for the ANI, not necessarily for the PSAP serving the Customer facility at which the phone is located.**



- 3.10 **Use of Third Party Portals.** Certain Webex Calling features may be enabled by accessing third party online portals. The use of these portals will be subject to their terms and conditions including any privacy policies. Verizon is not the data controller (as such term is defined by Regulation (EU) 2016/679 (GDPR) or applicable data protection laws), for any data collected at such portals.
- 3.11 **Customer RedSky Responsibilities (U.S. and Canada Only).**
- 3.11.1 **Set-Up.** Customer will order Horizon Mobility® from Verizon and ensure that there are supported browsers and network access to access a service interface. Customer will complete a project completion checklist within ten days of being sent such. Customer is responsible for configuring and troubleshooting all required hardware and software needed during the implementation. Customer must re-provision each Horizon Mobility capable hard phone to use Horizon Mobility. For hard phones that do not support Horizon Mobility, Customer must provision and maintain device location within Horizon Mobility® utilizing the methods described in the Horizon Mobility User Guide. For soft phones, Customer must ensure that either MyE911 or current supported versions of UC One are installed on each soft phone user platform. If MyE911 is used, Customer must configure Horizon Mobility® with each soft phone username, email address, and DID. Customer will dedicate a unique phone number or device user ID to identify each MyE911 user. MyE911 workstations must have proper network access and have a supported operating system. Customer will install the EON client to all workstations that will receive EON client notifications. EON workstations must have proper network access and have a supported operating system. Customer will configure their account to send EON client notifications to all users identified as EON notification recipients.
- 3.11.2 **SMS/Email Notification.** Customer will ensure it is capable of receiving email or SMS messages. Customer will whitelist the e911cloud.com domain name if SPAM controls are in place at the Customer. Customer will configure their account to send email/SMS notifications to all users identified as 911 call notification recipients.
- 3.11.3 **Call Recording.** If call recording is ordered, Customer will configure the Customer's account to create call recordings. Customer must remove its call recordings within thirty (30) days, or the call recordings will be automatically deleted. Customer must provide any and all archival storage facilities required for long term storage of call recording files and transfer call recordings from the RedSky system to the Customer's archival storage facility.
- 3.11.4 **Call Monitoring.** If call monitoring is ordered, Customer must provide one or more dialable, ten-digit telephone numbers of the desired termination devices to be bridged into active 911 calls originated by the Customer. Customer must configure subscriptions in Horizon Mobility for buildings where call monitoring is desired. Customer may answer bridged 911 calls for monitoring purposes. Customer must provide adequate SIP facilities to carry inbound and bridged 911 calls.
- 3.11.5 **Call Barge.** If call barge is ordered, Customer is responsible for notifying their users that a company representative may participate in a 911 call for the purposes of enhancing the public safety response. Customer is responsible for training desired personnel on the methods of activating the call barge process.
4. **SERVICE LEVEL AGREEMENT.** The Webex Calling and VOIP SLA is posted at the following URL:
www.verizon.com/business/service_guide/reg/webex-calling-sla.pdf.
5. **FINANCIAL TERMS.** Except where explicitly stated otherwise, these financial terms apply to all versions of the Service.



- 5.1 **Optimized Service.** Customer will pay the charges for Webex Calling + specified in the Agreement, including those below and at the following URL:
www.verizon.com/business/service_guide/reg/applicable_charges_toc.htm.
- 5.2 **Webex Calling (Standard/Premier Plan) Charges.** Customer must select a pricing option for each Webex Calling site:
- 5.2.1 **Standard Plan Charges.** Customer pays for each end user and then pays for trunk capacity separately to support the expected call volume for end users at that site.
- 5.2.2 **Premier Plan Charges.** Customer pays a single charge that covers both the end users at that site and trunk capacity to support the expected call volume for those end users.
- 5.3 **International Calling.** The Service may be used by Customer to complete international calls to the locations set forth in Appendix I. These locations have been divided into four tiers, each of which is associated with a per-minute rate.
- 5.4 **Local Number Portability.** Verizon enables Customer to port its telephone numbers (i.e., retain them) using Local Number Portability (LNP) at the same time the Service is made available for use, or delay LNP for up to 10 days afterwards.
- 5.5 **Optional Network Features.** Customer will pay for the selected additional optional network features at rates fixed for the Service Term.

Optional Network Feature	MRC
Auto Attendant	Per instance ¹
Hunt Group	Per instance
Enhanced Call Queue	Per instance
Stand-alone Voice Mail	Per instance
Unified Communications Applications	Per instance
Receptionist ²	Per configured user ⁵
Mobile Client User ³ for Standard users	Per configured user ⁵
Soft-phone Client User ⁴ for Standard users	Per configured user ⁵
Tablet Client for Standard Users	Per configured user ⁵
Instant Meeting Bridge	Per bridge (120-port capacity)
Call Recording	Per instance
Instant Meeting Moderator	Per configured user ⁵
Call Center Agent	Per configured user ⁵
Call Center Supervisor	Per configured user ⁵
CRM Client ⁶	Per configured user ⁵

1. With respect to the Auto Attendant feature, "instance" means each menu of options that a user may choose to access. Each separate listing of touch tone options presented to a user is considered a separate menu.
2. Receptionist enables a configured user (e.g., an office receptionist) to monitor any or all of the end users who are provisioned with Webex Calling accounts. Receptionist screens graphically display the monitored end users' status (i.e., busy, idle, do not disturb), as well as certain call information (e.g., name, number, session duration), and allows a Receptionist configured user to more efficiently process inbound calls to a Webex Calling number.

3. Mobile Client configured users can configure their Webex Calling services to receive inbound calls to their Webex Calling number on their smartphone, or place outbound calls from their smartphone that present the caller ID of their Webex Calling number to the called party. These calls may incur charges for use of cellular minutes or data services from the user's wireless provider. Such charges are the responsibility of Customer or the user, as applicable.
4. Soft-phone Client configured users can configure their Webex Calling services to receive inbound-only calls, place outbound-only calls, or to enable both inbound and outbound calling.
5. For billing purposes, a "configured user" exists when Verizon provisions the network feature and makes it available for assignment by Customer.
6. CRM client enables a configured user to install an application on his/her Windows®-based computer. This application enables multiple functions, including click-to-call integration and information display based on caller ID, using information stored in other Customer Relationship Management applications Customer may already be using.

5.6 **Webex Calling (Verizon Plan) and Webex Calling (Flex Plan) Charges/Billing**

- 5.6.1 **Webex Calling (Flex Plan) Charges.** Customer will pay a monthly recurring charge (MRC) as a subscription license for all Webex Calling (Flex Plan) license models. If at any time during the term the quantity of provisioned Enterprise Flex Licenses exceeds the Customers 20% growth allowance, Customer shall notify Verizon of this increase and execute a service order reflecting the same. Customer may not decrease the quantity of licenses or terminate the subscription for any Webex Calling (Flex Plan) license model during the contract term. If Customer decreases the quantity of licenses or terminates the subscription for any Webex Calling (Flex Plan) license models prior to the end of the contract term, Customer shall pay the MRC for the applicable subscription(s) for the remainder of the term.
- 5.6.2 **Webex Calling (Flex Plan) Billing.** User licenses will bill at the Enterprise level within 90 days of a placed order until activated at each site. After that, Verizon will bill the user licenses at the site level.
- 5.6.3 **International Calling (Webex Calling (Verizon Plan) and Webex Calling (Flex Plan)).** For Webex Calling, the call rates are priced and billed as part of the IP Trunking service detailed above.
- 5.6.4 **Local Number Portability (Webex Calling (Verizon Plan) and Webex Calling (Flex Plan)).** Local number portability is supported as part of the IP Trunking service detailed above.
- 5.6.5 **Optional Network Features (Webex Calling (Verizon Plan) and Webex Calling (Flex Plan))**

Optional Network Feature	MRC
Auto Attendant	Per instance ¹
Enhanced Call Queue	Per instance
Call Queue Agent	Per instance
Stand-alone Voice Mail	Per instance
Unified Communications Applications	Per instance
Receptionist ²	Per configured user ³
Instant Meeting Bridge	Per bridge (120-port capacity)
Call Recording	Per instance
Instant Meeting Moderator	Per configured user ³
Call Center Agent	Per configured user ³
Call Center Supervisor	Per configured user ³
CRM Client ⁴	Per configured user ³

1. With respect to the Auto Attendant feature, “instance” means each menu of options that a user may choose to access. Each separate listing of touch tone options presented to a user is considered a separate menu.
2. Receptionist enables a configured user (e.g., an office receptionist) to monitor any or all of the end users who are provisioned with Webex Calling accounts. Receptionist screens graphically display the monitored end users’ status (i.e., busy, idle, do not disturb), as well as certain call information (e.g., name, number, session duration), and allows a Receptionist configured user to more efficiently process inbound calls to a Webex Calling number.
3. For billing purposes, a “configured user” exists when Verizon provisions the network feature and makes it available for assignment by Customer.
4. CRM Client enables a configured user to install an application on his/her Windows®-based computer. This application enables multiple functions, including click-to-call integration and information display based on caller ID, using information stored in other Customer Relationship Management applications Customer may already be using.

- 5.7 **Site Package Activation Charge (Webex Calling (Standard/Premier Plans) and Webex Calling Verizon Plan).** Customer pays a non-recurring (NRC) Site Package Activation Charge for each site it establishes. This NRC covers Verizon’s provisioning of the network-based features and includes one auto attendant, one enhanced call queue, and access to the web-based MySite administrator portal.
- 5.8 **Webex Calling Optional Features Billing.** Webex Calling (Flex Plan) Call Recording (the ability to order packages of 100 licenses to be spread across customer sites), Redsky (once provisioned, will be billed at site level) and Training will be billed at the Enterprise level.
- 5.9 **Shipping Charges.** Customer will pay equipment shipping charges. This charge will vary based on the quantity of the equipment ordered and destination. Verizon will provide a good faith estimate of the shipping charge at the time of Customer’s order.
- 5.10 **Webex Calling CPE.** If Customer chooses to purchase or rent CPE, including a PacketSmart Probe, Customer will separately agree to Verizon’s CPE and Related Services Attachment in order to obtain the requisite CPE.
- 5.11 **Migration Services.** Customers ordering Migration services will be billed a NRC as set forth in Customer’s Agreement for each Webex Calling user that is established using extracted and configured data from the applicable legacy platform.

Migration Type	Qualifiers
HIPC	No minimum user count
Centrex	No minimum user count
PBX (<9,999 users or sites with =>300 users)	Available for Customers with less than 10,000 users total or sites with greater than 300 users. A minimum of 200 users is required for each migration window to be eligible for the quoted price per user. If less than 200 users, the charges for Professional Services for Additional Migration Support will apply.
PBX (=>10,000 users total or sites with >350 users)	Available for Customers with more than 10,000 users total or sites with more than 999 users. A minimum of 350 users is required for each migration window to be eligible for the quoted price per user. If less than 350 users, the charges for Professional Services for Additional Migration Support will apply.
Professional Services for Additional Migration Support	Applicable for any miscellaneous additional tasks related to the migration, any PBX migration that does not meet the number of users

	for each migration window, as indicated above, or to migrations less than 200 users in total. Customer will be charged for 1 migration window at a flat rate of \$5,000 per window (equivalent to 20 hours and/or 20 units). \$250 per hour will be the hourly rate used to calculate any additional cost associated with all migration change fees that could be incurred during the project.
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5.12 **Non-Optimized Service.** Customer will pay the charges for Webex Calling specified in the hyperlink below and in the Agreement. In addition, online pricing for Service provided by a U.S. Verizon entity is at: www.verizon.com/business/service_guide/reg/cp_virtual_communications_express.pdf.

6. **DEFINITIONS.** The following definitions apply to Webex Calling, in addition to those identified in the Master Terms and the administrative charge definitions at the following URL: www.verizon.com/business/service_guide/reg/definitions_toc_2017DEC01.htm.

Term	Definition
Employee Count	The number of Employees as of the date of Customer's Service Order.
Enterprise Portal	A Customer administrator portal for configuring system features and end user capabilities.
Key System	A type of phone system that has telephones with multiple keys and lights that indicate which lines are in use. A key system has one unit that acts as controller for a specified number of lines.
Mobile Client	Mobile Client is software that enables a configured user to install an application on his/her Android® or iOS®-based smartphone to utilize it as a Webex Calling telephonic endpoint.
MyPhone Portal	An end user portal for managing end user feature settings.
Soft-phone Client	Soft-phone Client is software that enables a configured user to use a Windows®-based or Mac®-based computer as a Webex Calling telephonic endpoint.

Appendix I

International Calling Outbound Tiers

Location	Tier	Location	Tier	Location	Tier
Afghanistan	4	French Guiana Mobile Termination	3	Niue	4
Afghanistan Mobile Termination	4	French Polynesia	4	Norfolk Island	4
Albania	3	French Polynesia Mobile Termination	4	North Korea	4
Albania Mobile Termination	4	Gabon	4	Norway	2
Algeria	4	Gambia	4	Norway Mobile Termination	4
Algeria Mobile Termination	4	Georgia	3	Oman	4
Andorra	2	Georgia Mobile Termination	3	Oman Mobile Termination	4
Andorra Mobile Termination	4	Germany	2	Pakistan	3
Angola	3	Germany Mobile Termination	3	Palau	4
Angola Mobile Termination	4	Ghana	4	Palau Mobile Termination	4
Anguilla	3	Gibraltar	3	Palestine	3
Anguilla Mobile Termination	4	Gibraltar Mobile Termination	4	Palestine Mobile Termination	4
Antarctica (Casey, Davis, Macquarie and Mawson Island)	4	Greece	2	Panama	3
Antarctica (Scott Base)	3	Greece Mobile Termination	3	Panama Mobile Termination	3
Antigua & Barbuda	3	Greenland	4	Papua New Guinea	4
Argentina	2	Grenada	3	Papua New Guinea Mobile Termination	4
Argentina Mobile Termination	3	Grenada Mobile Termination	4	Paraguay	3
Armenia	3	Guadeloupe	3	Paraguay Mobile Termination	3
Armenia Mobile Termination	4	Guadeloupe Mobile Termination	4	Peru	2
Aruba	3	Guantanamo Bay	4	Peru Mobile Termination	3
Aruba Mobile Termination	4	Guatemala	3	Philippines	3
Ascension	4	Guatemala Mobile Termination	4	Philippines Mobile Termination	4
Australia	2	Guinea	4	Poland	2
Australia Mobile Termination	3	Guinea Mobile Termination	4	Poland Mobile Termination	4
Austria	2	Guinea-Bissau	4	Portugal	2
Austria Mobile Termination	4	Guyana	4	Portugal Mobile Termination	3
Azerbaijan	4	Haiti	4	Qatar	4
Azerbaijan Mobile Termination	4	Haiti Mobile Termination	4	Qatar Mobile Termination	4
Bahamas	3	Honduras	4	Reunion	3
Bahamas Mobile Termination	3	Honduras Mobile Termination	4	Romania	3
Bahrain	2	Hong Kong	2	Romania Mobile Termination	4
Bahrain Mobile Termination	3	Hungary	3	Russia	3
Bangladesh	3	Hungary Mobile Termination	3	Russia Mobile Termination	3
Bangladesh Mobile Termination	3	Iceland	3	Rwanda	3
Barbados	3	Iceland Mobile Termination	3	Rwanda Mobile Termination	4
Barbados Mobile Termination	4	India	2	San Marino	4
Belarus	4	Indonesia	3	San Marino Mobile Termination	4
Belarus Mobile Termination	4	Indonesia Mobile Termination	3	Sao Tome	4
Belgium	2	Iran	3	Saudi Arabia	3
Belgium Mobile Termination	4	Iran Mobile Termination	3	Saudi Arabia Mobile Termination	3
Belize	4	Iraq	3	Senegal	4
Belize Mobile Termination	4	Iraq Mobile Termination	3	Senegal Mobile Termination	4
Benin	3	Ireland	2	Serbia	3
Benin Mobile Termination	4	Ireland Mobile Termination	4	Serbia Mobile Termination	4
Bermuda	2	Israel	2	Seychelles	4
Bhutan	4	Israel Mobile Termination	4	Sierra Leone	4
Bhutan Mobile Termination	4	Italy	2	Singapore	2
Bolivia	3	Italy Mobile Termination	4	Slovak Republic	3
Bolivia Mobile Termination	4	Ivory Coast	4	Slovak Republic Mobile Termination	3
Bosnia	3	Ivory Coast Mobile Termination	4	Slovenia	3
Bosnia & Herzegovina Mobile Termination	4	Jamaica	3	Slovenia Mobile Termination	4
Botswana	3	Jamaica Mobile Termination	4	Solomon Islands	4
Botswana Mobile Termination	4	Japan	2	Somalia	4
Brazil	2	Japan Mobile Termination	3	South Africa	3
Brazil Mobile Termination	4	Jordan	3	South Africa Mobile Termination	3
British Virgin Is	3	Jordan Mobile Termination	3	South Korea	2
British Virgin Is Mobile Termination	4	Kazakhstan	3	South Korea Mobile Termination	3
Brunei	3	Kazakhstan Mobile Termination	3	Spain	2
Bulgaria	2	Kenya	3	Spain Mobile Termination	3
Bulgaria Mobile Termination	4	Kenya Mobile Termination	4	Sri Lanka	3
Burkina Faso	3	Kiribati	4	Sri Lanka Mobile Termination	4
Burkina Faso Mobile Termination	4	Kuwait	3	St Helena	4
Burundi	3	Kyrgyzstan	3	St Kitts & Nevis	3
Burundi Mobile Termination	4	Laos	3	St Kitts & Nevis Mobile Termination	4
Cambodia	3	Latvia	3	St Lucia	3

Location	Tier	Location	Tier	Location	Tier
Cameroon	3	Latvia Mobile Termination	4	St Lucia Mobile Termination	4
Cameroon Mobile Termination	4	Lebanon	3	St Pierre & Miquelon	4
Canada	1	Lebanon Mobile Termination	4	St Vincent	3
Cape Verde	3	Lesotho	4	St Vincent Mobile Termination	4
Cape Verde Mobile Termination	4	Lesotho Mobile Termination	4	Sudan	3
Cayman Islands	3	Liberia	4	Sudan Mobile Termination	4
Cayman Islands Mobile Termination	3	Libya	4	Suriname	4
Central African Rep	4	Libya Mobile Termination	4	Swaziland	3
Chad	4	Liechtenstein	3	Swaziland Mobile Termination	4
Chad Mobile Termination	4	Liechtenstein Mobile Termination	4	Sweden	2
Chile	3	Lithuania	3	Sweden Mobile Termination	3
Chile Mobile Termination	3	Lithuania Mobile Termination	3	Switzerland	2
China	2	Luxembourg	2	Switzerland Mobile Termination	4
Christmas Island	3	Luxembourg Mobile Termination	3	Syria	3
Cocos Island	3	Macau	3	Syria Mobile Termination	4
Colombia	2	Macedonia	3	Taiwan	2
Colombia Mobile Termination	3	Macedonia Mobile Termination	4	Taiwan Mobile Termination	4
Comoros	4	Madagascar	4	Tajikistan	3
Congo	4	Malawi	3	Tajikistan Mobile Termination	3
Cook Islands	4	Malawi Mobile Termination	3	Tanzania	4
Costa Rica	3	Malaysia	3	Tanzania Mobile Termination	4
Croatia	2	Malaysia Mobile Termination	3	Thailand	2
Croatia Mobile Termination	4	Maldives	4	Thailand Mobile Termination	3
Cuba	4	Mali	4	Togo	4
Cyprus	3	Mali Mobile Termination	4	Togo Mobile Termination	4
Cyprus Mobile Termination	3	Malta	3	Tonga	4
Czech Republic	3	Malta Mobile Termination	4	Trinidad & Tobago	3
Czech Republic Mobile Termination	3	Marshall Islands	4	Trinidad & Tobago Mobile Termination	3
Dem Rep Congo	4	Mauritania	4	Tunisia	4
Denmark	2	Mauritania Mobile Termination	4	Tunisia Mobile Termination	4
Denmark Mobile Termination	3	Mauritius	3	Turkey	3
Diego Garcia	4	Mayotte Island	4	Turkey Mobile Termination	4
Djibouti	4	Mexico	2	Turkmenistan	3
Dominica	3	Micronesia	4	Turkmenistan Mobile Termination	3
Dominica Mobile Termination	4	Moldova	3	Turks & Caicos	3
Dominican Republic	2	Moldova Mobile Termination	4	Tuvalu	4
Dominican Republic Mobile Termination	4	Monaco	2	Uganda	3
East Timor	4	Monaco Mobile Termination	4	Uganda Mobile Termination	3
East Timor Mobile Termination	4	Mongolia	4	Ukraine	3
Easter Island	4	Montenegro	3	Ukraine Mobile Termination	3
Ecuador	3	Montenegro Mobile Termination	4	United Arab Emirates	3
Ecuador Mobile Termination	4	Montserrat	3	United Arab Emirates Mobile Termination	3
Egypt	3	Morocco	4	United Kingdom	1
Egypt Mobile Termination	3	Morocco Mobile Termination	4	United Kingdom Mobile Termination	4
El Salvador	3	Mozambique	3	Uruguay	3
El Salvador Mobile Termination	4	Mozambique Mobile Termination	4	Uruguay Mobile Termination	4
Equatorial Guinea	4	Myanmar	4	Uzbekistan	3
Eritrea	4	Namibia	3	Uzbekistan Mobile Termination	3
Eritrea Mobile Termination	4	Namibia Mobile Termination	4	Vanuatu	4
Estonia	4	Nauru	4	Vatican City	2
Estonia Mobile Termination	4	Nepal	4	Venezuela	2
Ethiopia	4	Nepal Mobile Termination	4	Venezuela Mobile Termination	3
Ethiopia Mobile Termination	4	Netherlands Antilles	3	Vietnam	4
Falkland Islands	4	Netherlands Antilles Mobile Termination	3	Vietnam Mobile Termination	3
Faroe Islands	3	Netherlands	2	Wallis & Futuna	4
Faroe Islands Mobile Termination	4	Netherlands Mobile Termination	3	Western Samoa	4
Fiji	4	Nevis	3	Western Samoa Mobile Termination	4
Fiji Mobile Termination	4	New Caledonia	4	Yemen	3
Finland	2	New Zealand	3	Yemen Mobile Termination	3
Finland Mobile Termination	3	New Zealand Mobile Termination	4	Zambia	3
France	2	Nicaragua	3	Zambia Mobile Termination	3
France Mobile Termination	3	Nicaragua Mobile Termination	4	Zimbabwe	3
French Antilles (Including Martinique, St. Barthelemy and St. Martin)	3	Niger	3	Zimbabwe Mobile Termination	4
French Guiana	2	Nigeria	3		

ATTACHMENT E2

MASTER TERMS

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ATTACHMENT E3

PRICING



OKLAHOMA
Office of Management
& Enterprise Services

Verizon Pricing

State of OK Solicitation# 0900000550 Contract Number: SW1014

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[Network - Ethernet Access - Off Net Access](#)

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[VSAT Backup](#)

[VNS](#)

IPCC

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Product Set	FEATURE	Description	Service Type	Origination	Destination	User Commitment	Discounted Price with Admin Fee	Charge Type
IPCC	Telephone Number ITFS Charge			International	United States		\$0.0000	Non-Recurring
IPCC	Telephone Number ITFS Charge			International	United States		\$0.0000	Recurring
IPCC	Telephone Number UIFN Charge			International	United States		\$0.0000	Non-Recurring
IPCC	Telephone Number UIFN Charge			International	United States		\$0.0000	Recurring
IPCC	Telephone Number VOIP Inbound TF Charge			United State	United States		\$0.0000	Non-Recurring
IPCC	Telephone Number VOIP Inbound TF Charge			United State	United States		\$0.0000	Recurring
IPCC	Telephone Number VoIP Inbound Freephone Charge			United State	United States		\$0.0000	Non-Recurring
IPCC	Telephone Number VoIP Inbound Freephone Charge			United State	United States		\$0.0000	Recurring
IPCC	Telephone Number VoIP Inbound PSTN Charge			United State	United States		\$0.0000	Usage
IPCC	Telephone Number VoIP Inbound PSTN Charge			United State	United States		\$0.0000	Non-Recurring
IPCC	Media Forking			United State	United States		\$0.0025	Non-Recurring
IPCC	IP IVR	IP IVR Premium		United State	United States		\$0.0000	Non-Recurring
IPCC	IP IVR	IP IVR Self Service		United State	United States		\$0.0000	Non-Recurring
IPCC	IP IVR	IP IVR Standard		United State	United States		\$1,535.2000	Recurring
IPCC	IP IVR	Voice Call Back		United State	United States		\$0.0000	Recurring
IPCC	IP IVR	IP IVR Premium		United State	United States		\$959.5000	Recurring
IPCC	IP IVR	IP IVR Self Service		United State	United States		\$0.0000	Recurring
IPCC	IP IVR	IP IVR Standard		United State	United States		\$498.9400	Usage
IPCC	IP IVR	Voice Call Back		United State	United States		\$7,599.2400	Usage
IPCC	Network Call Redirect			United State	United States		\$0.0000	Usage
IPCC	Network Transfer			United State	United States		\$0.0000	Recurring
IPCC	Voice Call Back Usage			United State	United States		\$0.3454	Usage
IPCC	ICR Gateway			United State	United States		\$2,302.8000	Usage
IPCC	ICR Integration			United State	United States		\$0.0177	Non-Recurring
IPCC	ECNAM			United State	United States		\$0.0101	Non-Recurring
IPCC	After Hours Fee			United State	United States		\$404.0000	Non-Recurring
IPCC	Change Charge			United State	United States		\$60.6000	Non-Recurring
IPCC	IPCC Dispatch Fee	After Hours		United State	United States		\$757.5000	Non-Recurring
IPCC	IPCC Dispatch Fee	Extended Office Hours		United State	United States		\$757.5000	Non-Recurring
IPCC	IPCC Dispatch Fee	Normal Business Hours		United State	United States		\$505.0000	Non-Recurring
IPCC	IPCC Expedite	No		United State	United States		\$0.0000	Non-Recurring
IPCC	IPCC Expedite	Yes		United State	United States		\$707.0000	Non-Recurring
IPCC	IPCC Premium Services Administrator Activity Fee			United State	United States		\$50.5000	Non-Recurring
IPCC	IPCC Premium Services Enterprise Activity Fee			United State	United States		\$101.0000	Non-Recurring
IPCC	IPCC Premium Services Onsite Support			United State	United States		\$126.2500	Non-Recurring
IPCC	IPCC Premium Services Remote Support			United State	United States		\$90.9000	Non-Recurring
IPCC	IPCC Premium Services User Activity Fee			United State	United States		\$24.9975	Recurring
IPCC	Telephone Number VILO Charge			United State	United States		\$0.0000	Recurring
IPCC	Telephone Number VILO Charge			United State	United States		\$0.0000	Recurring
IPCC	Cross Entity Agreee	Party A - Owner		United State	United States		\$0.0000	Non-Recurring
IPCC	Cross Entity Agreee	Party B - Termination		United State	United States		\$0.0000	Recurring
IPCC	Additional Listings			United State	United States		\$0.0000	Recurring
IPCC	Additional Listings		BIRMINGHAM	Alabama			\$1.5655	Recurring
IPCC	Additional Listings		PHOENIX	Arizona			\$2.5250	Recurring
IPCC	Additional Listings		TUCSON	Arizona			\$2.5250	Recurring
IPCC	Additional Listings		LITTLE ROCK	Arkansas			\$2.3230	Recurring
IPCC	Additional Listings		CA - PAC BELL / C	California			\$1.7675	Recurring
IPCC	Additional Listings		CALIFORNIA C	California			\$1.7675	Recurring
IPCC	Additional Listings		CALIFORNIA PAC	California			\$1.7675	Recurring
IPCC	Additional Listings		DENVER	Colorado			\$1.9190	Recurring
IPCC	Additional Listings		HARTFORD	Connecticut			\$1.6665	Recurring
IPCC	Additional Listings		NEW YORK CI	Connecticut			\$1.8685	Recurring
IPCC	Additional Listings		STAMFORD	Connecticut			\$1.6665	Recurring
IPCC	Additional Listings		DELAWARE	Delaware			\$2.0705	Recurring
IPCC	Additional Listings		WASHINGTON	District of Columbia			\$1.5150	Recurring
IPCC	Additional Listings		BOCA RATON	Florida			\$1.2120	Recurring
IPCC	Additional Listings		JACKSONVILLE	Florida			\$1.2120	Recurring

IPCC	Additional Listings	MIAMI	Florida	\$1.2120	Recurring
IPCC	Additional Listings	ORLANDO (BELL S	Florida	\$1.2120	Recurring
IPCC	Additional Listings	ORLANDO, FL (SF	Florida	\$1.2625	Recurring
IPCC	Additional Listings	TAMPA	Florida	\$2.0200	Recurring
IPCC	Additional Listings	ATLANTA	Georgia	\$1.2120	Recurring
IPCC	Additional Listings	HAWAII	Hawaii	\$0.0000	Recurring
IPCC	Additional Listings	IDAHO	Idaho	\$1.7372	Recurring
IPCC	Additional Listings	CHICAGO	Illinois	\$4.0400	Recurring
IPCC	Additional Listings	ST LOUIS	Illinois	\$2.4745	Recurring
IPCC	Additional Listings	INDIANAPOL	Indiana	\$4.0400	Recurring
IPCC	Additional Listings	IOWA	Iowa	\$2.3836	Recurring
IPCC	Additional Listings	KANSAS CITY	Kansas	\$2.2220	Recurring
IPCC	Additional Listings	CINCINNAT	Kentucky	\$3.0300	Recurring
IPCC	Additional Listings	KENTUCKY	Kentucky	\$1.7372	Recurring
IPCC	Additional Listings	NEW ORLEA	Louisiana	\$1.6362	Recurring
IPCC	Additional Listings	PORTLAND MA	Maine	\$2.5755	Recurring
IPCC	Additional Listings	BALTIMORE	Maryland	\$1.1110	Recurring
IPCC	Additional Listings	WASHINGTON	Maryland	\$1.5150	Recurring
IPCC	Additional Listings	BOSTON (SUBU	Massachusetts	\$1.7473	Recurring
IPCC	Additional Listings	BOSTON (URB	Massachusetts	\$1.7473	Recurring
IPCC	Additional Listings	SPRINGFIELD (Massachusetts	\$1.7473	Recurring
IPCC	Additional Listings	DETROIT	Michigan	\$3.0300	Recurring
IPCC	Additional Listings	GRAND RAPID	Michigan	\$3.0300	Recurring
IPCC	Additional Listings	LANSING	Michigan	\$3.0300	Recurring
IPCC	Additional Listings	TRAVERSE CI	Michigan	\$3.0300	Recurring
IPCC	Additional Listings	MINNEAPOL	Minnesota	\$6.0600	Recurring
IPCC	Additional Listings	JACKSON	Mississippi	\$1.5655	Recurring
IPCC	Additional Listings	MEMPHIS	Mississippi	\$1.8180	Recurring
IPCC	Additional Listings	KANSAS CITY	Missouri	\$2.4745	Recurring
IPCC	Additional Listings	MONTANA	Missouri	\$2.3836	Recurring
IPCC	Additional Listings	SPRINGFIELD	Missouri	\$2.4745	Recurring
IPCC	Additional Listings	ST LOUIS	Missouri	\$2.4745	Recurring
IPCC	Additional Listings	MONTANA	Montana	\$2.3836	Recurring
IPCC	Additional Listings	NEBRASKA	Nebraska	\$3.6360	Recurring
IPCC	Additional Listings	RENO	Nevada	\$1.1110	Recurring
IPCC	Additional Listings	NEW HAMPSH	New Hampshire	\$1.4948	Recurring
IPCC	Additional Listings	NEWARK	New Jersey	\$1.0504	Recurring
IPCC	Additional Listings	ALBUQUERQUE	New Mexico	\$2.5250	Recurring
IPCC	Additional Listings	BUFFALO	New York	\$1.8685	Recurring
IPCC	Additional Listings	NEW YORK CI	New York	\$1.8685	Recurring
IPCC	Additional Listings	ROCHESTER	New York	\$1.1312	Recurring
IPCC	Additional Listings	CHARLOTTE	North Carolina	\$1.1615	Recurring
IPCC	Additional Listings	RALEIGH	North Carolina	\$1.1615	Recurring
IPCC	Additional Listings	NORTH DAKOTA	North Dakota	\$2.3836	Recurring
IPCC	Additional Listings	CINCINNAT	Ohio	\$3.0300	Recurring
IPCC	Additional Listings	CLEVELAND	Ohio	\$3.9390	Recurring
IPCC	Additional Listings	TOLEDO	Ohio	\$3.9390	Recurring
IPCC	Additional Listings	OKLAHOMA C	Oklahoma	\$10.1000	Recurring
IPCC	Additional Listings	TULSA	Oklahoma	\$10.1000	Recurring
IPCC	Additional Listings	PORTLAND NO	Oregon	\$1.0100	Recurring
IPCC	Additional Listings	PORTLAND OR	Oregon	\$1.5150	Recurring
IPCC	Additional Listings	PORTLAND OR U	Oregon	\$1.8685	Recurring
IPCC	Additional Listings	PHILADELPH	Pennsylvania	\$2.0705	Recurring
IPCC	Additional Listings	PITTSBURG	Pennsylvania	\$2.0705	Recurring
IPCC	Additional Listings	PROVIDENCE	Rhode Island	\$2.9391	Recurring
IPCC	Additional Listings	SOUTH CAROL	South Carolina	\$1.9998	Recurring
IPCC	Additional Listings	SOUTH DAKOTA	South Dakota	\$2.3836	Recurring
IPCC	Additional Listings	KNOXVILLE	Tennessee	\$1.8180	Recurring
IPCC	Additional Listings	MEMPHIS	Tennessee	\$1.8180	Recurring
IPCC	Additional Listings	NASHVILLE	Tennessee	\$1.6362	Recurring
IPCC	Additional Listings	AUSTIN	Texas	\$1.4645	Recurring
IPCC	Additional Listings	DALLAS	Texas	\$1.4645	Recurring

IPCC	Additional Listings	FORT WORT	Texas	\$1.4645	Recurring
IPCC	Additional Listings	HOUSTON	Texas	\$1.4645	Recurring
IPCC	Additional Listings	SAN ANTONI	Texas	\$1.4645	Recurring
IPCC	Additional Listings	SALT LAKE CI	Utah	\$2.1210	Recurring
IPCC	Additional Listings	VERMONT	Vermont	\$1.4645	Recurring
IPCC	Additional Listings	NORTHERN VIRI	Virginia	\$1.4342	Recurring
IPCC	Additional Listings	PORTLAND NO	Washington	\$1.0100	Recurring
IPCC	Additional Listings	SEATTLE (GT	Washington	\$2.2321	Recurring
IPCC	Additional Listings	SEATTLE (US W	Washington	\$1.0100	Recurring
IPCC	Additional Listings	WEST VIRGIN	West Virginia	\$1.8180	Recurring
IPCC	Additional Listings	MILWAUKEE	Wisconsin	\$3.0300	Recurring
IPCC	Additional Listings	WYOMING	Wyoming	\$2.3836	Recurring
IPCC	IPCC Non-Listed	BIRMINGHAM	Alabama	\$2.0200	Recurring
IPCC	IPCC Non-Listed	PHOENIX	Arizona	\$1.4645	Recurring
IPCC	IPCC Non-Listed	TUCSON	Arizona	\$1.4645	Recurring
IPCC	IPCC Non-Listed	LITTLE ROCK	Arkansas	\$0.0000	Recurring
IPCC	IPCC Non-Listed	CA - PAC BELL / C	California	\$0.3030	Recurring
IPCC	IPCC Non-Listed	CALIFORNIA C	California	\$1.0100	Recurring
IPCC	IPCC Non-Listed	CALIFORNIA PAC	California	\$0.3030	Recurring
IPCC	IPCC Non-Listed	DENVER	Colorado	\$1.8180	Recurring
IPCC	IPCC Non-Listed	HARTFORD	Connecticut	\$2.0200	Recurring
IPCC	IPCC Non-Listed	NEW YORK CI	Connecticut	\$1.9190	Recurring
IPCC	IPCC Non-Listed	STAMFORD	Connecticut	\$2.0200	Recurring
IPCC	IPCC Non-Listed	DELAWARE	Delaware	\$1.2625	Recurring
IPCC	IPCC Non-Listed	WASHINGTON	District of Columbia	\$0.4343	Recurring
IPCC	IPCC Non-Listed	BOCA RATON	Florida	\$0.8080	Recurring
IPCC	IPCC Non-Listed	JACKSONVILLE	Florida	\$0.8080	Recurring
IPCC	IPCC Non-Listed	MIAMI	Florida	\$0.8080	Recurring
IPCC	IPCC Non-Listed	ORLANDO (BELL S	Florida	\$0.8080	Recurring
IPCC	IPCC Non-Listed	ORLANDO, FL (Sf	Florida	\$1.0100	Recurring
IPCC	IPCC Non-Listed	TAMPA	Florida	\$2.0200	Recurring
IPCC	IPCC Non-Listed	ATLANTA	Georgia	\$1.7675	Recurring
IPCC	IPCC Non-Listed	HAWAII	Hawaii	\$0.0000	Recurring
IPCC	IPCC Non-Listed	IDAHO	Idaho	\$0.6565	Recurring
IPCC	IPCC Non-Listed	CHICAGO	Illinois	\$0.7676	Recurring
IPCC	IPCC Non-Listed	ST LOUIS	Illinois	\$1.2120	Recurring
IPCC	IPCC Non-Listed	INDIANAPOLIS	Indiana	\$1.5150	Recurring
IPCC	IPCC Non-Listed	IOWA	Iowa	\$0.9191	Recurring
IPCC	IPCC Non-Listed	KANSAS CITY	Kansas	\$0.0000	Recurring
IPCC	IPCC Non-Listed	CINCINNATI	Kentucky	\$1.9796	Recurring
IPCC	IPCC Non-Listed	KENTUCKY	Kentucky	\$0.6565	Recurring
IPCC	IPCC Non-Listed	NEW ORLEANS	Louisiana	\$1.9695	Recurring
IPCC	IPCC Non-Listed	PORTLAND MA	Maine	\$1.4645	Recurring
IPCC	IPCC Non-Listed	BALTIMORE	Maryland	\$1.1110	Recurring
IPCC	IPCC Non-Listed	WASHINGTON	Maryland	\$0.4343	Recurring
IPCC	IPCC Non-Listed	BOSTON (SUBUR	Massachusetts	\$1.1413	Recurring
IPCC	IPCC Non-Listed	BOSTON (URBAN	Massachusetts	\$1.1413	Recurring
IPCC	IPCC Non-Listed	SPRINGFIELD (Massachusetts	\$1.1413	Recurring
IPCC	IPCC Non-Listed	DETROIT	Michigan	\$1.0100	Recurring
IPCC	IPCC Non-Listed	GRAND RAPIDS	Michigan	\$1.0100	Recurring
IPCC	IPCC Non-Listed	LANSING	Michigan	\$1.0100	Recurring
IPCC	IPCC Non-Listed	TRAVERSE CITY	Michigan	\$1.0100	Recurring
IPCC	IPCC Non-Listed	MINNEAPOLIS	Minnesota	\$1.1615	Recurring
IPCC	IPCC Non-Listed	JACKSON	Mississippi	\$0.0000	Recurring
IPCC	IPCC Non-Listed	MEMPHIS	Mississippi	\$1.3130	Recurring
IPCC	IPCC Non-Listed	KANSAS CITY	Missouri	\$1.2120	Recurring
IPCC	IPCC Non-Listed	MONTANA	Missouri	\$0.9191	Recurring
IPCC	IPCC Non-Listed	SPRINGFIELD	Missouri	\$1.2120	Recurring
IPCC	IPCC Non-Listed	ST LOUIS	Missouri	\$1.2120	Recurring
IPCC	IPCC Non-Listed	MONTANA	Montana	\$0.9191	Recurring
IPCC	IPCC Non-Listed	NEBRASKA	Nebraska	\$1.3231	Recurring
IPCC	IPCC Non-Listed	RENO	Nevada	\$0.9595	Recurring

IPCC	IPCC Non-Listed	NEW HAMPSH	New Hampshire	\$1.4948	Recurring
IPCC	IPCC Non-Listed	NEWARK	New Jersey	\$1.4140	Recurring
IPCC	IPCC Non-Listed	ALBUQUERQI	New Mexico	\$1.5150	Recurring
IPCC	IPCC Non-Listed	BUFFALO	New York	\$1.9190	Recurring
IPCC	IPCC Non-Listed	NEW YORK CI	New York	\$1.9190	Recurring
IPCC	IPCC Non-Listed	ROCHESTEI	New York	\$1.1514	Recurring
IPCC	IPCC Non-Listed	CHARLOTTI	North Carolina	\$0.7575	Recurring
IPCC	IPCC Non-Listed	RALEIGH	North Carolina	\$0.7575	Recurring
IPCC	IPCC Non-Listed	NORTH DAKO	North Dakota	\$0.9191	Recurring
IPCC	IPCC Non-Listed	CINCINNAT	Ohio	\$1.9796	Recurring
IPCC	IPCC Non-Listed	CLEVELANI	Ohio	\$1.1110	Recurring
IPCC	IPCC Non-Listed	TOLEDO	Ohio	\$1.1110	Recurring
IPCC	IPCC Non-Listed	OKLAHOMA C	Oklahoma	\$1.4140	Recurring
IPCC	IPCC Non-Listed	TULSA	Oklahoma	\$1.4140	Recurring
IPCC	IPCC Non-Listed	PORTLAND NO	Oregon	\$0.5050	Recurring
IPCC	IPCC Non-Listed	PORTLAND OR	Oregon	\$1.2625	Recurring
IPCC	IPCC Non-Listed	PORTLAND OR US	Oregon	\$0.5050	Recurring
IPCC	IPCC Non-Listed	PHILADELPH	Pennsylvania	\$1.2625	Recurring
IPCC	IPCC Non-Listed	PITTSBURG	Pennsylvania	\$1.2625	Recurring
IPCC	IPCC Non-Listed	PROVIDENC	Rhode Island	\$1.8584	Recurring
IPCC	IPCC Non-Listed	SOUTH CAROL	South Carolina	\$1.2120	Recurring
IPCC	IPCC Non-Listed	SOUTH DAKO	South Dakota	\$0.9191	Recurring
IPCC	IPCC Non-Listed	KNOXVILLE	Tennessee	\$1.3130	Recurring
IPCC	IPCC Non-Listed	MEMPHIS	Tennessee	\$1.3130	Recurring
IPCC	IPCC Non-Listed	NASHVILLE	Tennessee	\$1.9695	Recurring
IPCC	IPCC Non-Listed	AUSTIN	Texas	\$0.9090	Recurring
IPCC	IPCC Non-Listed	DALLAS	Texas	\$0.9090	Recurring
IPCC	IPCC Non-Listed	FORT WORT	Texas	\$0.9090	Recurring
IPCC	IPCC Non-Listed	HOUSTON	Texas	\$0.9090	Recurring
IPCC	IPCC Non-Listed	SAN ANTONI	Texas	\$0.9090	Recurring
IPCC	IPCC Non-Listed	SALT LAKE CI	Utah	\$0.9797	Recurring
IPCC	IPCC Non-Listed	VERMONT	Vermont	\$0.9090	Recurring
IPCC	IPCC Non-Listed	NORTHERN VIRI	Virginia	\$1.0706	Recurring
IPCC	IPCC Non-Listed	PORTLAND NO	Washington	\$0.5050	Recurring
IPCC	IPCC Non-Listed	SEATTLE (GT	Washington	\$2.2321	Recurring
IPCC	IPCC Non-Listed	SEATTLE (US W	Washington	\$0.5050	Recurring
IPCC	IPCC Non-Listed	WEST VIRGIN	West Virginia	\$1.2221	Recurring
IPCC	IPCC Non-Listed	MILWAUKEE	Wisconsin	\$1.5150	Recurring
IPCC	IPCC Non-Listed	WYOMING	Wyoming	\$0.9191	Recurring
IPCC	IPCC Non-Published	BIRMINGHAM	Alabama	\$2.3028	Recurring
IPCC	IPCC Non-Published	PHOENIX	Arizona	\$1.3817	Recurring
IPCC	IPCC Non-Published	TUCSON	Arizona	\$1.3817	Recurring
IPCC	IPCC Non-Published	LITTLE ROC	Arkansas	\$1.2282	Recurring
IPCC	IPCC Non-Published	CA - PAC BELL / C	California	\$0.2303	Recurring
IPCC	IPCC Non-Published	CALIFORNIA C	California	\$1.1514	Recurring
IPCC	IPCC Non-Published	CALIFORNIA PAC	California	\$0.2303	Recurring
IPCC	IPCC Non-Published	DENVER	Colorado	\$1.7271	Recurring
IPCC	IPCC Non-Published	HARTFORD	Connecticut	\$2.5715	Recurring
IPCC	IPCC Non-Published	NEW YORK CI	Connecticut	\$1.4584	Recurring
IPCC	IPCC Non-Published	STAMFORD	Connecticut	\$2.5715	Recurring
IPCC	IPCC Non-Published	DELAWARE	Delaware	\$1.3433	Recurring
IPCC	IPCC Non-Published	WASHINGTON	District of Columbia	\$0.6218	Recurring
IPCC	IPCC Non-Published	BOCA RATO	Florida	\$1.3433	Recurring
IPCC	IPCC Non-Published	JACKSONVIL	Florida	\$1.3433	Recurring
IPCC	IPCC Non-Published	MIAMI	Florida	\$1.3433	Recurring
IPCC	IPCC Non-Published	ORLANDO (BELL S	Florida	\$1.3433	Recurring
IPCC	IPCC Non-Published	ORLANDO, FL (Sf	Florida	\$1.8039	Recurring
IPCC	IPCC Non-Published	TAMPA	Florida	\$1.5352	Recurring
IPCC	IPCC Non-Published	ATLANTA	Georgia	\$1.3433	Recurring
IPCC	IPCC Non-Published	HAWAII	Hawaii	\$0.0000	Recurring
IPCC	IPCC Non-Published	IDAHO	Idaho	\$0.7983	Recurring
IPCC	IPCC Non-Published	CHICAGO	Illinois	\$1.0363	Recurring

IPCC	IPCC Non-Published	ST LOUIS	Illinois	\$1.2282	Recurring
IPCC	IPCC Non-Published	INDIANAPOL	Indiana	\$2.1877	Recurring
IPCC	IPCC Non-Published	IOWA	Iowa	\$1.1744	Recurring
IPCC	IPCC Non-Published	KANSAS CITY	Kansas	\$1.8806	Recurring
IPCC	IPCC Non-Published	CINCINNAT	Kentucky	\$1.5045	Recurring
IPCC	IPCC Non-Published	KENTUCKY	Kentucky	\$0.7983	Recurring
IPCC	IPCC Non-Published	NEW ORLEA	Louisiana	\$2.8785	Recurring
IPCC	IPCC Non-Published	PORTLAND MA	Maine	\$2.2260	Recurring
IPCC	IPCC Non-Published	BALTIMORE	Maryland	\$1.1130	Recurring
IPCC	IPCC Non-Published	WASHINGTON	Maryland	\$0.6218	Recurring
IPCC	IPCC Non-Published	BOSTON (SUBU	Massachusetts	\$1.4584	Recurring
IPCC	IPCC Non-Published	BOSTON (URB	Massachusetts	\$1.4584	Recurring
IPCC	IPCC Non-Published	SPRINGFIELD (Massachusetts	\$1.4584	Recurring
IPCC	IPCC Non-Published	DETROIT	Michigan	\$1.1514	Recurring
IPCC	IPCC Non-Published	GRAND RAPID	Michigan	\$1.1514	Recurring
IPCC	IPCC Non-Published	LANSING	Michigan	\$1.1514	Recurring
IPCC	IPCC Non-Published	TRAVERSE CI	Michigan	\$1.1514	Recurring
IPCC	IPCC Non-Published	MINNEAPOL	Minnesota	\$1.8806	Recurring
IPCC	IPCC Non-Published	JACKSON	Mississippi	\$0.0000	Recurring
IPCC	IPCC Non-Published	MEMPHIS	Mississippi	\$1.9190	Recurring
IPCC	IPCC Non-Published	KANSAS CITY	Missouri	\$1.2282	Recurring
IPCC	IPCC Non-Published	MONTANA	Missouri	\$1.1744	Recurring
IPCC	IPCC Non-Published	SPRINGFIELD	Missouri	\$1.2282	Recurring
IPCC	IPCC Non-Published	ST LOUIS	Missouri	\$1.2282	Recurring
IPCC	IPCC Non-Published	MONTANA	Montana	\$1.1744	Recurring
IPCC	IPCC Non-Published	NEBRASKA	Nebraska	\$1.9420	Recurring
IPCC	IPCC Non-Published	RENO	Nevada	\$0.7292	Recurring
IPCC	IPCC Non-Published	NEW HAMPSH	New Hampshire	\$2.2798	Recurring
IPCC	IPCC Non-Published	NEWARK	New Jersey	\$1.0746	Recurring
IPCC	IPCC Non-Published	ALBUQUERQUE	New Mexico	\$2.3028	Recurring
IPCC	IPCC Non-Published	BUFFALO	New York	\$1.4584	Recurring
IPCC	IPCC Non-Published	NEW YORK CI	New York	\$1.4584	Recurring
IPCC	IPCC Non-Published	ROCHESTER	New York	\$0.8751	Recurring
IPCC	IPCC Non-Published	CHARLOTTE	North Carolina	\$1.3049	Recurring
IPCC	IPCC Non-Published	RALEIGH	North Carolina	\$1.3049	Recurring
IPCC	IPCC Non-Published	NORTH DAKO	North Dakota	\$1.1744	Recurring
IPCC	IPCC Non-Published	CINCINNAT	Ohio	\$1.5045	Recurring
IPCC	IPCC Non-Published	CLEVELAND	Ohio	\$0.8444	Recurring
IPCC	IPCC Non-Published	TOLEDO	Ohio	\$0.8444	Recurring
IPCC	IPCC Non-Published	OKLAHOMA C	Oklahoma	\$5.5651	Recurring
IPCC	IPCC Non-Published	TULSA	Oklahoma	\$5.5651	Recurring
IPCC	IPCC Non-Published	PORTLAND NO	Oregon	\$0.5757	Recurring
IPCC	IPCC Non-Published	PORTLAND OR	Oregon	\$0.9595	Recurring
IPCC	IPCC Non-Published	PORTLAND OR US	Oregon	\$0.5757	Recurring
IPCC	IPCC Non-Published	PHILADELPH	Pennsylvania	\$1.3433	Recurring
IPCC	IPCC Non-Published	PITTSBURG	Pennsylvania	\$1.3433	Recurring
IPCC	IPCC Non-Published	PROVIDENC	Rhode Island	\$2.2337	Recurring
IPCC	IPCC Non-Published	SOUTH CAROL	South Carolina	\$1.5582	Recurring
IPCC	IPCC Non-Published	SOUTH DAKO	South Dakota	\$1.1744	Recurring
IPCC	IPCC Non-Published	KNOXVILLE	Tennessee	\$1.9190	Recurring
IPCC	IPCC Non-Published	MEMPHIS	Tennessee	\$1.9190	Recurring
IPCC	IPCC Non-Published	NASHVILLE	Tennessee	\$2.8785	Recurring
IPCC	IPCC Non-Published	AUSTIN	Texas	\$0.8444	Recurring
IPCC	IPCC Non-Published	DALLAS	Texas	\$0.8444	Recurring
IPCC	IPCC Non-Published	FORT WORT	Texas	\$0.8444	Recurring
IPCC	IPCC Non-Published	HOUSTON	Texas	\$0.8444	Recurring
IPCC	IPCC Non-Published	SAN ANTONI	Texas	\$0.8444	Recurring
IPCC	IPCC Non-Published	SALT LAKE CI	Utah	\$1.4968	Recurring
IPCC	IPCC Non-Published	VERMONT	Vermont	\$0.8444	Recurring
IPCC	IPCC Non-Published	NORTHERN VIRI	Virginia	\$1.3126	Recurring
IPCC	IPCC Non-Published	PORTLAND NO	Washington	\$0.5757	Recurring
IPCC	IPCC Non-Published	SEATTLE (GT	Washington	\$1.6964	Recurring

IPCC	IPCC Non-Published		SEATTLE (US W		Washington	\$0.5757	Recurring
IPCC	IPCC Non-Published		WEST VIRGIN		West Virginia		
IPCC	IPCC Non-Published		MILWAUKEE		Wisconsin		
IPCC	IPCC Non-Published		WYOMING		Wyoming		
IPCC	ITFS	IP IVR Premium	Mobile	Anguilla	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Anguilla & Barb	United States	\$0.7352	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Argentina	United States	\$1.0562	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Australia	United States	\$0.2353	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Austria	United States	\$0.9409	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Bahamas	United States	\$0.3692	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Barbados	United States	\$0.5035	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Belgium	United States	\$0.7819	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Bermuda	United States	\$0.6352	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Bolivia	United States	\$1.6828	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Brazil	United States	\$0.8191	Usage
IPCC	ITFS	IP IVR Premium	Mobile	China	United States	\$0.8011	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Colombia	United States	\$0.3692	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Costa Rica	United States	\$1.4216	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Croatia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Cyprus	United States	\$0.7706	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Czech Repub	United States	\$0.8307	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Denmark	United States	\$0.4888	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Dominica	United States	\$0.6220	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Dominican Re	United States	\$0.6220	Usage
IPCC	ITFS	IP IVR Premium	Mobile	El Salvador	United States	\$1.7843	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Estonia	United States	\$1.0011	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Finland	United States	\$0.4686	Usage
IPCC	ITFS	IP IVR Premium	Mobile	France	United States	\$0.2222	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Germany	United States	\$0.4470	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Grenada	United States	\$0.7979	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Hong Kong	United States	\$0.1545	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Hungary	United States	\$0.9047	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Iceland	United States	\$0.7969	Usage
IPCC	ITFS	IP IVR Premium	Mobile	India	United States	\$0.5438	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Indonesia	United States	\$0.9827	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Ireland	United States	\$1.2029	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Israel	United States	\$0.5383	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Italy	United States	\$1.2112	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Jamaica	United States	\$0.7856	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Japan	United States	\$0.6668	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Korea South	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Latvia	United States	\$0.5585	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Lithuania	United States	\$0.5585	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Macao	United States	\$0.5707	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Malaysia	United States	\$0.6757	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Mexico	United States	\$0.2555	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Montserrat	United States	\$0.4697	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Netherlands	United States	\$0.8199	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Netherlands Ant	United States	\$1.2755	Usage
IPCC	ITFS	IP IVR Premium	Mobile	New Zealand	United States	\$0.9433	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Norway	United States	\$0.6292	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Panama	United States	\$0.5919	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Peru	United States	\$1.7887	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Philippines	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Poland	United States	\$1.0787	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Portugal	United States	\$0.5398	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Russia	United States	\$0.7838	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Saudi Arabia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Singapore	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Slovak Rep	United States	\$0.9712	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Slovenia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Mobile	South Africa	United States	\$0.9161	Usage

IPCC	ITFS	IP IVR Premium	Mobile	Spain	United States	\$0.6284	Usage
IPCC	ITFS	IP IVR Premium	Mobile	St. Kitts & Nevis	United States	\$0.7929	Usage
IPCC	ITFS	IP IVR Premium	Mobile	St. Lucia	United States	\$0.9959	Usage
IPCC	ITFS	IP IVR Premium	Mobile	St. Vincent & the Grenadines	United States	\$0.7979	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Sweden	United States	\$1.0678	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Switzerland	United States	\$0.7650	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Taiwan	United States	\$0.4498	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Thailand	United States	\$0.7817	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Trinidad & Tobago	United States	\$0.7353	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Tunisia	United States	\$0.8060	Usage
IPCC	ITFS	IP IVR Premium	Mobile	U.A.E. Arab Emirates	United States	\$0.8676	Usage
IPCC	ITFS	IP IVR Premium	Mobile	United Kingdom	United States	\$0.1333	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Venezuela	United States	\$0.8363	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Vietnam	United States	\$1.0645	Usage
IPCC	ITFS	IP IVR Premium	Mobile	Virgin Islands (U.S.)	United States	\$0.3565	Usage
IPCC	ITFS	IP IVR Premium	Switched	Anguilla	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Switched	Antigua & Barbuda	United States	\$0.7352	Usage
IPCC	ITFS	IP IVR Premium	Switched	Argentina	United States	\$1.0562	Usage
IPCC	ITFS	IP IVR Premium	Switched	Australia	United States	\$0.2353	Usage
IPCC	ITFS	IP IVR Premium	Switched	Austria	United States	\$0.7050	Usage
IPCC	ITFS	IP IVR Premium	Switched	Bahamas	United States	\$0.3692	Usage
IPCC	ITFS	IP IVR Premium	Switched	Barbados	United States	\$0.5035	Usage
IPCC	ITFS	IP IVR Premium	Switched	Belgium	United States	\$0.4305	Usage
IPCC	ITFS	IP IVR Premium	Switched	Bermuda	United States	\$0.6352	Usage
IPCC	ITFS	IP IVR Premium	Switched	Bolivia	United States	\$1.6828	Usage
IPCC	ITFS	IP IVR Premium	Switched	Brazil	United States	\$0.5707	Usage
IPCC	ITFS	IP IVR Premium	Switched	Chile	United States	\$0.5121	Usage
IPCC	ITFS	IP IVR Premium	Switched	China	United States	\$0.7587	Usage
IPCC	ITFS	IP IVR Premium	Switched	Colombia	United States	\$0.3692	Usage
IPCC	ITFS	IP IVR Premium	Switched	Costa Rica	United States	\$1.4216	Usage
IPCC	ITFS	IP IVR Premium	Switched	Croatia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Switched	Cyprus	United States	\$0.7706	Usage
IPCC	ITFS	IP IVR Premium	Switched	Czech Republic	United States	\$0.6797	Usage
IPCC	ITFS	IP IVR Premium	Switched	Denmark	United States	\$0.2222	Usage
IPCC	ITFS	IP IVR Premium	Switched	Dominica	United States	\$0.6220	Usage
IPCC	ITFS	IP IVR Premium	Switched	Dominican Republic	United States	\$0.6220	Usage
IPCC	ITFS	IP IVR Premium	Switched	Egypt	United States	\$1.0744	Usage
IPCC	ITFS	IP IVR Premium	Switched	El Salvador	United States	\$1.7843	Usage
IPCC	ITFS	IP IVR Premium	Switched	Estonia	United States	\$0.7352	Usage
IPCC	ITFS	IP IVR Premium	Switched	Fiji	United States	\$0.8242	Usage
IPCC	ITFS	IP IVR Premium	Switched	Finland	United States	\$0.4686	Usage
IPCC	ITFS	IP IVR Premium	Switched	France	United States	\$0.2222	Usage
IPCC	ITFS	IP IVR Premium	Switched	Germany	United States	\$0.1545	Usage
IPCC	ITFS	IP IVR Premium	Switched	Greece	United States	\$0.7413	Usage
IPCC	ITFS	IP IVR Premium	Switched	Grenada	United States	\$0.7979	Usage
IPCC	ITFS	IP IVR Premium	Switched	Guatemala	United States	\$1.2756	Usage
IPCC	ITFS	IP IVR Premium	Switched	Holy See (Vatican City)	United States	\$0.5919	Usage
IPCC	ITFS	IP IVR Premium	Switched	Hong Kong	United States	\$0.1545	Usage
IPCC	ITFS	IP IVR Premium	Switched	Hungary	United States	\$0.7353	Usage
IPCC	ITFS	IP IVR Premium	Switched	Iceland	United States	\$0.7969	Usage
IPCC	ITFS	IP IVR Premium	Switched	India	United States	\$0.5438	Usage
IPCC	ITFS	IP IVR Premium	Switched	Indonesia	United States	\$0.9827	Usage
IPCC	ITFS	IP IVR Premium	Switched	Ireland	United States	\$0.3767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Israel	United States	\$0.5383	Usage
IPCC	ITFS	IP IVR Premium	Switched	Italy	United States	\$0.5919	Usage
IPCC	ITFS	IP IVR Premium	Switched	Jamaica	United States	\$0.7856	Usage
IPCC	ITFS	IP IVR Premium	Switched	Japan	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Korea South	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Latvia	United States	\$0.5585	Usage
IPCC	ITFS	IP IVR Premium	Switched	Lithuania	United States	\$0.5585	Usage
IPCC	ITFS	IP IVR Premium	Switched	Luxembourg	United States	\$0.4010	Usage
IPCC	ITFS	IP IVR Premium	Switched	Macao	United States	\$0.5707	Usage

IPCC	ITFS	IP IVR Premium	Switched	Malaysia	United States	\$0.6757	Usage
IPCC	ITFS	IP IVR Premium	Switched	Mexico	United States	\$0.2555	Usage
IPCC	ITFS	IP IVR Premium	Switched	Montserrat	United States	\$0.4697	Usage
IPCC	ITFS	IP IVR Premium	Switched	Netherlands	United States	\$0.3767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Netherlands Antilles	United States	\$1.2755	Usage
IPCC	ITFS	IP IVR Premium	Switched	New Zealand	United States	\$0.6706	Usage
IPCC	ITFS	IP IVR Premium	Switched	Nicaragua	United States	\$1.0221	Usage
IPCC	ITFS	IP IVR Premium	Switched	Norway	United States	\$0.6292	Usage
IPCC	ITFS	IP IVR Premium	Switched	Panama	United States	\$0.5919	Usage
IPCC	ITFS	IP IVR Premium	Switched	Peru	United States	\$1.7887	Usage
IPCC	ITFS	IP IVR Premium	Switched	Philippines	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Poland	United States	\$1.0787	Usage
IPCC	ITFS	IP IVR Premium	Switched	Portugal	United States	\$0.3697	Usage
IPCC	ITFS	IP IVR Premium	Switched	Russia	United States	\$0.7838	Usage
IPCC	ITFS	IP IVR Premium	Switched	Saudi Arabia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Switched	Singapore	United States	\$0.4767	Usage
IPCC	ITFS	IP IVR Premium	Switched	Slovak Rep	United States	\$0.7353	Usage
IPCC	ITFS	IP IVR Premium	Switched	Slovenia	United States	\$0.4878	Usage
IPCC	ITFS	IP IVR Premium	Switched	South Africa	United States	\$0.9161	Usage
IPCC	ITFS	IP IVR Premium	Switched	Spain	United States	\$0.4353	Usage
IPCC	ITFS	IP IVR Premium	Switched	St. Kitts & Nevis	United States	\$0.7929	Usage
IPCC	ITFS	IP IVR Premium	Switched	St. Lucia	United States	\$0.9959	Usage
IPCC	ITFS	IP IVR Premium	Switched	St. Vincent's	United States	\$0.7979	Usage
IPCC	ITFS	IP IVR Premium	Switched	Sweden	United States	\$0.6757	Usage
IPCC	ITFS	IP IVR Premium	Switched	Switzerland	United States	\$0.3697	Usage
IPCC	ITFS	IP IVR Premium	Switched	Taiwan	United States	\$0.4498	Usage
IPCC	ITFS	IP IVR Premium	Switched	Thailand	United States	\$0.7817	Usage
IPCC	ITFS	IP IVR Premium	Switched	Tinidad & Tobago	United States	\$0.7353	Usage
IPCC	ITFS	IP IVR Premium	Switched	Turks & Caicos	United States	\$0.8060	Usage
IPCC	ITFS	IP IVR Premium	Switched	U.A.E. Arab Emirates	United States	\$0.8676	Usage
IPCC	ITFS	IP IVR Premium	Switched	United Kingdom	United States	\$0.1333	Usage
IPCC	ITFS	IP IVR Premium	Switched	Venezuela	United States	\$0.8363	Usage
IPCC	ITFS	IP IVR Premium	Switched	Vietnam	United States	\$1.0645	Usage
IPCC	ITFS	IP IVR Premium	Switched	Virgin Islands	United States	\$0.3565	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Anguilla	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Antigua & Barbuda	United States	\$0.7074	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Argentina	United States	\$1.0284	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Australia	United States	\$0.2076	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Austria	United States	\$0.9131	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Bahamas	United States	\$0.3414	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Barbados	United States	\$0.4757	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Belgium	United States	\$0.7542	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Bermuda	United States	\$0.6074	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Bolivia	United States	\$1.6550	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Brazil	United States	\$0.7913	Usage
IPCC	ITFS	IP IVR Standard	Mobile	China	United States	\$0.7734	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Colombia	United States	\$0.3414	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Costa Rica	United States	\$1.3938	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Croatia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Cyprus	United States	\$0.7429	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Czech Republic	United States	\$0.8030	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Denmark	United States	\$0.4611	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Dominica	United States	\$0.5942	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Dominican Republic	United States	\$0.5942	Usage
IPCC	ITFS	IP IVR Standard	Mobile	El Salvador	United States	\$1.7565	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Estonia	United States	\$0.9733	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Finland	United States	\$0.4409	Usage
IPCC	ITFS	IP IVR Standard	Mobile	France	United States	\$0.1944	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Germany	United States	\$0.4193	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Grenada	United States	\$0.7701	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Hong Kong	United States	\$0.1268	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Hungary	United States	\$0.8769	Usage

IPCC	ITFS	IP IVR Standard	Mobile	Iceland	United States	\$0.7691	Usage
IPCC	ITFS	IP IVR Standard	Mobile	India	United States	\$0.5160	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Indonesia	United States	\$0.9550	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Ireland	United States	\$1.1751	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Israel	United States	\$0.5106	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Italy	United States	\$1.1834	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Jamaica	United States	\$0.7578	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Japan	United States	\$0.6390	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Korea South	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Latvia	United States	\$0.5308	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Lithuania	United States	\$0.5308	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Macao	United States	\$0.5429	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Malaysia	United States	\$0.6479	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Mexico	United States	\$0.2278	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Montserrat	United States	\$0.4419	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Netherlands	United States	\$0.7921	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Netherlands Antilles	United States	\$1.2478	Usage
IPCC	ITFS	IP IVR Standard	Mobile	New Zealand	United States	\$0.9156	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Norway	United States	\$0.6015	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Panama	United States	\$0.5641	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Peru	United States	\$1.7609	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Philippines	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Poland	United States	\$1.0509	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Portugal	United States	\$0.5121	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Russia	United States	\$0.7560	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Saudi Arabia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Singapore	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Slovak Rep	United States	\$0.9434	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Slovenia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Mobile	South Africa	United States	\$0.8883	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Spain	United States	\$0.6006	Usage
IPCC	ITFS	IP IVR Standard	Mobile	St. Kitts & Nevis	United States	\$0.7651	Usage
IPCC	ITFS	IP IVR Standard	Mobile	St. Lucia	United States	\$0.9681	Usage
IPCC	ITFS	IP IVR Standard	Mobile	St. Vincent's	United States	\$0.7701	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Sweden	United States	\$1.0400	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Switzerland	United States	\$0.7372	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Taiwan	United States	\$0.4220	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Thailand	United States	\$0.7540	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Tinidad & Tobago	United States	\$0.7075	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Turks & Caicos	United States	\$0.7782	Usage
IPCC	ITFS	IP IVR Standard	Mobile	U.A.E. Arab Emirates	United States	\$0.8398	Usage
IPCC	ITFS	IP IVR Standard	Mobile	United Kingdom	United States	\$0.1055	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Venezuela	United States	\$0.8085	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Vietnam	United States	\$1.0368	Usage
IPCC	ITFS	IP IVR Standard	Mobile	Virgin Islands U.S.	United States	\$0.3288	Usage
IPCC	ITFS	IP IVR Standard	Switched	Anguilla	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Switched	Guinea & Barbados	United States	\$0.7074	Usage
IPCC	ITFS	IP IVR Standard	Switched	Argentina	United States	\$1.0284	Usage
IPCC	ITFS	IP IVR Standard	Switched	Australia	United States	\$0.2076	Usage
IPCC	ITFS	IP IVR Standard	Switched	Austria	United States	\$0.6772	Usage
IPCC	ITFS	IP IVR Standard	Switched	Bahamas	United States	\$0.3414	Usage
IPCC	ITFS	IP IVR Standard	Switched	Barbados	United States	\$0.4757	Usage
IPCC	ITFS	IP IVR Standard	Switched	Belgium	United States	\$0.4027	Usage
IPCC	ITFS	IP IVR Standard	Switched	Bermuda	United States	\$0.6074	Usage
IPCC	ITFS	IP IVR Standard	Switched	Bolivia	United States	\$1.6550	Usage
IPCC	ITFS	IP IVR Standard	Switched	Brazil	United States	\$0.5429	Usage
IPCC	ITFS	IP IVR Standard	Switched	Chile	United States	\$0.4843	Usage
IPCC	ITFS	IP IVR Standard	Switched	China	United States	\$0.7309	Usage
IPCC	ITFS	IP IVR Standard	Switched	Colombia	United States	\$0.3414	Usage
IPCC	ITFS	IP IVR Standard	Switched	Costa Rica	United States	\$1.3938	Usage
IPCC	ITFS	IP IVR Standard	Switched	Croatia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Switched	Cyprus	United States	\$0.7429	Usage

IPCC	ITFS	IP IVR Standard	Switched	zech Repub	United States	\$0.6520	Usage
IPCC	ITFS	IP IVR Standard	Switched	Denmark	United States	\$0.1944	Usage
IPCC	ITFS	IP IVR Standard	Switched	Dominica	United States	\$0.5942	Usage
IPCC	ITFS	IP IVR Standard	Switched	ominican Re	United States	\$0.5942	Usage
IPCC	ITFS	IP IVR Standard	Switched	Egypt	United States	\$1.0340	Usage
IPCC	ITFS	IP IVR Standard	Switched	El Salvador	United States	\$1.7565	Usage
IPCC	ITFS	IP IVR Standard	Switched	Estonia	United States	\$0.7074	Usage
IPCC	ITFS	IP IVR Standard	Switched	Fiji	United States	\$0.7964	Usage
IPCC	ITFS	IP IVR Standard	Switched	Finland	United States	\$0.4409	Usage
IPCC	ITFS	IP IVR Standard	Switched	France	United States	\$0.1944	Usage
IPCC	ITFS	IP IVR Standard	Switched	Germany	United States	\$0.1268	Usage
IPCC	ITFS	IP IVR Standard	Switched	Greece	United States	\$0.7136	Usage
IPCC	ITFS	IP IVR Standard	Switched	Grenada	United States	\$0.7701	Usage
IPCC	ITFS	IP IVR Standard	Switched	Guatemala	United States	\$1.2479	Usage
IPCC	ITFS	IP IVR Standard	Switched	a (Vatican C	United States	\$0.5641	Usage
IPCC	ITFS	IP IVR Standard	Switched	Hong Kong	United States	\$0.1268	Usage
IPCC	ITFS	IP IVR Standard	Switched	Hungary	United States	\$0.7075	Usage
IPCC	ITFS	IP IVR Standard	Switched	Iceland	United States	\$0.7691	Usage
IPCC	ITFS	IP IVR Standard	Switched	India	United States	\$0.5160	Usage
IPCC	ITFS	IP IVR Standard	Switched	Indonesia	United States	\$0.9550	Usage
IPCC	ITFS	IP IVR Standard	Switched	Ireland	United States	\$0.3490	Usage
IPCC	ITFS	IP IVR Standard	Switched	Israel	United States	\$0.5106	Usage
IPCC	ITFS	IP IVR Standard	Switched	Italy	United States	\$0.5641	Usage
IPCC	ITFS	IP IVR Standard	Switched	Jamaica	United States	\$0.7578	Usage
IPCC	ITFS	IP IVR Standard	Switched	Japan	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Switched	Korea South	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Switched	Latvia	United States	\$0.5308	Usage
IPCC	ITFS	IP IVR Standard	Switched	Lithuania	United States	\$0.5308	Usage
IPCC	ITFS	IP IVR Standard	Switched	Luxembourg	United States	\$0.3732	Usage
IPCC	ITFS	IP IVR Standard	Switched	Macao	United States	\$0.5429	Usage
IPCC	ITFS	IP IVR Standard	Switched	Malaysia	United States	\$0.6479	Usage
IPCC	ITFS	IP IVR Standard	Switched	Mexico	United States	\$0.2278	Usage
IPCC	ITFS	IP IVR Standard	Switched	Montserrat	United States	\$0.4419	Usage
IPCC	ITFS	IP IVR Standard	Switched	Netherlands	United States	\$0.3490	Usage
IPCC	ITFS	IP IVR Standard	Switched	etherlands Ant	United States	\$1.2478	Usage
IPCC	ITFS	IP IVR Standard	Switched	ew Zealand	United States	\$0.6429	Usage
IPCC	ITFS	IP IVR Standard	Switched	Nicaragua	United States	\$0.9943	Usage
IPCC	ITFS	IP IVR Standard	Switched	Norway	United States	\$0.6015	Usage
IPCC	ITFS	IP IVR Standard	Switched	Panama	United States	\$0.5641	Usage
IPCC	ITFS	IP IVR Standard	Switched	Peru	United States	\$1.7609	Usage
IPCC	ITFS	IP IVR Standard	Switched	Philippines	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Switched	Poland	United States	\$1.0509	Usage
IPCC	ITFS	IP IVR Standard	Switched	Portugal	United States	\$0.3419	Usage
IPCC	ITFS	IP IVR Standard	Switched	Russia	United States	\$0.7560	Usage
IPCC	ITFS	IP IVR Standard	Switched	Saudi Arabia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Switched	Singapore	United States	\$0.4489	Usage
IPCC	ITFS	IP IVR Standard	Switched	Slovak Rep	United States	\$0.7075	Usage
IPCC	ITFS	IP IVR Standard	Switched	Slovenia	United States	\$0.4601	Usage
IPCC	ITFS	IP IVR Standard	Switched	South Africa	United States	\$0.8883	Usage
IPCC	ITFS	IP IVR Standard	Switched	Spain	United States	\$0.4075	Usage
IPCC	ITFS	IP IVR Standard	Switched	. Kitts & Ne	United States	\$0.7651	Usage
IPCC	ITFS	IP IVR Standard	Switched	St. Lucia	United States	\$0.9681	Usage
IPCC	ITFS	IP IVR Standard	Switched	St. Vincents	United States	\$0.7701	Usage
IPCC	ITFS	IP IVR Standard	Switched	Sweden	United States	\$0.6479	Usage
IPCC	ITFS	IP IVR Standard	Switched	Switzerland	United States	\$0.3419	Usage
IPCC	ITFS	IP IVR Standard	Switched	Taiwan	United States	\$0.4220	Usage
IPCC	ITFS	IP IVR Standard	Switched	Thailand	United States	\$0.7540	Usage
IPCC	ITFS	IP IVR Standard	Switched	idad & Tob	United States	\$0.7075	Usage
IPCC	ITFS	IP IVR Standard	Switched	urks & Caico	United States	\$0.7782	Usage
IPCC	ITFS	IP IVR Standard	Switched	ad Arab Emi	United States	\$0.8398	Usage
IPCC	ITFS	IP IVR Standard	Switched	nited Kingdo	United States	\$0.1055	Usage
IPCC	ITFS	IP IVR Standard	Switched	Venezuela	United States	\$0.8085	Usage

IPCC	ITFS	IP IVR Standard	Switched	Vietnam	United States	\$1.0368	Usage
IPCC	ITFS	IP IVR Standard	Switched	Virgin Islands	United States	\$0.3288	Usage
IPCC	ITFS	Mobile	TERMINATION	Anguilla	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Antigua & Barb	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Argentina	United States	\$0.4186	Usage
IPCC	ITFS	Mobile	TERMINATION	Australia	United States	\$0.0764	Usage
IPCC	ITFS	Mobile	TERMINATION	Austria	United States	\$0.9100	Usage
IPCC	ITFS	Mobile	TERMINATION	Bahamas	United States	\$0.2444	Usage
IPCC	ITFS	Mobile	TERMINATION	Barbados	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Belgium	United States	\$1.3085	Usage
IPCC	ITFS	Mobile	TERMINATION	Bermuda	United States	\$0.2130	Usage
IPCC	ITFS	Mobile	TERMINATION	Bolivia	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Brazil	United States	\$0.9989	Usage
IPCC	ITFS	Mobile	TERMINATION	Cayman Islands	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	China	United States	\$0.3295	Usage
IPCC	ITFS	Mobile	TERMINATION	Colombia	United States	\$0.3412	Usage
IPCC	ITFS	Mobile	TERMINATION	Costa Rica	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Croatia	United States	\$0.6186	Usage
IPCC	ITFS	Mobile	TERMINATION	Cyprus	United States	\$0.2215	Usage
IPCC	ITFS	Mobile	TERMINATION	Czech Repub	United States	\$0.7343	Usage
IPCC	ITFS	Mobile	TERMINATION	Denmark	United States	\$0.9409	Usage
IPCC	ITFS	Mobile	TERMINATION	Dominica	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Dominican Re	United States	\$0.7669	Usage
IPCC	ITFS	Mobile	TERMINATION	El Salvador	United States	\$0.7282	Usage
IPCC	ITFS	Mobile	TERMINATION	Estonia	United States	\$1.3317	Usage
IPCC	ITFS	Mobile	TERMINATION	Finland	United States	\$0.6650	Usage
IPCC	ITFS	Mobile	TERMINATION	France	United States	\$0.2060	Usage
IPCC	ITFS	Mobile	TERMINATION	Germany	United States	\$0.4439	Usage
IPCC	ITFS	Mobile	TERMINATION	Grenada	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Hong Kong	United States	\$0.1013	Usage
IPCC	ITFS	Mobile	TERMINATION	Hungary	United States	\$0.6465	Usage
IPCC	ITFS	Mobile	TERMINATION	Iceland	United States	\$0.1172	Usage
IPCC	ITFS	Mobile	TERMINATION	India	United States	\$0.4960	Usage
IPCC	ITFS	Mobile	TERMINATION	Indonesia	United States	\$0.8056	Usage
IPCC	ITFS	Mobile	TERMINATION	Ireland	United States	\$1.5372	Usage
IPCC	ITFS	Mobile	TERMINATION	Israel	United States	\$0.0742	Usage
IPCC	ITFS	Mobile	TERMINATION	Italy	United States	\$0.0820	Usage
IPCC	ITFS	Mobile	TERMINATION	Jamaica	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Japan	United States	\$0.4909	Usage
IPCC	ITFS	Mobile	TERMINATION	South Korea	United States	\$0.5347	Usage
IPCC	ITFS	Mobile	TERMINATION	Latvia	United States	\$0.4234	Usage
IPCC	ITFS	Mobile	TERMINATION	Lithuania	United States	\$0.3355	Usage
IPCC	ITFS	Mobile	TERMINATION	Macao	United States	\$0.9990	Usage
IPCC	ITFS	Mobile	TERMINATION	Malaysia	United States	\$0.1342	Usage
IPCC	ITFS	Mobile	TERMINATION	Mexico	United States	\$0.3993	Usage
IPCC	ITFS	Mobile	TERMINATION	Montserrat	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATION	Netherlands	United States	\$1.0764	Usage
IPCC	ITFS	Mobile	TERMINATION	Netherlands Ant	United States	\$0.7237	Usage
IPCC	ITFS	Mobile	TERMINATION	New Zealand	United States	\$0.7474	Usage
IPCC	ITFS	Mobile	TERMINATION	Norway	United States	\$0.3376	Usage
IPCC	ITFS	Mobile	TERMINATION	Panama	United States	\$0.1284	Usage
IPCC	ITFS	Mobile	TERMINATION	Peru	United States	\$0.7669	Usage
IPCC	ITFS	Mobile	TERMINATION	Philippines	United States	\$0.7669	Usage
IPCC	ITFS	Mobile	TERMINATION	Poland	United States	\$0.0861	Usage
IPCC	ITFS	Mobile	TERMINATION	Portugal	United States	\$0.5065	Usage
IPCC	ITFS	Mobile	TERMINATION	Russia	United States	\$0.2444	Usage
IPCC	ITFS	Mobile	TERMINATION	Saudi Arabia	United States	\$0.4960	Usage
IPCC	ITFS	Mobile	TERMINATION	Singapore	United States	\$0.0878	Usage
IPCC	ITFS	Mobile	TERMINATION	Slovak Rep	United States	\$0.7563	Usage
IPCC	ITFS	Mobile	TERMINATION	Slovenia	United States	\$0.6078	Usage
IPCC	ITFS	Mobile	TERMINATION	South Africa	United States	\$0.9216	Usage
IPCC	ITFS	Mobile	TERMINATION	Spain	United States	\$0.9100	Usage

IPCC	ITFS	Mobile	TERMINATI	Kitts & Ne	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATI	St. Lucia	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATI	St. Vincents	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATI	Sweden	United States	\$1.0856	Usage
IPCC	ITFS	Mobile	TERMINATI	Switzerland	United States	\$1.3085	Usage
IPCC	ITFS	Mobile	TERMINATI	Taiwan	United States	\$0.4186	Usage
IPCC	ITFS	Mobile	TERMINATI	Thailand	United States	\$0.4186	Usage
IPCC	ITFS	Mobile	TERMINATI	idad & Tob	United States	\$0.2754	Usage
IPCC	ITFS	Mobile	TERMINATI	Kurks & Caix	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATI	ad Arab Emi	United States	\$0.5734	Usage
IPCC	ITFS	Mobile	TERMINATI	nited Kingdc	United States	\$0.1733	Usage
IPCC	ITFS	Mobile	TERMINATI	Uruguay	United States	\$0.1710	Usage
IPCC	ITFS	Mobile	TERMINATI	Venezuela	United States	\$0.6121	Usage
IPCC	ITFS	Mobile	TERMINATI	Vietnam	United States	\$0.8829	Usage
IPCC	ITFS	Mobile	TERMINATI	gin Islands	United States	\$0.0955	Usage
IPCC	ITFS	Switched	TERMINATI	Anguilla	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	igua & Barb	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Argentina	United States	\$0.4186	Usage
IPCC	ITFS	Switched	TERMINATI	Australia	United States	\$0.0764	Usage
IPCC	ITFS	Switched	TERMINATI	Austria	United States	\$0.3324	Usage
IPCC	ITFS	Switched	TERMINATI	Bahamas	United States	\$0.2444	Usage
IPCC	ITFS	Switched	TERMINATI	Barbados	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Belgium	United States	\$0.2438	Usage
IPCC	ITFS	Switched	TERMINATI	Bermuda	United States	\$0.2130	Usage
IPCC	ITFS	Switched	TERMINATI	Bolivia	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Brazil	United States	\$0.3799	Usage
IPCC	ITFS	Switched	TERMINATI	ayman Islan	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Chile	United States	\$0.6507	Usage
IPCC	ITFS	Switched	TERMINATI	China	United States	\$0.9216	Usage
IPCC	ITFS	Switched	TERMINATI	Colombia	United States	\$0.3412	Usage
IPCC	ITFS	Switched	TERMINATI	Costa Rica	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Croatia	United States	\$0.6186	Usage
IPCC	ITFS	Switched	TERMINATI	Cyprus	United States	\$0.2215	Usage
IPCC	ITFS	Switched	TERMINATI	zech Repub	United States	\$0.3731	Usage
IPCC	ITFS	Switched	TERMINATI	Denmark	United States	\$0.0970	Usage
IPCC	ITFS	Switched	TERMINATI	Dominica	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	ominican Re	United States	\$0.7669	Usage
IPCC	ITFS	Switched	TERMINATI	Egypt	United States	\$1.0260	Usage
IPCC	ITFS	Switched	TERMINATI	El Salvador	United States	\$0.7282	Usage
IPCC	ITFS	Switched	TERMINATI	Estonia	United States	\$0.4615	Usage
IPCC	ITFS	Switched	TERMINATI	Fiji	United States	\$0.8803	Usage
IPCC	ITFS	Switched	TERMINATI	Finland	United States	\$0.6650	Usage
IPCC	ITFS	Switched	TERMINATI	France	United States	\$0.2060	Usage
IPCC	ITFS	Switched	TERMINATI	Germany	United States	\$0.0764	Usage
IPCC	ITFS	Switched	TERMINATI	Greece	United States	\$0.1598	Usage
IPCC	ITFS	Switched	TERMINATI	Grenada	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Guatemala	United States	\$0.3122	Usage
IPCC	ITFS	Switched	TERMINATI	g (Vatican C	United States	\$0.0821	Usage
IPCC	ITFS	Switched	TERMINATI	Hong Kong	United States	\$0.1013	Usage
IPCC	ITFS	Switched	TERMINATI	Hungary	United States	\$0.1379	Usage
IPCC	ITFS	Switched	TERMINATI	Iceland	United States	\$0.1172	Usage
IPCC	ITFS	Switched	TERMINATI	India	United States	\$0.4960	Usage
IPCC	ITFS	Switched	TERMINATI	Indonesia	United States	\$0.8056	Usage
IPCC	ITFS	Switched	TERMINATI	Ireland	United States	\$0.0869	Usage
IPCC	ITFS	Switched	TERMINATI	Israel	United States	\$0.0742	Usage
IPCC	ITFS	Switched	TERMINATI	Italy	United States	\$0.0786	Usage
IPCC	ITFS	Switched	TERMINATI	Jamaica	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Japan	United States	\$0.3164	Usage
IPCC	ITFS	Switched	TERMINATI	Korea South	United States	\$0.5347	Usage
IPCC	ITFS	Switched	TERMINATI	Latvia	United States	\$0.4234	Usage
IPCC	ITFS	Switched	TERMINATI	Lithuania	United States	\$0.3355	Usage
IPCC	ITFS	Switched	TERMINATI	Luxembourg	United States	\$0.0518	Usage

IPCC	ITFS	Switched	TERMINATI	Macao	United States	\$0.9990	Usage
IPCC	ITFS	Switched	TERMINATI	Malaysia	United States	\$0.1342	Usage
IPCC	ITFS	Switched	TERMINATI	Mexico	United States	\$0.3993	Usage
IPCC	ITFS	Switched	TERMINATI	Montserrat	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Netherlands	United States	\$0.1310	Usage
IPCC	ITFS	Switched	TERMINATI	Netherlands Ant	United States	\$0.7237	Usage
IPCC	ITFS	Switched	TERMINATI	New Zealand	United States	\$0.0703	Usage
IPCC	ITFS	Switched	TERMINATI	Nicaragua	United States	\$0.9216	Usage
IPCC	ITFS	Switched	TERMINATI	Norway	United States	\$0.3376	Usage
IPCC	ITFS	Switched	TERMINATI	Panama	United States	\$0.1284	Usage
IPCC	ITFS	Switched	TERMINATI	Peru	United States	\$0.7669	Usage
IPCC	ITFS	Switched	TERMINATI	Philippines	United States	\$0.7669	Usage
IPCC	ITFS	Switched	TERMINATI	Poland	United States	\$0.0861	Usage
IPCC	ITFS	Switched	TERMINATI	Portugal	United States	\$0.2389	Usage
IPCC	ITFS	Switched	TERMINATI	Russia	United States	\$0.2444	Usage
IPCC	ITFS	Switched	TERMINATI	San Marino	United States	\$0.0101	Usage
IPCC	ITFS	Switched	TERMINATI	Saudi Arabia	United States	\$0.4960	Usage
IPCC	ITFS	Switched	TERMINATI	Singapore	United States	\$0.0878	Usage
IPCC	ITFS	Switched	TERMINATI	Slovak Rep	United States	\$0.2037	Usage
IPCC	ITFS	Switched	TERMINATI	Slovenia	United States	\$0.6078	Usage
IPCC	ITFS	Switched	TERMINATI	South Africa	United States	\$0.9216	Usage
IPCC	ITFS	Switched	TERMINATI	Spain	United States	\$0.3135	Usage
IPCC	ITFS	Switched	TERMINATI	St. Kitts & Ne	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	St. Lucia	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	St. Vincents	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Sweden	United States	\$0.0593	Usage
IPCC	ITFS	Switched	TERMINATI	Switzerland	United States	\$0.0954	Usage
IPCC	ITFS	Switched	TERMINATI	Taiwan	United States	\$0.4186	Usage
IPCC	ITFS	Switched	TERMINATI	Thailand	United States	\$0.4186	Usage
IPCC	ITFS	Switched	TERMINATI	Tinidad & Tob	United States	\$0.2754	Usage
IPCC	ITFS	Switched	TERMINATI	Turks & Caicos	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Ud Arab Emi	United States	\$0.5734	Usage
IPCC	ITFS	Switched	TERMINATI	United Kingdo	United States	\$0.1733	Usage
IPCC	ITFS	Switched	TERMINATI	Uruguay	United States	\$0.1710	Usage
IPCC	ITFS	Switched	TERMINATI	Venezuela	United States	\$0.6121	Usage
IPCC	ITFS	Switched	TERMINATI	Vietnam	United States	\$0.8829	Usage
IPCC	ITFS	Switched	TERMINATI	Virgin Islands	United States	\$0.0955	Usage
IPCC	ITFS	Mobile	CH TERMINA	Anguilla	United States	\$0.5050	Usage
IPCC	ITFS	Mobile	CH TERMINA	Antigua & Barb	United States	\$0.7798	Usage
IPCC	ITFS	Mobile	CH TERMINA	Argentina	United States	\$1.1238	Usage
IPCC	ITFS	Mobile	CH TERMINA	Australia	United States	\$0.3030	Usage
IPCC	ITFS	Mobile	CH TERMINA	Austria	United States	\$1.0086	Usage
IPCC	ITFS	Mobile	CH TERMINA	Bahamas	United States	\$0.4368	Usage
IPCC	ITFS	Mobile	CH TERMINA	Barbados	United States	\$0.5712	Usage
IPCC	ITFS	Mobile	CH TERMINA	Belgium	United States	\$0.8496	Usage
IPCC	ITFS	Mobile	CH TERMINA	Bermuda	United States	\$0.6136	Usage
IPCC	ITFS	Mobile	CH TERMINA	Bolivia	United States	\$1.7504	Usage
IPCC	ITFS	Mobile	CH TERMINA	Brazil	United States	\$0.8868	Usage
IPCC	ITFS	Mobile	CH TERMINA	China	United States	\$0.8688	Usage
IPCC	ITFS	Mobile	CH TERMINA	Colombia	United States	\$0.4368	Usage
IPCC	ITFS	Mobile	CH TERMINA	Costa Rica	United States	\$1.4892	Usage
IPCC	ITFS	Mobile	CH TERMINA	Croatia	United States	\$0.5050	Usage
IPCC	ITFS	Mobile	CH TERMINA	Cyprus	United States	\$0.8383	Usage
IPCC	ITFS	Mobile	CH TERMINA	Czech Repub	United States	\$0.8984	Usage
IPCC	ITFS	Mobile	CH TERMINA	Denmark	United States	\$0.5565	Usage
IPCC	ITFS	Mobile	CH TERMINA	Dominica	United States	\$0.6896	Usage
IPCC	ITFS	Mobile	CH TERMINA	Dominican Re	United States	\$0.6896	Usage
IPCC	ITFS	Mobile	CH TERMINA	El Salvador	United States	\$1.8519	Usage
IPCC	ITFS	Mobile	CH TERMINA	Estonia	United States	\$1.0459	Usage
IPCC	ITFS	Mobile	CH TERMINA	Finland	United States	\$0.5363	Usage
IPCC	ITFS	Mobile	CH TERMINA	France	United States	\$0.2899	Usage
IPCC	ITFS	Mobile	CH TERMINA	Germany	United States	\$0.5147	Usage

IPCC	ITFS	Mobile	CH TERMIN/ Grenada	United States	\$0.8489	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Hong Kong	United States	\$0.2222	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Hungary	United States	\$0.9492	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Iceland	United States	\$0.8646	Usage
IPCC	ITFS	Mobile	CH TERMIN/ India	United States	\$0.6115	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Indonesia	United States	\$1.0548	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Ireland	United States	\$1.2706	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Israel	United States	\$0.6060	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Italy	United States	\$1.2390	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Jamaica	United States	\$0.7918	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Japan	United States	\$0.7345	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Korea South	United States	\$0.5444	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Latvia	United States	\$0.6262	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Lithuania	United States	\$0.6262	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Macao	United States	\$0.6383	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Malaysia	United States	\$0.7133	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Mexico	United States	\$0.2841	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Montserrat	United States	\$0.5373	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Netherlands	United States	\$0.8876	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Netherlands Ant	United States	\$1.3432	Usage
IPCC	ITFS	Mobile	CH TERMIN/ New Zealand	United States	\$0.9799	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Norway	United States	\$0.6969	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Panama	United States	\$0.6196	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Peru	United States	\$1.8564	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Philippines	United States	\$0.5444	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Poland	United States	\$1.1464	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Portugal	United States	\$0.6076	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Russia	United States	\$0.8334	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Saudi Arabia	United States	\$0.5050	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Singapore	United States	\$0.5444	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Slovak Rep	United States	\$1.0158	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Slovenia	United States	\$0.5050	Usage
IPCC	ITFS	Mobile	CH TERMIN/ South Africa	United States	\$0.8977	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Spain	United States	\$0.6961	Usage
IPCC	ITFS	Mobile	CH TERMIN/ St. Kitts & Nevis	United States	\$0.8431	Usage
IPCC	ITFS	Mobile	CH TERMIN/ St. Lucia	United States	\$1.0635	Usage
IPCC	ITFS	Mobile	CH TERMIN/ St. Vincent	United States	\$0.8489	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Sweden	United States	\$1.1053	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Switzerland	United States	\$0.8326	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Taiwan	United States	\$0.5174	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Thailand	United States	\$0.8311	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Trinidad & Tobago	United States	\$0.7798	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Turks & Caicos	United States	\$0.8584	Usage
IPCC	ITFS	Mobile	CH TERMIN/ U.A.E Arab Emi	United States	\$0.9269	Usage
IPCC	ITFS	Mobile	CH TERMIN/ United Kingdom	United States	\$0.2010	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Venezuela	United States	\$0.8916	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Vietnam	United States	\$1.1322	Usage
IPCC	ITFS	Mobile	CH TERMIN/ Virgin Islands U.S.	United States	\$0.4242	Usage
IPCC	ITFS	Switched	CH TERMIN/ Anguilla	United States	\$0.5050	Usage
IPCC	ITFS	Switched	CH TERMIN/ Antigua & Barb	United States	\$0.7798	Usage
IPCC	ITFS	Switched	CH TERMIN/ Argentina	United States	\$1.1238	Usage
IPCC	ITFS	Switched	CH TERMIN/ Australia	United States	\$0.3030	Usage
IPCC	ITFS	Switched	CH TERMIN/ Austria	United States	\$0.7727	Usage
IPCC	ITFS	Switched	CH TERMIN/ Bahamas	United States	\$0.4368	Usage
IPCC	ITFS	Switched	CH TERMIN/ Barbados	United States	\$0.5712	Usage
IPCC	ITFS	Switched	CH TERMIN/ Belgium	United States	\$0.4413	Usage
IPCC	ITFS	Switched	CH TERMIN/ Bermuda	United States	\$0.6136	Usage
IPCC	ITFS	Switched	CH TERMIN/ Bolivia	United States	\$1.7504	Usage
IPCC	ITFS	Switched	CH TERMIN/ Brazil	United States	\$0.6383	Usage
IPCC	ITFS	Switched	CH TERMIN/ Chile	United States	\$0.5797	Usage
IPCC	ITFS	Switched	CH TERMIN/ China	United States	\$0.8264	Usage
IPCC	ITFS	Switched	CH TERMIN/ Colombia	United States	\$0.4368	Usage

IPCC	ITFS	Switched	CH TERMIN/ Costa Rica	United States	\$1.4892	Usage
IPCC	ITFS	Switched	CH TERMIN/ Croatia	United States	\$0.5050	Usage
IPCC	ITFS	Switched	CH TERMIN/ Cyprus	United States	\$0.8383	Usage
IPCC	ITFS	Switched	CH TERMIN/ Czech Repub	United States	\$0.7474	Usage
IPCC	ITFS	Switched	CH TERMIN/ Denmark	United States	\$0.2899	Usage
IPCC	ITFS	Switched	CH TERMIN/ Dominica	United States	\$0.6896	Usage
IPCC	ITFS	Switched	CH TERMIN/ Dominican Re	United States	\$0.6896	Usage
IPCC	ITFS	Switched	CH TERMIN/ Egypt	United States	\$1.0499	Usage
IPCC	ITFS	Switched	CH TERMIN/ El Salvador	United States	\$1.8519	Usage
IPCC	ITFS	Switched	CH TERMIN/ Estonia	United States	\$0.7798	Usage
IPCC	ITFS	Switched	CH TERMIN/ Fiji	United States	\$0.8787	Usage
IPCC	ITFS	Switched	CH TERMIN/ Finland	United States	\$0.5363	Usage
IPCC	ITFS	Switched	CH TERMIN/ France	United States	\$0.2899	Usage
IPCC	ITFS	Switched	CH TERMIN/ Germany	United States	\$0.2222	Usage
IPCC	ITFS	Switched	CH TERMIN/ Greece	United States	\$0.7859	Usage
IPCC	ITFS	Switched	CH TERMIN/ Grenada	United States	\$0.8489	Usage
IPCC	ITFS	Switched	CH TERMIN/ Guatemala	United States	\$1.3433	Usage
IPCC	ITFS	Switched	CH TERMIN/ Vatican C	United States	\$0.6196	Usage
IPCC	ITFS	Switched	CH TERMIN/ Hong Kong	United States	\$0.2222	Usage
IPCC	ITFS	Switched	CH TERMIN/ Hungary	United States	\$0.7798	Usage
IPCC	ITFS	Switched	CH TERMIN/ Iceland	United States	\$0.8646	Usage
IPCC	ITFS	Switched	CH TERMIN/ India	United States	\$0.6115	Usage
IPCC	ITFS	Switched	CH TERMIN/ Indonesia	United States	\$1.0548	Usage
IPCC	ITFS	Switched	CH TERMIN/ Ireland	United States	\$0.4444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Israel	United States	\$0.6060	Usage
IPCC	ITFS	Switched	CH TERMIN/ Italy	United States	\$0.6196	Usage
IPCC	ITFS	Switched	CH TERMIN/ Jamaica	United States	\$0.7918	Usage
IPCC	ITFS	Switched	CH TERMIN/ Japan	United States	\$0.5444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Korea South	United States	\$0.5444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Latvia	United States	\$0.6262	Usage
IPCC	ITFS	Switched	CH TERMIN/ Lithuania	United States	\$0.6262	Usage
IPCC	ITFS	Switched	CH TERMIN/ Luxembourg	United States	\$0.4080	Usage
IPCC	ITFS	Switched	CH TERMIN/ Macao	United States	\$0.6383	Usage
IPCC	ITFS	Switched	CH TERMIN/ Malaysia	United States	\$0.7133	Usage
IPCC	ITFS	Switched	CH TERMIN/ Mexico	United States	\$0.2841	Usage
IPCC	ITFS	Switched	CH TERMIN/ Montserrat	United States	\$0.5373	Usage
IPCC	ITFS	Switched	CH TERMIN/ Netherlands	United States	\$0.4444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Netherlands Ant	United States	\$1.3432	Usage
IPCC	ITFS	Switched	CH TERMIN/ New Zealand	United States	\$0.7072	Usage
IPCC	ITFS	Switched	CH TERMIN/ Nicaragua	United States	\$1.0898	Usage
IPCC	ITFS	Switched	CH TERMIN/ Norway	United States	\$0.6969	Usage
IPCC	ITFS	Switched	CH TERMIN/ Panama	United States	\$0.6196	Usage
IPCC	ITFS	Switched	CH TERMIN/ Peru	United States	\$1.8564	Usage
IPCC	ITFS	Switched	CH TERMIN/ Philippines	United States	\$0.5444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Poland	United States	\$1.1464	Usage
IPCC	ITFS	Switched	CH TERMIN/ Portugal	United States	\$0.4373	Usage
IPCC	ITFS	Switched	CH TERMIN/ Russia	United States	\$0.8334	Usage
IPCC	ITFS	Switched	CH TERMIN/ Saudi Arabia	United States	\$0.5050	Usage
IPCC	ITFS	Switched	CH TERMIN/ Singapore	United States	\$0.5444	Usage
IPCC	ITFS	Switched	CH TERMIN/ Slovak Rep	United States	\$0.7798	Usage
IPCC	ITFS	Switched	CH TERMIN/ Slovenia	United States	\$0.5050	Usage
IPCC	ITFS	Switched	CH TERMIN/ South Africa	United States	\$0.8977	Usage
IPCC	ITFS	Switched	CH TERMIN/ Spain	United States	\$0.5030	Usage
IPCC	ITFS	Switched	CH TERMIN/ St. Kitts & Ne	United States	\$0.8431	Usage
IPCC	ITFS	Switched	CH TERMIN/ St. Lucia	United States	\$1.0635	Usage
IPCC	ITFS	Switched	CH TERMIN/ St. Vincents	United States	\$0.8489	Usage
IPCC	ITFS	Switched	CH TERMIN/ Sweden	United States	\$0.7133	Usage
IPCC	ITFS	Switched	CH TERMIN/ Switzerland	United States	\$0.4373	Usage
IPCC	ITFS	Switched	CH TERMIN/ Taiwan	United States	\$0.5174	Usage
IPCC	ITFS	Switched	CH TERMIN/ Thailand	United States	\$0.8311	Usage
IPCC	ITFS	Switched	CH TERMIN/ Trinidad & Tob	United States	\$0.7798	Usage
IPCC	ITFS	Switched	CH TERMIN/ Turks & Caicos	United States	\$0.8584	Usage

IPCC	ITFS	Switched	CH TERMIN/	d Arab Emi	United States	\$0.9269	Usage
IPCC	ITFS	Switched	CH TERMIN/	nited Kingdc	United States	\$0.2010	Usage
IPCC	ITFS	Switched	CH TERMIN/	Venezuela	United States	\$0.8916	Usage
IPCC	ITFS	Switched	CH TERMIN/	Vietnam	United States	\$1.1322	Usage
IPCC	ITFS	Switched	CH TERMIN/	gin Islands	United States	\$0.4242	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Anguilla	United States	\$0.4878	Usage
IPCC	UIFN	IP IVR Premium	Mobile	igua & Barb	United States	\$0.7302	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Argentina	United States	\$1.0534	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Australia	United States	\$0.2353	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Austria	United States	\$0.9423	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Barbados	United States	\$0.5080	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Belgium	United States	\$0.7807	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Bermuda	United States	\$0.6393	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Brazil	United States	\$0.8211	Usage
IPCC	UIFN	IP IVR Premium	Mobile	China	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Colombia	United States	\$0.3666	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Costa Rica	United States	\$1.4170	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Cyprus	United States	\$0.7706	Usage
IPCC	UIFN	IP IVR Premium	Mobile	zech Repub	United States	\$0.8312	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Denmark	United States	\$0.4878	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Dominica	United States	\$0.6191	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Estonia	United States	\$1.0029	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Finland	United States	\$0.4676	Usage
IPCC	UIFN	IP IVR Premium	Mobile	France	United States	\$0.2252	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Germany	United States	\$0.4474	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Grenada	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Hong Kong	United States	\$0.1545	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Hungary	United States	\$0.9019	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Iceland	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Ireland	United States	\$1.2049	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Israel	United States	\$0.5383	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Italy	United States	\$1.2150	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Japan	United States	\$0.6696	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Korea South	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Lithuania	United States	\$0.5585	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Macao	United States	\$0.5686	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Malaysia	United States	\$0.6797	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Montserrat	United States	\$0.4676	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Netherlands	United States	\$0.8211	Usage
IPCC	UIFN	IP IVR Premium	Mobile	New Zealand	United States	\$0.9423	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Norway	United States	\$0.6292	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Panama	United States	\$0.5888	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Philippines	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Poland	United States	\$1.0837	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Portugal	United States	\$0.5383	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Russia	United States	\$0.7807	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Singapore	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Slovak Rep	United States	\$0.9726	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Slovenia	United States	\$0.4878	Usage
IPCC	UIFN	IP IVR Premium	Mobile	South Africa	United States	\$0.9120	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Spain	United States	\$0.6292	Usage
IPCC	UIFN	IP IVR Premium	Mobile	. Kitts & Nev	United States	\$0.7908	Usage
IPCC	UIFN	IP IVR Premium	Mobile	St. Lucia	United States	\$0.9928	Usage
IPCC	UIFN	IP IVR Premium	Mobile	St. Vincents	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Sweden	United States	\$1.0635	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Switzerland	United States	\$0.7605	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Taiwan	United States	\$0.4474	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Thailand	United States	\$0.7807	Usage
IPCC	UIFN	IP IVR Premium	Mobile	urks & Caic	United States	\$0.8110	Usage
IPCC	UIFN	IP IVR Premium	Mobile	nited Kingdc	United States	\$0.1343	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Venezuela	United States	\$0.8413	Usage
IPCC	UIFN	IP IVR Premium	Mobile	Vietnam	United States	\$1.0635	Usage

IPCC	UIFN	IP IVR Premium	Mobile	gin Islands	United States	\$0.3565	Usage
IPCC	UIFN	IP IVR Premium	Switched	Anguilla	United States	\$0.4878	Usage
IPCC	UIFN	IP IVR Premium	Switched	igua & Barb	United States	\$0.7302	Usage
IPCC	UIFN	IP IVR Premium	Switched	Argentina	United States	\$1.0534	Usage
IPCC	UIFN	IP IVR Premium	Switched	Australia	United States	\$0.2353	Usage
IPCC	UIFN	IP IVR Premium	Switched	Austria	United States	\$0.7100	Usage
IPCC	UIFN	IP IVR Premium	Switched	Barbados	United States	\$0.5080	Usage
IPCC	UIFN	IP IVR Premium	Switched	Belgium	United States	\$0.4272	Usage
IPCC	UIFN	IP IVR Premium	Switched	Bermuda	United States	\$0.6393	Usage
IPCC	UIFN	IP IVR Premium	Switched	Brazil	United States	\$0.5686	Usage
IPCC	UIFN	IP IVR Premium	Switched	China	United States	\$0.7605	Usage
IPCC	UIFN	IP IVR Premium	Switched	Colombia	United States	\$0.3666	Usage
IPCC	UIFN	IP IVR Premium	Switched	Costa Rica	United States	\$1.4170	Usage
IPCC	UIFN	IP IVR Premium	Switched	Cyprus	United States	\$0.7706	Usage
IPCC	UIFN	IP IVR Premium	Switched	zech Repub	United States	\$0.6797	Usage
IPCC	UIFN	IP IVR Premium	Switched	Denmark	United States	\$0.2252	Usage
IPCC	UIFN	IP IVR Premium	Switched	Dominica	United States	\$0.6191	Usage
IPCC	UIFN	IP IVR Premium	Switched	Estonia	United States	\$0.7302	Usage
IPCC	UIFN	IP IVR Premium	Switched	Fiji	United States	\$0.8211	Usage
IPCC	UIFN	IP IVR Premium	Switched	Finland	United States	\$0.4676	Usage
IPCC	UIFN	IP IVR Premium	Switched	France	United States	\$0.2252	Usage
IPCC	UIFN	IP IVR Premium	Switched	Germany	United States	\$0.1545	Usage
IPCC	UIFN	IP IVR Premium	Switched	Greece	United States	\$0.7403	Usage
IPCC	UIFN	IP IVR Premium	Switched	Grenada	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Switched	(Vatican C	United States	\$0.5888	Usage
IPCC	UIFN	IP IVR Premium	Switched	Hong Kong	United States	\$0.1545	Usage
IPCC	UIFN	IP IVR Premium	Switched	Hungary	United States	\$0.7403	Usage
IPCC	UIFN	IP IVR Premium	Switched	Iceland	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Switched	Ireland	United States	\$0.3767	Usage
IPCC	UIFN	IP IVR Premium	Switched	Israel	United States	\$0.5383	Usage
IPCC	UIFN	IP IVR Premium	Switched	Italy	United States	\$0.5888	Usage
IPCC	UIFN	IP IVR Premium	Switched	Japan	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Switched	Korea South	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Switched	Lithuania	United States	\$0.5585	Usage
IPCC	UIFN	IP IVR Premium	Switched	Luxembourg	United States	\$0.3969	Usage
IPCC	UIFN	IP IVR Premium	Switched	Macao	United States	\$0.5686	Usage
IPCC	UIFN	IP IVR Premium	Switched	Malaysia	United States	\$0.6797	Usage
IPCC	UIFN	IP IVR Premium	Switched	Montserrat	United States	\$0.4676	Usage
IPCC	UIFN	IP IVR Premium	Switched	Netherlands	United States	\$0.3767	Usage
IPCC	UIFN	IP IVR Premium	Switched	ew Zealand	United States	\$0.6696	Usage
IPCC	UIFN	IP IVR Premium	Switched	Nicaragua	United States	\$1.0231	Usage
IPCC	UIFN	IP IVR Premium	Switched	Norway	United States	\$0.6292	Usage
IPCC	UIFN	IP IVR Premium	Switched	Panama	United States	\$0.5888	Usage
IPCC	UIFN	IP IVR Premium	Switched	Peru	United States	\$1.7907	Usage
IPCC	UIFN	IP IVR Premium	Switched	Philippines	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Switched	Poland	United States	\$1.0837	Usage
IPCC	UIFN	IP IVR Premium	Switched	Portugal	United States	\$0.3666	Usage
IPCC	UIFN	IP IVR Premium	Switched	Russia	United States	\$0.7807	Usage
IPCC	UIFN	IP IVR Premium	Switched	Singapore	United States	\$0.4777	Usage
IPCC	UIFN	IP IVR Premium	Switched	Slovak Rep	United States	\$0.7403	Usage
IPCC	UIFN	IP IVR Premium	Switched	Slovenia	United States	\$0.4878	Usage
IPCC	UIFN	IP IVR Premium	Switched	South Africa	United States	\$0.9120	Usage
IPCC	UIFN	IP IVR Premium	Switched	Spain	United States	\$0.4373	Usage
IPCC	UIFN	IP IVR Premium	Switched	. Kitts & Ne	United States	\$0.7908	Usage
IPCC	UIFN	IP IVR Premium	Switched	St. Lucia	United States	\$0.9928	Usage
IPCC	UIFN	IP IVR Premium	Switched	St. Vincents	United States	\$0.8009	Usage
IPCC	UIFN	IP IVR Premium	Switched	Sweden	United States	\$0.6797	Usage
IPCC	UIFN	IP IVR Premium	Switched	Switzerland	United States	\$0.3666	Usage
IPCC	UIFN	IP IVR Premium	Switched	Taiwan	United States	\$0.4474	Usage
IPCC	UIFN	IP IVR Premium	Switched	Thailand	United States	\$0.7807	Usage
IPCC	UIFN	IP IVR Premium	Switched	urks & Caico	United States	\$0.8110	Usage
IPCC	UIFN	IP IVR Premium	Switched	nited Kingdo	United States	\$0.1343	Usage

IPCC	UIFN	IP IVR Premium	Switched	Venezuela	United States	\$0.8413	Usage
IPCC	UIFN	IP IVR Premium	Switched	Vietnam	United States	\$1.0635	Usage
IPCC	UIFN	IP IVR Premium	Switched	Virgin Islands	United States	\$0.3565	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Anguilla	United States	\$0.4601	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Antigua & Barb	United States	\$0.7025	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Argentina	United States	\$1.0257	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Australia	United States	\$0.2076	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Austria	United States	\$0.9146	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Barbados	United States	\$0.4803	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Belgium	United States	\$0.7530	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Bermuda	United States	\$0.6116	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Brazil	United States	\$0.7934	Usage
IPCC	UIFN	IP IVR Standard	Mobile	China	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Colombia	United States	\$0.3389	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Costa Rica	United States	\$1.3893	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Cyprus	United States	\$0.7429	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Czech Repub	United States	\$0.8035	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Denmark	United States	\$0.4601	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Dominica	United States	\$0.5914	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Estonia	United States	\$0.9752	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Finland	United States	\$0.4399	Usage
IPCC	UIFN	IP IVR Standard	Mobile	France	United States	\$0.1975	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Germany	United States	\$0.4197	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Grenada	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Hong Kong	United States	\$0.1268	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Hungary	United States	\$0.8742	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Iceland	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Ireland	United States	\$1.1772	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Israel	United States	\$0.5106	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Italy	United States	\$1.1873	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Japan	United States	\$0.6419	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Korea South	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Lithuania	United States	\$0.5308	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Macao	United States	\$0.5409	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Malaysia	United States	\$0.6520	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Montserrat	United States	\$0.4399	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Netherlands	United States	\$0.7934	Usage
IPCC	UIFN	IP IVR Standard	Mobile	New Zealand	United States	\$0.9146	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Norway	United States	\$0.6015	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Panama	United States	\$0.5611	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Philippines	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Poland	United States	\$1.0560	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Portugal	United States	\$0.5106	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Russia	United States	\$0.7530	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Singapore	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Slovak Rep	United States	\$0.9449	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Slovenia	United States	\$0.4601	Usage
IPCC	UIFN	IP IVR Standard	Mobile	South Africa	United States	\$0.8843	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Spain	United States	\$0.6015	Usage
IPCC	UIFN	IP IVR Standard	Mobile	St. Kitts & Nevis	United States	\$0.7631	Usage
IPCC	UIFN	IP IVR Standard	Mobile	St. Lucia	United States	\$0.9651	Usage
IPCC	UIFN	IP IVR Standard	Mobile	St. Vincent's	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Sweden	United States	\$1.0358	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Switzerland	United States	\$0.7328	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Taiwan	United States	\$0.4197	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Thailand	United States	\$0.7530	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Turks & Caicos	United States	\$0.7833	Usage
IPCC	UIFN	IP IVR Standard	Mobile	United Kingdom	United States	\$0.1066	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Venezuela	United States	\$0.8136	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Vietnam	United States	\$1.0358	Usage
IPCC	UIFN	IP IVR Standard	Mobile	Virgin Islands	United States	\$0.3288	Usage
IPCC	UIFN	IP IVR Standard	Switched	Anguilla	United States	\$0.4601	Usage

IPCC	UIFN	IP IVR Standard	Switched	igua & Barb	United States	\$0.7025	Usage
IPCC	UIFN	IP IVR Standard	Switched	Argentina	United States	\$1.0257	Usage
IPCC	UIFN	IP IVR Standard	Switched	Australia	United States	\$0.2076	Usage
IPCC	UIFN	IP IVR Standard	Switched	Austria	United States	\$0.6823	Usage
IPCC	UIFN	IP IVR Standard	Switched	Barbados	United States	\$0.4803	Usage
IPCC	UIFN	IP IVR Standard	Switched	Belgium	United States	\$0.3995	Usage
IPCC	UIFN	IP IVR Standard	Switched	Bermuda	United States	\$0.6116	Usage
IPCC	UIFN	IP IVR Standard	Switched	Brazil	United States	\$0.5409	Usage
IPCC	UIFN	IP IVR Standard	Switched	China	United States	\$0.7328	Usage
IPCC	UIFN	IP IVR Standard	Switched	Colombia	United States	\$0.3389	Usage
IPCC	UIFN	IP IVR Standard	Switched	Costa Rica	United States	\$1.3893	Usage
IPCC	UIFN	IP IVR Standard	Switched	Cyprus	United States	\$0.7429	Usage
IPCC	UIFN	IP IVR Standard	Switched	zech Repub	United States	\$0.6520	Usage
IPCC	UIFN	IP IVR Standard	Switched	Denmark	United States	\$0.1975	Usage
IPCC	UIFN	IP IVR Standard	Switched	Dominica	United States	\$0.5914	Usage
IPCC	UIFN	IP IVR Standard	Switched	Estonia	United States	\$0.7025	Usage
IPCC	UIFN	IP IVR Standard	Switched	Fiji	United States	\$0.7934	Usage
IPCC	UIFN	IP IVR Standard	Switched	Finland	United States	\$0.4399	Usage
IPCC	UIFN	IP IVR Standard	Switched	France	United States	\$0.1975	Usage
IPCC	UIFN	IP IVR Standard	Switched	Germany	United States	\$0.1268	Usage
IPCC	UIFN	IP IVR Standard	Switched	Greece	United States	\$0.7126	Usage
IPCC	UIFN	IP IVR Standard	Switched	Grenada	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Switched	g (Vatican C	United States	\$0.5611	Usage
IPCC	UIFN	IP IVR Standard	Switched	Hong Kong	United States	\$0.1268	Usage
IPCC	UIFN	IP IVR Standard	Switched	Hungary	United States	\$0.7126	Usage
IPCC	UIFN	IP IVR Standard	Switched	Iceland	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Switched	Ireland	United States	\$0.3490	Usage
IPCC	UIFN	IP IVR Standard	Switched	Israel	United States	\$0.5106	Usage
IPCC	UIFN	IP IVR Standard	Switched	Italy	United States	\$0.5611	Usage
IPCC	UIFN	IP IVR Standard	Switched	Japan	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Switched	Korea Sout	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Switched	Lithuania	United States	\$0.5308	Usage
IPCC	UIFN	IP IVR Standard	Switched	Luxembourg	United States	\$0.3692	Usage
IPCC	UIFN	IP IVR Standard	Switched	Macao	United States	\$0.5409	Usage
IPCC	UIFN	IP IVR Standard	Switched	Malaysia	United States	\$0.6520	Usage
IPCC	UIFN	IP IVR Standard	Switched	Montserrat	United States	\$0.4399	Usage
IPCC	UIFN	IP IVR Standard	Switched	Netherlands	United States	\$0.3490	Usage
IPCC	UIFN	IP IVR Standard	Switched	ew Zealand	United States	\$0.6419	Usage
IPCC	UIFN	IP IVR Standard	Switched	Nicaragua	United States	\$0.9954	Usage
IPCC	UIFN	IP IVR Standard	Switched	Norway	United States	\$0.6015	Usage
IPCC	UIFN	IP IVR Standard	Switched	Panama	United States	\$0.5611	Usage
IPCC	UIFN	IP IVR Standard	Switched	Peru	United States	\$1.7630	Usage
IPCC	UIFN	IP IVR Standard	Switched	Philippines	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Switched	Poland	United States	\$1.0560	Usage
IPCC	UIFN	IP IVR Standard	Switched	Portugal	United States	\$0.3389	Usage
IPCC	UIFN	IP IVR Standard	Switched	Russia	United States	\$0.7530	Usage
IPCC	UIFN	IP IVR Standard	Switched	Singapore	United States	\$0.4500	Usage
IPCC	UIFN	IP IVR Standard	Switched	Slovak Rep	United States	\$0.7126	Usage
IPCC	UIFN	IP IVR Standard	Switched	Slovenia	United States	\$0.4601	Usage
IPCC	UIFN	IP IVR Standard	Switched	South Africa	United States	\$0.8843	Usage
IPCC	UIFN	IP IVR Standard	Switched	Spain	United States	\$0.4096	Usage
IPCC	UIFN	IP IVR Standard	Switched	. Kitts & Ne	United States	\$0.7631	Usage
IPCC	UIFN	IP IVR Standard	Switched	St. Lucia	United States	\$0.9651	Usage
IPCC	UIFN	IP IVR Standard	Switched	St. Vincents	United States	\$0.7732	Usage
IPCC	UIFN	IP IVR Standard	Switched	Sweden	United States	\$0.6520	Usage
IPCC	UIFN	IP IVR Standard	Switched	Switzerland	United States	\$0.3389	Usage
IPCC	UIFN	IP IVR Standard	Switched	Taiwan	United States	\$0.4197	Usage
IPCC	UIFN	IP IVR Standard	Switched	Thailand	United States	\$0.7530	Usage
IPCC	UIFN	IP IVR Standard	Switched	urks & Caic	United States	\$0.7833	Usage
IPCC	UIFN	IP IVR Standard	Switched	nited Kingdc	United States	\$0.1066	Usage
IPCC	UIFN	IP IVR Standard	Switched	Venezuela	United States	\$0.8136	Usage
IPCC	UIFN	IP IVR Standard	Switched	Vietnam	United States	\$1.0358	Usage

IPCC	UIFN	IP IVR Standard	Switched	gin Islands	United States	\$0.3288	Usage
IPCC	UIFN	Mobile	TERMINATI	Anguilla	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	igua & Barb	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Argentina	United States	\$0.4186	Usage
IPCC	UIFN	Mobile	TERMINATI	Australia	United States	\$0.0764	Usage
IPCC	UIFN	Mobile	TERMINATI	Austria	United States	\$0.9100	Usage
IPCC	UIFN	Mobile	TERMINATI	Barbados	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Belgium	United States	\$1.3085	Usage
IPCC	UIFN	Mobile	TERMINATI	Bermuda	United States	\$0.2130	Usage
IPCC	UIFN	Mobile	TERMINATI	Brazil	United States	\$0.9989	Usage
IPCC	UIFN	Mobile	TERMINATI	ayman Islan	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	China	United States	\$0.3295	Usage
IPCC	UIFN	Mobile	TERMINATI	Colombia	United States	\$0.3412	Usage
IPCC	UIFN	Mobile	TERMINATI	Costa Rica	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Cyprus	United States	\$0.2215	Usage
IPCC	UIFN	Mobile	TERMINATI	zech Repub	United States	\$0.7343	Usage
IPCC	UIFN	Mobile	TERMINATI	Denmark	United States	\$0.9409	Usage
IPCC	UIFN	Mobile	TERMINATI	Dominica	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Estonia	United States	\$1.3317	Usage
IPCC	UIFN	Mobile	TERMINATI	Finland	United States	\$0.6650	Usage
IPCC	UIFN	Mobile	TERMINATI	France	United States	\$0.2060	Usage
IPCC	UIFN	Mobile	TERMINATI	Germany	United States	\$0.4439	Usage
IPCC	UIFN	Mobile	TERMINATI	Grenada	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Hong Kong	United States	\$0.1013	Usage
IPCC	UIFN	Mobile	TERMINATI	Hungary	United States	\$0.6465	Usage
IPCC	UIFN	Mobile	TERMINATI	Iceland	United States	\$0.1172	Usage
IPCC	UIFN	Mobile	TERMINATI	Ireland	United States	\$1.5372	Usage
IPCC	UIFN	Mobile	TERMINATI	Israel	United States	\$0.0742	Usage
IPCC	UIFN	Mobile	TERMINATI	Italy	United States	\$0.0820	Usage
IPCC	UIFN	Mobile	TERMINATI	Japan	United States	\$0.4909	Usage
IPCC	UIFN	Mobile	TERMINATI	Korea Sout	United States	\$0.5347	Usage
IPCC	UIFN	Mobile	TERMINATI	Lithuania	United States	\$0.3355	Usage
IPCC	UIFN	Mobile	TERMINATI	Macao	United States	\$0.9990	Usage
IPCC	UIFN	Mobile	TERMINATI	Malaysia	United States	\$0.1342	Usage
IPCC	UIFN	Mobile	TERMINATI	Montserrat	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Netherlands	United States	\$1.0764	Usage
IPCC	UIFN	Mobile	TERMINATI	New Zealand	United States	\$0.7474	Usage
IPCC	UIFN	Mobile	TERMINATI	Norway	United States	\$0.3376	Usage
IPCC	UIFN	Mobile	TERMINATI	Panama	United States	\$0.1284	Usage
IPCC	UIFN	Mobile	TERMINATI	Philippines	United States	\$0.7669	Usage
IPCC	UIFN	Mobile	TERMINATI	Poland	United States	\$0.0861	Usage
IPCC	UIFN	Mobile	TERMINATI	Portugal	United States	\$0.5050	Usage
IPCC	UIFN	Mobile	TERMINATI	Russia	United States	\$0.2444	Usage
IPCC	UIFN	Mobile	TERMINATI	Singapore	United States	\$0.0878	Usage
IPCC	UIFN	Mobile	TERMINATI	Slovak Rep	United States	\$0.7563	Usage
IPCC	UIFN	Mobile	TERMINATI	Slovenia	United States	\$0.6078	Usage
IPCC	UIFN	Mobile	TERMINATI	South Africa	United States	\$0.9216	Usage
IPCC	UIFN	Mobile	TERMINATI	Spain	United States	\$0.9100	Usage
IPCC	UIFN	Mobile	TERMINATI	. Kitts & Nev	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	St. Lucia	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	St. Vincents	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Sweden	United States	\$1.0856	Usage
IPCC	UIFN	Mobile	TERMINATI	Switzerland	United States	\$1.3085	Usage
IPCC	UIFN	Mobile	TERMINATI	Taiwan	United States	\$0.4186	Usage
IPCC	UIFN	Mobile	TERMINATI	Thailand	United States	\$0.4186	Usage
IPCC	UIFN	Mobile	TERMINATI	Kurks & Caic	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	nited Kingdc	United States	\$0.1733	Usage
IPCC	UIFN	Mobile	TERMINATI	Uruguay	United States	\$0.1710	Usage
IPCC	UIFN	Mobile	TERMINATI	Venezuela	United States	\$0.6121	Usage
IPCC	UIFN	Mobile	TERMINATI	Vietnam	United States	\$0.8829	Usage
IPCC	UIFN	Mobile	TERMINATI	gin Islands	United States	\$0.0955	Usage
IPCC	UIFN	Switched	TERMINATI	Anguilla	United States	\$0.6121	Usage

IPCC	UIFN	Switched	TERMINATI	igua & Barb	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Argentina	United States	\$0.4186	Usage
IPCC	UIFN	Switched	TERMINATI	Australia	United States	\$0.0764	Usage
IPCC	UIFN	Switched	TERMINATI	Austria	United States	\$0.3324	Usage
IPCC	UIFN	Switched	TERMINATI	Barbados	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Belgium	United States	\$0.2438	Usage
IPCC	UIFN	Switched	TERMINATI	Bermuda	United States	\$0.2130	Usage
IPCC	UIFN	Switched	TERMINATI	Brazil	United States	\$0.3799	Usage
IPCC	UIFN	Switched	TERMINATI	ayman Islan	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	China	United States	\$0.9216	Usage
IPCC	UIFN	Switched	TERMINATI	Colombia	United States	\$0.3412	Usage
IPCC	UIFN	Switched	TERMINATI	Costa Rica	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Cyprus	United States	\$0.2215	Usage
IPCC	UIFN	Switched	TERMINATI	zech Repub	United States	\$0.3731	Usage
IPCC	UIFN	Switched	TERMINATI	Denmark	United States	\$0.0970	Usage
IPCC	UIFN	Switched	TERMINATI	Dominica	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Estonia	United States	\$0.4615	Usage
IPCC	UIFN	Switched	TERMINATI	Fiji	United States	\$0.8803	Usage
IPCC	UIFN	Switched	TERMINATI	Finland	United States	\$0.6650	Usage
IPCC	UIFN	Switched	TERMINATI	France	United States	\$0.2060	Usage
IPCC	UIFN	Switched	TERMINATI	Germany	United States	\$0.0764	Usage
IPCC	UIFN	Switched	TERMINATI	Greece	United States	\$0.1598	Usage
IPCC	UIFN	Switched	TERMINATI	Grenada	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	g (Vatican C	United States	\$0.0821	Usage
IPCC	UIFN	Switched	TERMINATI	Hong Kong	United States	\$0.1013	Usage
IPCC	UIFN	Switched	TERMINATI	Hungary	United States	\$0.1379	Usage
IPCC	UIFN	Switched	TERMINATI	Iceland	United States	\$0.1172	Usage
IPCC	UIFN	Switched	TERMINATI	Ireland	United States	\$0.0869	Usage
IPCC	UIFN	Switched	TERMINATI	Israel	United States	\$0.0742	Usage
IPCC	UIFN	Switched	TERMINATI	Italy	United States	\$0.0786	Usage
IPCC	UIFN	Switched	TERMINATI	Japan	United States	\$0.3164	Usage
IPCC	UIFN	Switched	TERMINATI	Korea South	United States	\$0.5347	Usage
IPCC	UIFN	Switched	TERMINATI	Lithuania	United States	\$0.3355	Usage
IPCC	UIFN	Switched	TERMINATI	Luxembourg	United States	\$0.0518	Usage
IPCC	UIFN	Switched	TERMINATI	Macao	United States	\$0.9990	Usage
IPCC	UIFN	Switched	TERMINATI	Malaysia	United States	\$0.1342	Usage
IPCC	UIFN	Switched	TERMINATI	Montserrat	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Netherlands	United States	\$0.1310	Usage
IPCC	UIFN	Switched	TERMINATI	New Zealand	United States	\$0.0703	Usage
IPCC	UIFN	Switched	TERMINATI	Nicaragua	United States	\$0.9216	Usage
IPCC	UIFN	Switched	TERMINATI	Norway	United States	\$0.3376	Usage
IPCC	UIFN	Switched	TERMINATI	Panama	United States	\$0.1284	Usage
IPCC	UIFN	Switched	TERMINATI	Peru	United States	\$0.7669	Usage
IPCC	UIFN	Switched	TERMINATI	Philippines	United States	\$0.7669	Usage
IPCC	UIFN	Switched	TERMINATI	Poland	United States	\$0.0861	Usage
IPCC	UIFN	Switched	TERMINATI	Portugal	United States	\$0.2389	Usage
IPCC	UIFN	Switched	TERMINATI	Russia	United States	\$0.2444	Usage
IPCC	UIFN	Switched	TERMINATI	San Marino	United States	\$0.0101	Usage
IPCC	UIFN	Switched	TERMINATI	Singapore	United States	\$0.0878	Usage
IPCC	UIFN	Switched	TERMINATI	Slovak Rep	United States	\$0.2037	Usage
IPCC	UIFN	Switched	TERMINATI	Slovenia	United States	\$0.6078	Usage
IPCC	UIFN	Switched	TERMINATI	South Africa	United States	\$0.9216	Usage
IPCC	UIFN	Switched	TERMINATI	Spain	United States	\$0.3135	Usage
IPCC	UIFN	Switched	TERMINATI	C. Kitts & Ne	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	St. Lucia	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	St. Vincents	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Sweden	United States	\$0.0593	Usage
IPCC	UIFN	Switched	TERMINATI	Switzerland	United States	\$0.0954	Usage
IPCC	UIFN	Switched	TERMINATI	Taiwan	United States	\$0.4186	Usage
IPCC	UIFN	Switched	TERMINATI	Thailand	United States	\$0.4186	Usage
IPCC	UIFN	Switched	TERMINATI	urks & Caico	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	ited Kingdo	United States	\$0.1733	Usage

IPCC	UIFN	Switched	TERMINATI	Uruguay	United States	\$0.1710	Usage
IPCC	UIFN	Switched	TERMINATI	Venezuela	United States	\$0.6121	Usage
IPCC	UIFN	Switched	TERMINATI	Vietnam	United States	\$0.8829	Usage
IPCC	UIFN	Switched	TERMINATI	Virgin Islands	United States	\$0.0955	Usage
IPCC	UIFN	Mobile	CH TERMIN	Anguilla	United States	\$0.5050	Usage
IPCC	UIFN	Mobile	CH TERMIN	Antigua & Barb	United States	\$0.7777	Usage
IPCC	UIFN	Mobile	CH TERMIN	Argentina	United States	\$1.1211	Usage
IPCC	UIFN	Mobile	CH TERMIN	Australia	United States	\$0.3030	Usage
IPCC	UIFN	Mobile	CH TERMIN	Austria	United States	\$1.0100	Usage
IPCC	UIFN	Mobile	CH TERMIN	Barbados	United States	\$0.5757	Usage
IPCC	UIFN	Mobile	CH TERMIN	Belgium	United States	\$0.8484	Usage
IPCC	UIFN	Mobile	CH TERMIN	Bermuda	United States	\$0.6161	Usage
IPCC	UIFN	Mobile	CH TERMIN	Brazil	United States	\$0.8888	Usage
IPCC	UIFN	Mobile	CH TERMIN	China	United States	\$0.8686	Usage
IPCC	UIFN	Mobile	CH TERMIN	Colombia	United States	\$0.4343	Usage
IPCC	UIFN	Mobile	CH TERMIN	Costa Rica	United States	\$1.4847	Usage
IPCC	UIFN	Mobile	CH TERMIN	Cyprus	United States	\$0.8383	Usage
IPCC	UIFN	Mobile	CH TERMIN	Czech Repub	United States	\$0.8989	Usage
IPCC	UIFN	Mobile	CH TERMIN	Denmark	United States	\$0.5555	Usage
IPCC	UIFN	Mobile	CH TERMIN	Dominica	United States	\$0.6868	Usage
IPCC	UIFN	Mobile	CH TERMIN	Estonia	United States	\$1.0504	Usage
IPCC	UIFN	Mobile	CH TERMIN	Finland	United States	\$0.5353	Usage
IPCC	UIFN	Mobile	CH TERMIN	France	United States	\$0.2929	Usage
IPCC	UIFN	Mobile	CH TERMIN	Germany	United States	\$0.5151	Usage
IPCC	UIFN	Mobile	CH TERMIN	Grenada	United States	\$0.8484	Usage
IPCC	UIFN	Mobile	CH TERMIN	Hong Kong	United States	\$0.2222	Usage
IPCC	UIFN	Mobile	CH TERMIN	Hungary	United States	\$0.9494	Usage
IPCC	UIFN	Mobile	CH TERMIN	Iceland	United States	\$0.8686	Usage
IPCC	UIFN	Mobile	CH TERMIN	Ireland	United States	\$1.2726	Usage
IPCC	UIFN	Mobile	CH TERMIN	Israel	United States	\$0.6060	Usage
IPCC	UIFN	Mobile	CH TERMIN	Italy	United States	\$1.2423	Usage
IPCC	UIFN	Mobile	CH TERMIN	Japan	United States	\$0.7373	Usage
IPCC	UIFN	Mobile	CH TERMIN	Korea South	United States	\$0.5454	Usage
IPCC	UIFN	Mobile	CH TERMIN	Lithuania	United States	\$0.6262	Usage
IPCC	UIFN	Mobile	CH TERMIN	Macao	United States	\$0.6363	Usage
IPCC	UIFN	Mobile	CH TERMIN	Malaysia	United States	\$0.7171	Usage
IPCC	UIFN	Mobile	CH TERMIN	Montserrat	United States	\$0.5353	Usage
IPCC	UIFN	Mobile	CH TERMIN	Netherlands	United States	\$0.8888	Usage
IPCC	UIFN	Mobile	CH TERMIN	New Zealand	United States	\$0.9797	Usage
IPCC	UIFN	Mobile	CH TERMIN	Norway	United States	\$0.6969	Usage
IPCC	UIFN	Mobile	CH TERMIN	Panama	United States	\$0.6161	Usage
IPCC	UIFN	Mobile	CH TERMIN	Philippines	United States	\$0.5454	Usage
IPCC	UIFN	Mobile	CH TERMIN	Poland	United States	\$1.1514	Usage
IPCC	UIFN	Mobile	CH TERMIN	Portugal	United States	\$0.6060	Usage
IPCC	UIFN	Mobile	CH TERMIN	Russia	United States	\$0.8383	Usage
IPCC	UIFN	Mobile	CH TERMIN	Singapore	United States	\$0.5454	Usage
IPCC	UIFN	Mobile	CH TERMIN	Slovak Rep	United States	\$1.0201	Usage
IPCC	UIFN	Mobile	CH TERMIN	Slovenia	United States	\$0.5050	Usage
IPCC	UIFN	Mobile	CH TERMIN	South Africa	United States	\$0.8989	Usage
IPCC	UIFN	Mobile	CH TERMIN	Spain	United States	\$0.6969	Usage
IPCC	UIFN	Mobile	CH TERMIN	St. Kitts & Nev	United States	\$0.8383	Usage
IPCC	UIFN	Mobile	CH TERMIN	St. Lucia	United States	\$1.0605	Usage
IPCC	UIFN	Mobile	CH TERMIN	St. Vincents	United States	\$0.8484	Usage
IPCC	UIFN	Mobile	CH TERMIN	Sweden	United States	\$1.1009	Usage
IPCC	UIFN	Mobile	CH TERMIN	Switzerland	United States	\$0.8282	Usage
IPCC	UIFN	Mobile	CH TERMIN	Taiwan	United States	\$0.5151	Usage
IPCC	UIFN	Mobile	CH TERMIN	Thailand	United States	\$0.8282	Usage
IPCC	UIFN	Mobile	CH TERMIN	Turks & Caicos	United States	\$0.8585	Usage
IPCC	UIFN	Mobile	CH TERMIN	United Kingdom	United States	\$0.2020	Usage
IPCC	UIFN	Mobile	CH TERMIN	Venezuela	United States	\$0.8888	Usage
IPCC	UIFN	Mobile	CH TERMIN	Vietnam	United States	\$1.1312	Usage
IPCC	UIFN	Mobile	CH TERMIN	Virgin Islands	United States	\$0.4242	Usage

IPCC	UIFN	Switched	CH TERMIN/	Anguilla	United States	\$0.5050	Usage
IPCC	UIFN	Switched	CH TERMIN/	igua & Barb	United States	\$0.7777	Usage
IPCC	UIFN	Switched	CH TERMIN/	Argentina	United States	\$1.1211	Usage
IPCC	UIFN	Switched	CH TERMIN/	Australia	United States	\$0.3030	Usage
IPCC	UIFN	Switched	CH TERMIN/	Austria	United States	\$0.7777	Usage
IPCC	UIFN	Switched	CH TERMIN/	Barbados	United States	\$0.5757	Usage
IPCC	UIFN	Switched	CH TERMIN/	Belgium	United States	\$0.4444	Usage
IPCC	UIFN	Switched	CH TERMIN/	Bermuda	United States	\$0.6161	Usage
IPCC	UIFN	Switched	CH TERMIN/	Brazil	United States	\$0.6363	Usage
IPCC	UIFN	Switched	CH TERMIN/	China	United States	\$0.8282	Usage
IPCC	UIFN	Switched	CH TERMIN/	Colombia	United States	\$0.4343	Usage
IPCC	UIFN	Switched	CH TERMIN/	Costa Rica	United States	\$1.4847	Usage
IPCC	UIFN	Switched	CH TERMIN/	Cyprus	United States	\$0.8383	Usage
IPCC	UIFN	Switched	CH TERMIN/	zech Repub	United States	\$0.7474	Usage
IPCC	UIFN	Switched	CH TERMIN/	Denmark	United States	\$0.2929	Usage
IPCC	UIFN	Switched	CH TERMIN/	Dominica	United States	\$0.6868	Usage
IPCC	UIFN	Switched	CH TERMIN/	Estonia	United States	\$0.7777	Usage
IPCC	UIFN	Switched	CH TERMIN/	Fiji	United States	\$0.8787	Usage
IPCC	UIFN	Switched	CH TERMIN/	Finland	United States	\$0.5353	Usage
IPCC	UIFN	Switched	CH TERMIN/	France	United States	\$0.2929	Usage
IPCC	UIFN	Switched	CH TERMIN/	Germany	United States	\$0.2222	Usage
IPCC	UIFN	Switched	CH TERMIN/	Greece	United States	\$0.7878	Usage
IPCC	UIFN	Switched	CH TERMIN/	Grenada	United States	\$0.8484	Usage
IPCC	UIFN	Switched	CH TERMIN/	(Vatican C	United States	\$0.6161	Usage
IPCC	UIFN	Switched	CH TERMIN/	Hong Kong	United States	\$0.2222	Usage
IPCC	UIFN	Switched	CH TERMIN/	Hungary	United States	\$0.7777	Usage
IPCC	UIFN	Switched	CH TERMIN/	Iceland	United States	\$0.8686	Usage
IPCC	UIFN	Switched	CH TERMIN/	Ireland	United States	\$0.4444	Usage
IPCC	UIFN	Switched	CH TERMIN/	Israel	United States	\$0.6060	Usage
IPCC	UIFN	Switched	CH TERMIN/	Italy	United States	\$0.6161	Usage
IPCC	UIFN	Switched	CH TERMIN/	Japan	United States	\$0.5454	Usage
IPCC	UIFN	Switched	CH TERMIN/	Korea South	United States	\$0.5454	Usage
IPCC	UIFN	Switched	CH TERMIN/	Lithuania	United States	\$0.6262	Usage
IPCC	UIFN	Switched	CH TERMIN/	Luxembourg	United States	\$0.4040	Usage
IPCC	UIFN	Switched	CH TERMIN/	Macao	United States	\$0.6363	Usage
IPCC	UIFN	Switched	CH TERMIN/	Malaysia	United States	\$0.7171	Usage
IPCC	UIFN	Switched	CH TERMIN/	Montserrat	United States	\$0.5353	Usage
IPCC	UIFN	Switched	CH TERMIN/	Netherlands	United States	\$0.4444	Usage
IPCC	UIFN	Switched	CH TERMIN/	New Zealand	United States	\$0.7070	Usage
IPCC	UIFN	Switched	CH TERMIN/	Nicaragua	United States	\$1.0908	Usage
IPCC	UIFN	Switched	CH TERMIN/	Norway	United States	\$0.6969	Usage
IPCC	UIFN	Switched	CH TERMIN/	Panama	United States	\$0.6161	Usage
IPCC	UIFN	Switched	CH TERMIN/	Peru	United States	\$1.8584	Usage
IPCC	UIFN	Switched	CH TERMIN/	Philippines	United States	\$0.5454	Usage
IPCC	UIFN	Switched	CH TERMIN/	Poland	United States	\$1.1514	Usage
IPCC	UIFN	Switched	CH TERMIN/	Portugal	United States	\$0.4343	Usage
IPCC	UIFN	Switched	CH TERMIN/	Russia	United States	\$0.8383	Usage
IPCC	UIFN	Switched	CH TERMIN/	Singapore	United States	\$0.5454	Usage
IPCC	UIFN	Switched	CH TERMIN/	Slovak Rep	United States	\$0.7777	Usage
IPCC	UIFN	Switched	CH TERMIN/	Slovenia	United States	\$0.5050	Usage
IPCC	UIFN	Switched	CH TERMIN/	South Africa	United States	\$0.8989	Usage
IPCC	UIFN	Switched	CH TERMIN/	Spain	United States	\$0.5050	Usage
IPCC	UIFN	Switched	CH TERMIN/	. Kitts & Ne	United States	\$0.8383	Usage
IPCC	UIFN	Switched	CH TERMIN/	St. Lucia	United States	\$1.0605	Usage
IPCC	UIFN	Switched	CH TERMIN/	St. Vincents	United States	\$0.8484	Usage
IPCC	UIFN	Switched	CH TERMIN/	Sweden	United States	\$0.7171	Usage
IPCC	UIFN	Switched	CH TERMIN/	Switzerland	United States	\$0.4343	Usage
IPCC	UIFN	Switched	CH TERMIN/	Taiwan	United States	\$0.5151	Usage
IPCC	UIFN	Switched	CH TERMIN/	Thailand	United States	\$0.8282	Usage
IPCC	UIFN	Switched	CH TERMIN/	urks & Caic	United States	\$0.8585	Usage
IPCC	UIFN	Switched	CH TERMIN/	ited Kingdc	United States	\$0.2020	Usage
IPCC	UIFN	Switched	CH TERMIN/	Venezuela	United States	\$0.8888	Usage

IPCC	UIFN	Switched	CH TERMIN/	Vietnam	United States	\$1.1312	Usage
IPCC	UIFN	Switched	CH TERMIN/	gin Islands	United States	\$0.4242	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Belgium	United States	\$0.3320	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	France	United States	\$0.0698	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Germany	United States	\$0.1423	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Ireland	United States	\$0.4520	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Italy	United States	\$0.1591	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Netherlands	United States	\$0.2762	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Spain	United States	\$0.2427	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Sweden	United States	\$0.1311	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	Switzerland	United States	\$0.1646	Usage
IPCC	VoIP Inbound Freeph	Mobile	TERMINATI	nited Kingdc	United States	\$0.0698	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Belgium	United States	\$0.0530	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	France	United States	\$0.0418	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Germany	United States	\$0.0418	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Ireland	United States	\$0.0614	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Italy	United States	\$0.0475	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Netherlands	United States	\$0.0530	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Spain	United States	\$0.0475	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Sweden	United States	\$0.0475	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	Switzerland	United States	\$0.0530	Usage
IPCC	VoIP Inbound Freeph	Switched	TERMINATI	nited Kingdc	United States	\$0.0418	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Belgium	United States	\$0.6010	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	France	United States	\$0.1263	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Germany	United States	\$0.2576	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Ireland	United States	\$0.8181	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Italy	United States	\$0.2879	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Netherlands	United States	\$0.5000	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Spain	United States	\$0.4394	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Sweden	United States	\$0.2374	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	Switzerland	United States	\$0.2980	Usage
IPCC	VoIP Inbound Freeph	Mobile	CH TERMIN/	nited Kingdc	United States	\$0.1263	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Belgium	United States	\$0.0960	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	France	United States	\$0.0758	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Germany	United States	\$0.0758	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Ireland	United States	\$0.1111	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Italy	United States	\$0.0859	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Netherlands	United States	\$0.0960	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Spain	United States	\$0.0859	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Sweden	United States	\$0.0859	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	Switzerland	United States	\$0.0960	Usage
IPCC	VoIP Inbound Freeph	Switched	CH TERMIN/	nited Kingdc	United States	\$0.0758	Usage
IPCC	VoIP Inbound Local C	IP IVR Premium	Mobile	nited State	United States	\$0.0351	Usage
IPCC	VoIP Inbound Local C	IP IVR Premium	Switched	nited State	United States	\$0.0351	Usage
IPCC	VoIP Inbound Local C	IP IVR Standard	Mobile	nited State	United States	\$0.0157	Usage
IPCC	VoIP Inbound Local C	IP IVR Standard	Switched	nited State	United States	\$0.0157	Usage
IPCC	VoIP Inbound Local C	Mobile	TERMINATI	nited State	United States	\$0.0118	Usage
IPCC	VoIP Inbound Local C	Switched	TERMINATI	nited State	United States	\$0.0118	Usage
IPCC	VoIP Inbound Local C	Switched	CH TERMIN/	nited State	United States	\$0.0221	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Mobile	Australia	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Mobile	Hong Kong	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Mobile	Singapore	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Switched	Australia	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Switched	Hong Kong	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Premium	Switched	Singapore	United States	\$0.0481	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Mobile	Australia	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Mobile	Hong Kong	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Mobile	Singapore	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Switched	Australia	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Switched	Hong Kong	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	IP IVR Standard	Switched	Singapore	United States	\$0.0287	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATI	Australia	United States	\$0.0248	Usage

IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Belgium	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	France	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Germany	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Hong Kong	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Ireland	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Italy	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Netherlands	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Singapore	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Spain	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Sweden	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	Switzerland	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	TERMINATION	United Kingdom	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Australia	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Belgium	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	France	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Germany	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Hong Kong	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Ireland	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Italy	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Netherlands	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Singapore	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Spain	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Sweden	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	Switzerland	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Switched	TERMINATION	United Kingdom	United States	\$0.0248	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Australia	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Belgium	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	France	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Germany	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Hong Kong	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Ireland	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Italy	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Netherlands	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Singapore	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Spain	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Sweden	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	Switzerland	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Mobile	CH TERMINATION	United Kingdom	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Australia	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Belgium	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	France	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Germany	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Hong Kong	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Ireland	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Italy	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Netherlands	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Singapore	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Spain	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Sweden	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	Switzerland	United States	\$0.0424	Usage
IPCC	VoIP Inbound PSTN	Switched	CH TERMINATION	United Kingdom	United States	\$0.0424	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Premium	IP	United States	United States	\$0.0318	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Premium	Mobile	Canada	United States	\$0.0526	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Premium	Mobile	United States	United States	\$0.0339	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Premium	Switched	Canada	United States	\$0.0526	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Premium	Switched	United States	United States	\$0.0339	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Standard	IP	United States	United States	\$0.0092	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Standard	Mobile	Canada	United States	\$0.0332	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Standard	Mobile	United States	United States	\$0.0145	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Standard	Switched	Canada	United States	\$0.0332	Usage
IPCC	VoIP Inbound Toll Free	IP IVR Standard	Switched	United States	United States	\$0.0145	Usage
IPCC	VoIP Inbound Toll Free	IP	TERMINATION	United States	United States	\$0.0085	Usage

IPCC	VoIP Inbound Toll Fre	Mobile	TERMINATI	Canada	United States	\$0.0293	Usage
IPCC	VoIP Inbound Toll Fre	Mobile	TERMINATI	United State	United States	\$0.0092	Usage
IPCC	VoIP Inbound Toll Fre	Switched	TERMINATI	Canada	United States	\$0.0293	Usage
IPCC	VoIP Inbound Toll Fre	Switched	TERMINATI	United State	United States	\$0.0092	Usage
IPCC	VoIP Inbound Toll Fre	IP	CH TERMIN	United State	United States	\$0.0113	Usage
IPCC	VoIP Inbound Toll Fre	Mobile	CH TERMIN	United State	United States	\$0.0181	Usage
IPCC	VoIP Inbound Toll Fre	Switched	CH TERMIN	Canada	United States	\$0.0345	Usage
IPCC	VoIP Inbound Toll Fre	Switched	CH TERMIN	United State	United States	\$0.0181	Usage
IPCC	IP	IP IVR Premium	utbound Inter	United State	IP Telephony	\$0.0322	Usage
IPCC	IP	IP IVR Self Service	utbound Inter	United State	IP Telephony	\$0.0096	Usage
IPCC	IP	IP IVR Standard	utbound Inter	United State	IP Telephony	\$0.0096	Usage
IPCC	IP	IPCC Outbound Intern	TERMINATI	United State	IP Telephony	\$0.0121	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan	\$1.7069	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Kabul	\$1.7069	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile-AWCC	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile-Etisalat	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile-MTN	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile-Roshan	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Afghanistan-Mobile-Salaam	\$1.7625	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Albania	\$0.6868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Albania-Mobile	\$0.8915	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Albania-Mobile-AMC	\$0.8915	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Albania-Mobile-Vodafone	\$0.8915	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Albania-OLO	\$0.6868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Algeria	\$0.5252	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Algeria-Mobile	\$1.0100	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Algeria-Mobile-Orascom	\$0.9090	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Algeria-Mobile-Wataniya	\$1.0504	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	American Samoa	\$0.3384	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Andorra	\$0.2424	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Andorra-Mobile	\$0.3819	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Angola	\$0.8181	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Angola-Mobile	\$0.8262	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Angola-Mobile-Unitel	\$0.8262	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Anguilla	\$0.4545	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Anguilla-Mobile	\$0.5694	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Anguilla-Mobile-Digicel	\$0.5694	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antarctic Territories	\$2.7573	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antigua & Barbuda	\$0.3737	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antigua & Barbuda-Mobile	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antigua & Barbuda-Mobile-Digicel	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles	\$2.1210	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles-Curacao	\$0.3535	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles-Mobile	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles-Mobile-Curacao	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles-Mobile-Ecc	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Antilles-St. Maarten	\$0.3535	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Bahia Blanca	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Buenos Aires	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Cities-Group 1	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Cities-Group 2	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Cordoba	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Cordoba Outer	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-La Plata	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Mendoza	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Mobile	\$0.4141	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Rosario	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Santa Fe	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Argentina-Tucuman	\$0.1828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN	United State	Armenia	\$0.6666	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Armenia Mobile-K-Telecom	\$0.7568	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Armenia-Karabakh	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Armenia-Mobile	\$0.7568	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Aruba	\$0.3535	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Aruba-Mobile	\$0.4771	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Aruba-Mobile-Digicell	\$0.4771	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Aruba-Mobile-MIO	\$0.4771	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ascension Island	\$2.7270	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia	\$0.0939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Cities	\$0.0939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Mobile	\$0.2077	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Mobile-Optus	\$0.2077	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Mobile-Telstra	\$0.2077	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Mobile-Vodafone	\$0.2077	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-MobileSat	\$0.2077	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-NGN	\$0.0939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Australia-Sydney	\$0.0939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria	\$0.0980	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria-Mobile	\$0.2839	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria-Mobile-Hutchinson	\$0.2839	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria-Mobile-Mobilcom	\$0.2839	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria-Mobile-T Mobile	\$0.2839	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Austria-NGN	\$0.4444	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Azerbaijan	\$0.8383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Azerbaijan-Mobile	\$0.9478	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahamas	\$0.2424	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahamas-Mobile	\$0.3278	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahrain	\$0.5656	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahrain-Mobile	\$0.6068	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahrain-Mobile-Batelco	\$0.6068	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bahrain-Mobile-Zain	\$0.6068	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bangladesh	\$0.8989	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bangladesh-Mobile	\$0.8991	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Barbados	\$0.4242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Barbados-Mobile	\$0.5464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Barbados-Mobile-C&W	\$0.5464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Barbados-Mobile-Digicel	\$0.5464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belarus	\$0.6262	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belarus-Mobile	\$0.7070	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium	\$0.0919	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium-Mobile	\$0.7878	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium-Mobile-Base	\$0.3081	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium-Mobile-Mobistar	\$0.3081	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium-Mobile-Proximus	\$0.3081	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belgium-Non Geo	\$0.1566	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belize	\$0.5454	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belize-BTL	\$0.5454	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belize-Mobile	\$0.5818	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belize-Mobile-BTL	\$0.5818	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Belize-Mobile-Speednet	\$0.5818	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Benin	\$0.6363	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Benin-Mobile	\$0.6767	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Benin-Mobile-BBCom	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Benin-Mobile-MTN	\$0.7070	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Benin-Mobile-Moov	\$0.6060	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bermuda	\$0.2424	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bermuda-Mobile	\$0.2424	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bhutan	\$1.2423	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bhutan-Mobile	\$1.2451	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Cochabamba	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Equal Access	\$0.4747	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-La Paz	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Mobile	\$0.5442	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Mobile-Entel	\$0.5442	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Mobile-Nuevatel	\$0.5442	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Mobile-Tigo	\$0.5442	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Rural	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bolivia-Santa Cruz	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.	\$0.5656	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-BHT	\$0.5656	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Mob.	\$0.7245	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Mob.-BHT	\$0.7245	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Mob.-Eronet/Mostar	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Mob.-Mobis/Srpske	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Mostar	\$0.5656	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bosnia & H.-Srpske	\$0.5656	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Botswana	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Botswana-Mobile	\$0.5838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Botswana-Mobile-Mascom	\$0.5838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Botswana-Mobile-Orange	\$0.5838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Belo Horizonte	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Campinas	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Cities	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Mobile	\$0.4727	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Mobile-Telemar	\$0.4727	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Rio De Janeiro	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Sao Paolo	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Sao Paolo State	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brazil-Telemar	\$0.1636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brunei	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Brunei-Mobile	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bulgaria	\$0.3737	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bulgaria-Mobile	\$0.7085	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bulgaria-Mobile-Globul	\$0.7085	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bulgaria-Mobile-Mobittel	\$0.7085	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Bulgaria-Sofia	\$0.3737	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burkina Faso	\$0.6767	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burkina Faso-Mobile	\$0.7362	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burkina Faso-Mobile-Orange	\$0.7362	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burkina Faso-Mobile-Telecel	\$0.7362	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burundi	\$1.4342	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burundi-Mobile	\$1.4882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burundi-Mobile-Onatel	\$1.4882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Burundi-Mobile-Ucom	\$1.4882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cambodia	\$1.3938	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cambodia-Mobile	\$1.3938	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cameroon	\$0.6969	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cameroon-Mobile	\$0.7553	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cameroon-Mobile-MTN	\$0.7553	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cameroon-Mobile-Orange	\$0.7553	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Canada	\$0.0599	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Canada-Directory Services	\$2.1210	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Canada-Independents	\$0.0599	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Canada-North West Territory	\$0.2626	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Canada-Ontario	\$0.0599	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cape Verde Island	\$0.6262	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cape Verde Island-Mobile	\$0.7155	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cayman Islands	\$0.3131	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cayman Islands-Mobile	\$0.4135	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cayman Islands-Mobile-C&W	\$0.4135	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cayman Islands-Mobile-Digicel	\$0.4135	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Central African Rep.	\$1.4847	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Central African Rep.-Mobile	\$1.7372	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chad	\$1.8685	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chad-Mobile	\$1.9868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chad-Mobile-Airtel	\$1.9868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chad-Mobile-Millicom	\$1.9868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile	\$0.2525	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Easter Island	\$1.0302	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Mobile	\$0.3876	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Mobile-Claro	\$0.3876	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Mobile-Claro-MSRN	\$0.3876	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Rural	\$0.9494	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Rural High	\$1.3736	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Chile-Santiago	\$0.2525	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	China	\$0.2131	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	China-Mobile	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia	\$0.2374	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Bogota	\$0.2374	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Cali	\$0.2374	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Cities	\$0.2374	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Medellin	\$0.2374	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Mobile	\$0.4158	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Mobile-Comcel	\$0.4158	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Mobile-Movistar	\$0.4158	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Colombia-Mobile-Ola	\$0.4158	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Comoros	\$1.3029	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Comoros-Mobile	\$1.3029	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Congo	\$1.6362	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Congo-Mobile	\$1.1615	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Congo-Mobile-Airtel	\$1.1615	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Congo-Mobile-MTN	\$1.1615	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cook Islands	\$1.5655	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Costa Rica	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Costa Rica-Fixed Ice	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Costa Rica-Mobile	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Costa Rica-Mobile-Claro	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Costa Rica-Mobile-Movistar	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire	\$0.8787	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire-Arobase	\$0.8787	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire-Mobile	\$0.9371	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire-Mobile-MTN	\$0.9371	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire-Mobile-Moov	\$0.9371	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cote D'Ivoire-Mobile-Orange	\$0.9371	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Croatia	\$0.4242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Croatia-Mobile	\$0.6126	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cuba	\$1.8786	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cuba-Guantanamo Bay	\$1.8786	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cyprus South	\$0.4545	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cyprus South-Mobile	\$0.4848	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cyprus South-Mobile-MTN	\$0.4848	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cyprus South-Mobile-Vodafone	\$0.4848	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Cyprus-NGN	\$0.4545	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Czech Republic	\$0.2547	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Czech Republic-Mobile	\$0.4409	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Czech Republic-Special Services	\$0.2547	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dem Rep Congo	\$0.6868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dem Rep Congo-Mobile	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dem Rep Congo-Mobile-Airtel	\$0.6363	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dem Rep Congo-Mobile-Orange	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dem Rep Congo-Mobile-Vodacom	\$0.5757	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark	\$0.0882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-Mobile	\$0.2449	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-Mobile-Hi3G	\$0.2449	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-Mobile-TDC	\$0.2449	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-Mobile-Telenor	\$0.2449	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-Mobile-Telia	\$0.2449	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Denmark-NGN	\$0.1010	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Diego Garcia	\$3.3229	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Djibouti	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Djibouti-Mobile	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominica	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominica-Mobile-C&W	\$0.5991	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominica-Mobile-Digicel	\$0.5991	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.	\$0.2222	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.-Mobile	\$0.2817	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.-Mobile-Orange	\$0.2817	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.-Mobile-Viva Trilogy	\$0.2817	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.-Santo Domingo	\$0.2222	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Dominican Rep.-Viva Trilogy	\$0.2222	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	East Timor	\$7.4336	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	East Timor-Mobile	\$7.6174	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-CNT	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Etapa	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Mobile	\$0.4954	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Mobile-Movistar	\$0.4954	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Mobile-Porta	\$0.4954	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Mobile-Telecsa	\$0.4954	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ecuador-Setel	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Egypt	\$0.4838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Egypt-Mobile	\$0.6370	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Egypt-Mobile-Etisalat	\$0.6370	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Egypt-Mobile-TE	\$0.6370	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Egypt-Mobile-Vodafone	\$0.6370	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-CTE	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Digicel	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Mobile	\$0.5477	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Mobile-Digicel	\$0.5477	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Mobile-Personal	\$0.5477	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Mobile-Telefonica	\$0.5477	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Mobile-Telemovil	\$0.5477	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Personal	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Telefonica	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	El Salvador-Telemovil	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Equatorial Guinea	\$1.5554	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Equatorial Guinea-Mobile	\$1.5554	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Eritrea	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Eritrea-Mobile	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Estonia	\$0.5353	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Estonia-Mobile	\$0.8327	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ethiopia	\$0.9292	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ethiopia-Addis Ababa	\$0.9292	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ethiopia-Mobile	\$1.0252	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ethiopia-Mobile-Addis Ababa	\$1.0252	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Faeroe Islands	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Faeroe Islands-Mobile	\$0.5030	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Falkland Islands	\$2.6765	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Fiji	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Fiji-Mobile	\$0.7511	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Finland	\$0.1899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Finland-Mobile	\$0.1664	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France	\$0.0798	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile	\$0.2139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile-Bouygues	\$0.2139	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile-Free	\$0.2139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile-Globalstar	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile-Orange	\$0.2139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-Mobile-SFR	\$0.2139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	France-NGN	\$0.5050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Guiana	\$0.5151	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Guiana-Mobile	\$0.6383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Guiana-Mobile-Digicel	\$0.6383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Guiana-Mobile-Orange	\$0.6383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Polynesia	\$0.9999	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	French Polynesia-Mobile	\$1.0847	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gabon	\$1.1716	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gabon-Mobile	\$1.1797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gabon-Mobile-Airtel	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gambia	\$0.9797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gambia-Mobile	\$0.9797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Georgia	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Georgia-Mobile	\$0.8107	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Georgia-Mobile-Magti	\$0.8107	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany	\$0.0970	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-Mobile	\$0.2152	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-Mobile-O2	\$0.2152	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-Mobile-T Mobile	\$0.2152	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-Mobile-Vodafone	\$0.2152	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-NGN	\$0.0970	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-Personal Number	\$0.3242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Germany-VOIP	\$0.1010	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana-Accra	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana-Mobile	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana-Mobile-MTN	\$0.5050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana-Mobile-TIGO	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ghana-Mobile-Vodafone	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gibraltar	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Gibraltar-Mobile	\$0.7954	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Mobile 881	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Mobile 881-Globalstar 8	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Mobile 881-Globalstar 9	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Mobile 881-Iridium 8816	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Personal Number	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Global Personal Number-UPT	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greece	\$0.2121	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greece-Mobile	\$0.3212	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greece-Mobile-Vodafone	\$0.3212	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greece-Mobile-Wind Hellas	\$0.3212	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greenland	\$1.1918	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Greenland-Mobile	\$1.1918	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Grenada	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Grenada-Mobile-C&W	\$0.6139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Grenada-Mobile-Digicel	\$0.6139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guadeloupe	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guadeloupe-Mobile	\$0.5628	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guadeloupe-Mobile-Digicel	\$0.5628	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guadeloupe-Mobile-Orange	\$0.5628	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guam	\$0.0263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Cablenet	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Comcel-Fixed	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Mobile	\$0.3885	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Mobile-Comcel	\$0.3885	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Mobile-PCS	\$0.3885	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Mobile-Telefonica	\$0.3885	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-PCS	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-TDN	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guatemala-Telgua	\$0.3333	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea	\$1.0908	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea Bissau	\$2.6866	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea Bissau-Mobile	\$2.6866	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea-Mobile	\$0.7676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea-Mobile-Areeba	\$0.8686	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea-Mobile-Cellcom	\$0.7676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guinea-Mobile-Orange	\$0.8686	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guyana	\$0.7878	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guyana-Mobile	\$0.7878	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Guyana-Mobile-Digicel	\$0.7878	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Haiti	\$0.6060	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Haiti-Mobile	\$0.6543	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Haiti-Mobile-Digicel	\$0.6543	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Haiti-Mobile-Telecom	\$0.6543	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras	\$0.5050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Hondutel	\$0.5050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Mobile	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Mobile-Celtel	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Mobile-Digicel	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Mobile-Hondutel	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Honduras-Mobile-Megatel	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hong Kong	\$0.1121	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hong Kong-Conferencing	\$0.1121	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hong Kong-Mobile	\$0.1616	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hungary	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hungary-Mobile	\$0.4190	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Hungary-Mobile-Telenor	\$0.4190	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iceland	\$0.3939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iceland-Mobile	\$0.5272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iceland-Mobile-Vodafone	\$0.5272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	India	\$0.2727	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	India-Cities-Group 1	\$0.2727	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	India-Mobile	\$0.3233	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	India-Mobile-BSNL	\$0.3233	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Cities	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Jakarta	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Mobile	\$0.4974	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Mobile-Excelcom	\$0.4974	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Mobile-Indosat	\$0.4974	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Mobile-Telkomsel	\$0.4974	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Indonesia-Surabaya	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat Aero	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat B HSD	\$13.6350	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat B Voice	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat BGAN	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat BGAN HSD	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat HSD	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat M Voice	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Inmarsat Mini M	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882	\$12.9280	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Dtag NGN	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Dtag NGN 2	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Ellipso	\$12.9280	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Emsat	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-GNS	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Jasper	\$12.9280	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Jersey	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Maritime	\$12.0392	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Oration Tech	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 882-Thuraya	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 883	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Intl Networks 883-Voxbone	\$12.0392	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iran	\$0.8383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iran-Mobile	\$0.8835	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iran-Tehran	\$0.8383	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq	\$1.0706	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq-Baghdad	\$1.0706	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq-Mobile	\$1.1455	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq-Mobile-Asiacell	\$1.1455	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq-Mobile-Korek	\$1.1455	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Iraq-Mobile-Zain	\$1.1455	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland	\$0.0798	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Dublin	\$0.0798	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Mobile	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Mobile-3	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Mobile-Eir	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Mobile-Tesco	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Mobile-Vodafone	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-Universal Access	\$0.2323	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ireland-VOIP	\$0.1646	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Israel	\$0.1263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Israel-Mobile	\$0.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Israel-Palestine	\$0.2626	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Israel-Palestine-Mobile	\$0.3030	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy	\$0.0869	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile	\$0.5757	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile-H3G	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile-RFI	\$0.4444	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile-Telecom Italia	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile-Vodafone	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Italy-Mobile-Wind	\$0.2743	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jamaica	\$0.3939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jamaica-Mobile-CW	\$0.5939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jamaica-Mobile-Digicel	\$0.5939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Japan	\$0.1030	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Japan-IP Phone	\$0.1030	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Japan-Mobile	\$0.2375	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jordan	\$0.7070	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jordan-Mobile	\$0.7352	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jordan-Mobile-Fastlink	\$0.7352	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Jordan-Mobile-Mobilcom	\$0.7352	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kazakhstan	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kazakhstan-Mobile	\$0.4080	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kazakhstan-Mobile-KCell	\$0.4080	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kazakhstan-Mobile-Kartel	\$0.4080	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kazakhstan-OLO	\$0.9797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kenya	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kenya-Mobile	\$0.6360	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kenya-Mobile-Airtel	\$0.6360	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kenya-Mobile-Orange	\$0.6360	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kenya-Mobile-Safaricom	\$0.6360	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kiribati	\$2.3230	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Korea North	\$3.1815	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Korea South	\$0.1717	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Korea South-IP Phone	\$0.1717	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Korea South-Mobile	\$0.1942	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kosovo	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kosovo-Mobile	\$0.7337	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kuwait	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kuwait-Mobile	\$0.7272	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kuwait-Mobile-Zain	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kyrgyzstan	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kyrgyzstan-Bishkek	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kyrgyzstan-Mobile	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kyrgyzstan-Mobile-Bimacom	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Kyrgyzstan-Mobile-Sky	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Laos	\$1.4443	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Laos-Mobile	\$1.4443	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Latvia	\$0.5353	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Latvia-Mobile	\$1.0500	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Latvia-OLO	\$0.5353	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lebanon	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lebanon-Mobile	\$0.7512	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lesotho	\$0.6868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lesotho-Mobile	\$0.6969	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liberia	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liberia-Mobile	\$0.8585	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liberia-Mobile-Cellcom	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liberia-Mobile-MTN	\$0.7070	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Libya	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Libya-Mobile	\$0.8381	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liechtenstein	\$0.4545	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liechtenstein-Mobile	\$0.9090	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Liechtenstein-Special Services	\$1.0403	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lithuania	\$0.6969	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Lithuania-Mobile	\$0.7918	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Luxembourg	\$0.1616	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Luxembourg-Mobile	\$0.3431	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Macao	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Macao-Mobile	\$0.5959	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Macedonia	\$0.4545	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Macedonia-Mobile	\$0.6767	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Madagascar	\$1.9594	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Madagascar-Mobile	\$1.9594	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Madagascar-Mobile-Orange	\$1.9594	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malawi	\$0.6363	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malawi-Mobile	\$0.6363	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia-Kuala Lumpur	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia-Mobile	\$0.3676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia-Mobile-Celcom	\$0.3676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia-Mobile-Digi	\$0.3676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malaysia-Mobile-Maxis	\$0.3676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Maldives	\$1.4140	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Maldives-Mobile	\$1.4039	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mali	\$0.8181	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mali-Ikatel	\$0.8181	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mali-Mobile	\$0.8652	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mali-Mobile-Orange	\$0.8652	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malta	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Malta-Mobile	\$0.7092	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Marshall Islands	\$0.5757	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Martinique	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Martinique-Mobile	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Martinique-Mobile-Digicel	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Martinique-Mobile-Orange	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritania	\$0.9797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritania-Mobile	\$0.9797	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritania-Mobile-Mattel	\$1.1918	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritius	\$0.8989	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritius-Mobile	\$0.8989	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mauritius-Rodriguez Island	\$0.8989	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mayotte	\$1.3029	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mayotte-Mobile	\$1.3029	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico	\$0.1404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Big 3-Guadalajara	\$0.1404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Big 3-Mexico City	\$0.1404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Big 3-Monterrey	\$0.1404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-EA	\$0.1404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-Equal Access	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-lusacell	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-Movistar	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-Movistar-MSRN	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-Telcel	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mexico-Mobile-Telcel-MSRN	\$0.2466	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Micronesia	\$0.9393	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova-Mobile	\$0.8775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova-Mobile-Moldcell	\$0.8775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova-Mobile-Orange	\$0.8775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova-Mobile-Pridnestrovie	\$0.8775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Moldova-Pridnestrovie	\$0.8775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Monaco	\$0.1616	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Monaco-Mobile	\$0.5757	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Monaco-Mobile-Kosovo	\$0.9090	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Monaco-Mobile-Kosovo-MSRN	\$0.9090	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mongolia	\$1.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mongolia-Mobile	\$1.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Montserrat	\$0.5858	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Montserrat-Mobile	\$0.5050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Meditel	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Mobile	\$0.9191	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Mobile-Globalstar	\$1.4645	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Mobile-IAM	\$0.9191	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Mobile-Medi Telecom	\$0.9191	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Mobile-Wana	\$0.8930	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Morocco-Wana	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mozambique	\$0.9494	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mozambique-Mobile	\$1.1420	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Mozambique-Mobile-Vodacom	\$1.1420	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Myanmar	\$1.8988	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Myanmar-Mobile	\$1.8988	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Myanmar-Mobile-MPT	\$1.8988	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Namibia	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Namibia-Mobile	\$0.6655	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	National	\$0.0225	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nauru	\$2.9290	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nepal	\$0.7878	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nepal-Mobile	\$0.8273	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nepal-Mobile-NT	\$0.8273	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nepal-Mobile-Spice	\$0.8273	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile	\$0.4202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile-KPN	\$0.4192	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile-O2	\$0.4202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile-T Mobile	\$0.4141	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile-Tele2	\$0.4202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Netherlands-Mobile-Vodafone	\$0.4192	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Caledonia	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Caledonia-Mobile	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Zealand	\$0.3737	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Zealand-Mobile	\$0.5387	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Zealand-Mobile-Scott Base	\$4.2420	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	New Zealand-Mobile-Vodafone	\$0.5387	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nicaragua	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nicaragua-Enitel	\$0.4343	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nicaragua-Mobile	\$0.5281	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nicaragua-Mobile-Claro	\$0.5281	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nicaragua-Mobile-Movistar	\$0.5281	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Niger	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Niger-Mobile	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Niger-Mobile-Airtel	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Niger-Mobile-Moov	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Lagos	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Mobile	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Mobile-Etisalat	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Mobile-Globacom	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Mobile-MTN	\$0.6666	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Nigeria-Mobile-VeeMobile	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Niue	\$4.0198	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norfolk Islands	\$2.3028	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Northern Marianas	\$0.0848	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway	\$0.0882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Mobile	\$0.2929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Mobile-Netcom	\$0.2929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Mobile-Tele2	\$0.2929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Mobile-Telenor	\$0.2929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Oslo	\$0.0882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Norway-Special Services	\$0.2929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Oman	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Oman-Mobile	\$0.8868	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Kashmir	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile-Jazz	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile-SCO	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile-Telenor	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile-Ufone	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Pakistan-Mobile-Zong	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palau	\$1.7170	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palau-Mobile-PMC	\$1.9109	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palestine	\$0.2626	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palestine-Israel	\$0.2626	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palestine-Israel-Mobile	\$0.2870	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Palestine-Mobile	\$0.3131	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-Colon	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-Mobile	\$0.4464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-Mobile-C&W	\$0.4464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-Mobile-Digicel	\$0.4464	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-OLO	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Panama-Panama City	\$0.3434	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Papua New Guinea	\$1.2524	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Papua New Guinea-Mobile	\$1.5150	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Asuncion	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Mobile	\$0.4899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Mobile-Claro	\$0.4899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Mobile-Personal	\$0.4899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Mobile-Tigo	\$0.4899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Paraguay-Mobile-Vox	\$0.4899	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-High	\$0.3838	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Lima	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Mobile	\$0.5061	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Mobile-America Moviles	\$0.5061	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Mobile-Nextel	\$0.5061	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Mobile-Telefonica	\$0.5061	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Mobile-Viettel	\$0.5061	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Peru-Rural	\$0.5616	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Bayantel	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-ETPI	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Globe	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Mobile	\$0.3202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Mobile-Globe	\$0.3202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Mobile-Smart	\$0.3202	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-PLDT	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Paptelco	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Philippines-Philcom	\$0.2404	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland	\$0.1861	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-Mobile	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-Mobile-Era	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-Mobile-Orange	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-Mobile-P4	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-Mobile-Plus	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Poland-OLO	\$0.1861	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Portugal	\$0.1616	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Portugal-Mobile	\$0.2501	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Portugal-Mobile-Vodafone	\$0.2501	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Puerto Rico	\$0.0225	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Puerto Rico-Centennial	\$0.0225	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Puerto Rico-Mobile	\$0.0225	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Qatar	\$0.7272	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Qatar-Mobile	\$0.7631	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Reunion	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Reunion-Mobile	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania-Mobile	\$0.6020	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania-Mobile-Cosmote	\$0.6020	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania-Mobile-Orange	\$0.6020	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania-Mobile-Vodafone	\$0.6020	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Romania-OLO	\$0.4949	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia	\$0.3485	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Fixed 1	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Fixed 2	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Fixed 3	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Fixed 4	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Fixed 5	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-Abkhazia	\$0.4252	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-Beeline	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-Global Star	\$2.6260	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-MTS	\$0.3801	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-MVNO	\$0.6969	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-MegaFon	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Mobile-Rostelecom	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-Moscow	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-South Ossetia	\$0.3485	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Russia-St Petersburg	\$0.3232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Rwanda	\$0.8989	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Rwanda-Mobile	\$0.9110	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Rwanda-Mobile-MTN	\$0.9110	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	San Marino	\$1.8180	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	San Marino-Mobile	\$1.8180	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	San Marino-Premium	\$1.8180	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sao Tome & Principe	\$2.2826	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sao Tome & Principe-Mobile	\$2.2826	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Saudi Arabia	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Saudi Arabia-Mobile	\$0.8288	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Saudi Arabia-Mobile-Mobily	\$0.8288	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Saudi Arabia-Mobile-STC	\$0.8288	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Saudi Arabia-Mobile-Zain	\$0.8288	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal	\$0.9292	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Expresso	\$0.9292	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Mobile	\$0.9587	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Mobile-Expresso	\$0.9587	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Mobile-Orange	\$0.9587	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Mobile-Sentel	\$0.9587	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Senegal-Orange	\$0.9292	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia Montenegro	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Kosovo	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Mobile	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Mobile-Montenegro	\$0.7337	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Mobile-Srbija	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Mobile-Telenor	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-Mobile-VIP	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Serbia-OLO	\$0.5555	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Seychelles	\$1.1413	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Seychelles-Mobile	\$1.4140	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sierra Leone	\$0.8282	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sierra Leone-Mobile	\$0.8282	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sierra Leone-Mobile-Africell	\$0.8282	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sierra Leone-Mobile-Airtel	\$0.7171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Singapore	\$0.1232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Singapore-Mobile	\$0.2121	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Singapore-Starhub	\$0.1232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Singapore-VOIP	\$0.1232	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovak Rep	\$0.2449	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovak Rep-Mobile	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovak Rep-Mobile-Orange	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovak Rep-Mobile-Tsystems	\$0.4213	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovenia	\$0.4444	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovenia-Mobile	\$0.5947	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Slovenia-OLO	\$0.4444	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Solomon Islands	\$1.9796	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Somalia	\$1.3332	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Somalia-Golis	\$1.3332	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Somalia-Hormud	\$1.3332	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Somalia-Mobile-Onkod	\$1.3332	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa	\$0.3182	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Cape Town	\$0.2636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Johannesburg	\$0.2636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Mobile	\$0.4345	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Mobile-Cell C	\$0.4345	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Mobile-MTN	\$0.4345	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-Mobile-Vodacom	\$0.4345	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Africa-NGN	\$0.2636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Sudan	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Sudan-Mobile	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	South Sudan-Mobile-Vivacell	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain	\$0.0879	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Canary Islands	\$0.0879	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Mobile	\$0.2351	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Mobile-Movistar	\$0.2351	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Mobile-Orange	\$0.2351	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Mobile-Vodafone	\$0.3171	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Mobile-Yoigo	\$0.2351	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Spain-Non Geo	\$0.5252	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-Mobile	\$0.7842	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-Mobile-Dialog	\$0.7842	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-Mobile-Mobitel	\$0.7842	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-Mobile-TIGO	\$0.7842	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-SLT	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sri Lanka-WLL	\$0.7474	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Helena	\$6.1610	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Kitts & Nevis	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Kitts & Nevis-Mob.	\$0.5034	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Lucia	\$0.3939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Lucia-Mobile	\$0.5139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Lucia-Mobile-C&W	\$0.5139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Lucia-Mobile-Digicel	\$0.5139	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Maarten	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Maarten-Mobile	\$0.3838	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Pierre & Miquelon	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Pierre & Miquelon-Mobile	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Vincents	\$0.4444	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Vincents-Mobile	\$0.5620	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	St. Vincents-Mobile-Digicel	\$0.5620	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan-Canar	\$0.9595	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan-Mobile	\$1.0183	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan-Mobile-MTN	\$1.0183	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan-Mobile-Sudatel	\$1.0183	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sudan-Mobile-Zain	\$1.0183	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Suriname	\$0.9191	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Suriname-Mobile	\$0.9919	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Suriname-Mobile-Digicel	\$0.9919	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Swaziland	\$0.5858	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Swaziland-Mobile	\$0.7204	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden	\$0.0882	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Mobile	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Mobile-Comviq	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Mobile-Hi3G	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Mobile-Telenor	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Mobile-Telia	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Sweden-Paging	\$0.1712	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland	\$0.0929	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland-Mobile	\$0.3429	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland-Mobile-Paging	\$0.6010	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland-Mobile-Salt	\$0.8080	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland-Mobile-Sunrise	\$0.3429	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Switzerland-Mobile-Swisscom	\$0.8131	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Syria	\$0.7777	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Syria-Mobile	\$0.8316	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Syria-Mobile-MTN	\$0.8316	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Taiwan	\$0.2020	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Taiwan-Mobile	\$0.2775	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tajikstan	\$0.3636	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tajikstan-Mobile	\$0.4053	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tanzania	\$0.6161	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tanzania-Mobile	\$0.6306	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tanzania-Mobile-Airtel	\$0.6306	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tanzania-Mobile-Vodacom	\$0.6306	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tanzania-Mobile-Zantel	\$0.6306	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Thailand	\$0.3737	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Thailand-Mobile	\$0.3744	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Thailand-Mobile-DTAC	\$0.3744	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Togo	\$0.7676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Togo-Mobile	\$0.7689	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Togo-Mobile-Moov	\$0.7689	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tokelau	\$2.9795	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tonga	\$1.4847	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tonga-Mobile	\$1.4847	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Trinidad & Tobago	\$0.3939	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Trinidad & Tobago-Mob.-Digicel	\$0.4610	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Trinidad & Tobago-Mobile	\$0.4610	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tunisia	\$1.5958	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tunisia-Mobile	\$1.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tunisia-Mobile-Orange	\$1.4948	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tunisia-Mobile-Tunisiana	\$1.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tunisia-Tunis	\$1.2827	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Cities	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Istanbul	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Mobile	\$0.5369	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Mobile-Turkcell	\$0.5369	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Mobile-Vodafone	\$0.5369	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Nth Cyprus	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Nth Cyprus-Mob-Turkcell	\$0.5369	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Nth Cyprus-Mob-Vodafone	\$0.5369	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkey-Special Services	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkmenistan	\$0.8282	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turkmenistan-Mobile	\$0.8283	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turks & Caicos	\$0.4141	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turks & Caicos-Mobile	\$0.5297	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Turks & Caicos-Mobile-Digicel	\$0.5297	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Tuvalu	\$2.4240	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK	\$0.0475	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Local 0844	\$0.7676	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Local 0845	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Mobile	\$0.4242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Mobile-EE	\$0.4242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Mobile-H3G	\$0.3488	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Mobile-O2	\$0.3488	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Mobile-Vodafone	\$0.3488	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-National 0870	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-National 0871	\$1.5958	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Personal Numbers	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	UK-Wide NGN	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda	\$0.6565	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda-Mobile	\$0.6050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda-Mobile-Airtel	\$0.6050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda-Mobile-MTN	\$0.6050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda-Mobile-Orange	\$0.6050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uganda-Mobile-UTL	\$0.6050	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ukraine	\$0.4848	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ukraine-Mobile	\$0.5376	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ukraine-Mobile-Astelit	\$0.5376	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ukraine-Mobile-Kievstar	\$0.5376	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Ukraine-Mobile-UMC	\$0.5376	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	United Arab Emirates	\$0.3394	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	United Arab Emirates-Mobile	\$0.4866	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	United Arab Emirates-Mobile DU	\$0.4866	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay	\$0.4747	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay-Mobile	\$0.6263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay-Mobile-Ancel	\$0.6263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay-Mobile-Claro	\$0.6263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay-Mobile-Movistar	\$0.6263	Usage

IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uruguay-Montevideo	\$0.6263	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uzbekistan	\$0.4242	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uzbekistan-Mobile	\$0.4756	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Uzbekistan-Mobile-Unitel	\$0.4756	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vanuatu	\$2.2725	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vanuatu-Mobile	\$2.2725	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela	\$0.2828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Caracas	\$0.2828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Cities	\$0.2828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Mobile	\$0.6363	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Mobile-Digitel	\$0.3338	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Mobile-Movilnet	\$0.3338	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Mobile-Telcel	\$0.3338	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Venezuela-Valencia	\$0.2828	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Hanoi	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Ho Chi Minh	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Mobile	\$0.8558	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Mobile-VMS Vinaphone	\$0.8558	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Mobile-Viettel	\$0.8558	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Premium-Service	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Vietnam-Viettel	\$0.8484	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Virgin Islands GB	\$0.4040	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Virgin Islands GB-Mob.	\$0.4619	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Virgin Islands GB-Mob.-Digitel	\$0.4619	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Virgin Islands USA	\$0.0225	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Wallis & Futuna	\$2.7876	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Western Samoa	\$1.3130	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Western Samoa-Mobile	\$1.5150	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Yemen	\$0.7070	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Yemen-Mobile	\$0.7084	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zambia	\$0.6262	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zambia-Mobile	\$0.7373	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zambia-Mobile-MTN	\$0.7979	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zambia-Mobile-Zain	\$0.7424	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zambia-Mobile-Zamtel	\$0.7205	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zimbabwe	\$0.5151	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zimbabwe-Mobile-Econet	\$0.8692	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zimbabwe-Mobile-NetOne	\$0.8692	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zimbabwe-Mobile-Telecel	\$0.8692	Usage
IPCC	IP	IPCC Outbound Intern	CH TERMIN/United State	Zimbabwe-VOIP	\$0.5151	Usage
IPCC	IP	IP IVR Premium	Outbound N/United State	National	\$0.0322	Usage
IPCC	IP	IP IVR Self Service	Outbound N/United State	National	\$0.0096	Usage
IPCC	IP	IP IVR Standard	Outbound N/United State	National	\$0.0096	Usage
IPCC	IP	IP TERMINATION	Outbound N/United State	National	\$0.0092	Usage
IPCC	IP	IPCC Outbound Nation	CH TERMIN/United State	National	\$0.0158	Usage
IPCC	Payphone Surcharges		Belgium	United States	\$0.5373	Usage
IPCC	Payphone Surcharges		Denmark	United States	\$0.7676	Usage
IPCC	Payphone Surcharges		Estonia	United States	\$1.4710	Usage
IPCC	Payphone Surcharges		Germany	United States	\$0.6288	Usage
IPCC	Payphone Surcharges		Hungary	United States	\$1.3244	Usage
IPCC	Payphone Surcharges		Ireland	United States	\$0.8761	Usage
IPCC	Payphone Surcharges		Italy	United States	\$0.5757	Usage
IPCC	Payphone Surcharges		Japan	United States	\$1.4411	Usage
IPCC	Payphone Surcharges		Mexico	United States	\$0.6396	Usage
IPCC	Payphone Surcharges		Netherlands	United States	\$0.9052	Usage
IPCC	Payphone Surcharges		New Zealand	United States	\$1.2911	Usage
IPCC	Payphone Surcharges		UK	United States	\$0.4882	Usage
IPCC	Payphone Surcharges		USA	United States	\$0.4222	Usage

Verizon/TEK Systems Professional Services

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Practice*	Offering Type	Role	Unit Net Rate per Hour w/admin Fee
Governance Risk and Compliance	Consulting	Associate Consultant	\$120.53
Governance Risk and Compliance	Consulting	Consultant	\$167.54
Governance Risk and Compliance	Consulting	Sr. Consultant	\$217.68
Governance Risk and Compliance	Consulting	Exec. Consultant	\$239.62
Governance Risk and Compliance	Consulting	Principal	\$254.84
Governance Risk and Compliance	Consulting	Project Manager	\$167.54
Governance Risk and Compliance	Consulting	Program Manager	\$255.29
PCI	Consulting	Associate Consultant	\$120.53
PCI	Consulting	Consultant	\$167.54
PCI	Consulting	Sr. Consultant	\$217.68
PCI	Consulting	Exec. Consultant	\$239.62
PCI	Consulting	Principal	\$254.84
PCI	Consulting	Project Manager	\$167.54
PCI	Consulting	Program Manager	\$255.29
Risk Services	Consulting	Associate Consultant	\$166.04
Risk Services	Consulting	Consultant	\$192.77
Risk Services	Consulting	Sr. Consultant	\$219.37
Risk Services	Consulting	Exec. Consultant	\$258.94
Risk Services	Consulting	Principal	\$248.38
Risk Services	Consulting	Project Manager	\$184.87
Risk Services	Consulting	Program Manager	\$250.77
Risk Services	Consulting	Forensics Consultant	\$256.29
Internet of Things	Consulting	Associate Consultant	\$130.48
Internet of Things	Consulting	Consultant	\$173.77
Internet of Things	Consulting	Sr. Consultant	\$221.65
Internet of Things	Consulting	Exec. Consultant	\$242.40
Internet of Things	Consulting	Principal	\$257.05
Internet of Things	Consulting	Program Manager	\$174.65
Internet of Things	Consulting	Program Manager	\$222.20
Threat and Vulnerability Mgmt	Consulting	Associate Consultant	\$122.82
Threat and Vulnerability Mgmt	Consulting	Consultant	\$166.83
Threat and Vulnerability Mgmt	Consulting	Sr. Consultant	\$219.37
Threat and Vulnerability Mgmt	Consulting	Exec. Consultant	\$236.24
Threat and Vulnerability Mgmt	Consulting	Principal	\$248.38
Threat and Vulnerability Mgmt	Consulting	Project Manager	\$167.58
Threat and Vulnerability Mgmt	Consulting	Program Manager	\$250.77
Governance Risk and Compliance	Implementation and Integration	Associate Consultant	\$167.54
Governance Risk and Compliance	Implementation and Integration	Consultant	\$258.43
Governance Risk and Compliance	Implementation and Integration	Sr. Consultant	\$292.90
Governance Risk and Compliance	Implementation and Integration	Project Manager	\$261.56
Governance Risk and Compliance	Implementation and Integration	Program Manager	\$255.29

WAVE SERVICES

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WAVE Transport Services	Mileage Tier	Access Speed	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
IXC Transport (unprotected)	0-200	1 Gbps	\$363.60	\$1,010.00
IXC Transport (unprotected)	201-700	1 Gbps	\$379.36	\$1,010.00
IXC Transport (unprotected)	701-1200	1 Gbps	\$394.71	\$1,010.00
IXC Transport (unprotected)	1201-2000	1 Gbps	\$410.06	\$1,010.00
IXC Transport (unprotected)	2001-9999	1 Gbps	\$425.41	\$1,010.00
IXC Transport (unprotected)	0-200	2.5 Gbps	\$393.90	\$1,010.00
IXC Transport (unprotected)	201-700	2.5 Gbps	\$416.93	\$1,010.00
IXC Transport (unprotected)	701-1200	2.5 Gbps	\$439.55	\$1,010.00
IXC Transport (unprotected)	1201-2000	2.5 Gbps	\$462.18	\$1,010.00
IXC Transport (unprotected)	2001-9999	2.5 Gbps	\$484.80	\$1,010.00
IXC Transport (unprotected)	0-200	10 Gbps	\$424.20	\$1,010.00
IXC Transport (unprotected)	201-700	10 Gbps	\$453.69	\$1,010.00
IXC Transport (unprotected)	701-1200	10 Gbps	\$482.78	\$1,010.00
IXC Transport (unprotected)	1201-2000	10 Gbps	\$512.27	\$1,010.00
IXC Transport (unprotected)	2001-9999	10 Gbps	\$541.36	\$1,010.00
IXC Transport (unprotected)	0-200	40 Gbps	\$1,369.56	\$1,010.00
IXC Transport (unprotected)	201-700	40 Gbps	\$1,795.78	\$1,010.00
IXC Transport (unprotected)	701-1200	40 Gbps	\$2,222.00	\$1,010.00
IXC Transport (unprotected)	1201-2000	40 Gbps	\$2,377.94	\$1,010.00
IXC Transport (unprotected)	2001-9999	40 Gbps	\$2,533.89	\$1,010.00
IXC Transport (unprotected)	0-200	100 Gbps	\$1,369.56	\$1,010.00
IXC Transport (unprotected)	201-700	100 Gbps	\$1,795.78	\$1,010.00
IXC Transport (unprotected)	701-1200	100 Gbps	\$2,222.00	\$1,010.00
IXC Transport (unprotected)	1201-2000	100 Gbps	\$2,377.94	\$1,010.00
IXC Transport (unprotected)	2001-9999	100 Gbps	\$2,533.89	\$1,010.00

DEDICATED E-LINE

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Dedicated E-Line	Geographic Type	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
E-Line Dedicated	National	1 Mbps	\$47.27	\$606.00
E-Line Dedicated	National	2 Mbps	\$47.27	\$606.00
E-Line Dedicated	National	3 Mbps	\$47.27	\$606.00
E-Line Dedicated	National	4 Mbps	\$47.27	\$606.00
E-Line Dedicated	National	5 Mbps	\$47.27	\$606.00
E-Line Dedicated	National	6 Mbps	\$49.09	\$606.00
E-Line Dedicated	National	7 Mbps	\$50.60	\$606.00
E-Line Dedicated	National	8 Mbps	\$52.42	\$606.00
E-Line Dedicated	National	9 Mbps	\$53.33	\$606.00
E-Line Dedicated	National	10 Mbps	\$55.15	\$606.00
E-Line Dedicated	National	15 Mbps	\$57.57	\$606.00
E-Line Dedicated	National	20 Mbps	\$59.39	\$606.00
E-Line Dedicated	National	30 Mbps	\$63.33	\$606.00
E-Line Dedicated	National	40 Mbps	\$67.27	\$606.00

E-Line Dedicated	National	50 Mbps	\$72.11	\$606.00
E-Line Dedicated	National	60 Mbps	\$77.27	\$606.00
E-Line Dedicated	National	70 Mbps	\$82.11	\$606.00
E-Line Dedicated	National	80 Mbps	\$87.26	\$606.00
E-Line Dedicated	National	90 Mbps	\$88.78	\$606.00
E-Line Dedicated	National	100 Mbps	\$90.60	\$1,010.00
E-Line Dedicated	National	150 Mbps	\$103.93	\$1,010.00
E-Line Dedicated	National	200 Mbps	\$106.66	\$1,010.00
E-Line Dedicated	National	300 Mbps	\$119.99	\$1,010.00
E-Line Dedicated	National	400 Mbps	\$138.77	\$1,010.00
E-Line Dedicated	National	500 Mbps	\$159.98	\$1,010.00
E-Line Dedicated	National	600 Mbps	\$192.10	\$1,010.00
E-Line Dedicated	National	700 Mbps	\$216.65	\$1,010.00
E-Line Dedicated	National	800 Mbps	\$234.52	\$1,010.00
E-Line Dedicated	National	900 Mbps	\$252.10	\$1,010.00
E-Line Dedicated	National	1 Gbps	\$266.64	\$2,020.00
E-Line Dedicated	National	1.5 Gbps	\$392.08	\$2,020.00
E-Line Dedicated	National	2 Gbps	\$512.07	\$2,020.00
E-Line Dedicated	National	2.5 Gbps	\$633.27	\$2,020.00
E-Line Dedicated	National	3 Gbps	\$743.87	\$2,020.00
E-Line Dedicated	National	4 Gbps	\$981.11	\$2,020.00
E-Line Dedicated	National	5 Gbps	\$1,213.21	\$2,020.00
E-Line Dedicated	National	6 Gbps	\$1,439.86	\$2,020.00
E-Line Dedicated	National	7 Gbps	\$1,661.05	\$2,020.00
E-Line Dedicated	National	8 Gbps	\$1,834.36	\$2,020.00
E-Line Dedicated	National	9 Gbps	\$1,991.92	\$2,020.00
E-Line Dedicated	National	10 Gbps	\$2,133.12	\$2,020.00
E-Line Dedicated	Metro	1 Mbps	\$59.59	\$25.25
E-Line Dedicated	Metro	2 Mbps	\$59.59	\$25.25
E-Line Dedicated	Metro	3 Mbps	\$59.59	\$25.25
E-Line Dedicated	Metro	4 Mbps	\$59.59	\$25.25
E-Line Dedicated	Metro	5 Mbps	\$59.59	\$25.25
E-Line Dedicated	Metro	6 Mbps	\$60.60	\$25.25
E-Line Dedicated	Metro	7 Mbps	\$62.62	\$25.25
E-Line Dedicated	Metro	8 Mbps	\$64.64	\$25.25
E-Line Dedicated	Metro	9 Mbps	\$64.64	\$25.25
E-Line Dedicated	Metro	10 Mbps	\$67.67	\$25.25
E-Line Dedicated	Metro	15 Mbps	\$72.72	\$25.25
E-Line Dedicated	Metro	20 Mbps	\$80.80	\$25.25
E-Line Dedicated	Metro	30 Mbps	\$97.97	\$25.25
E-Line Dedicated	Metro	40 Mbps	\$111.10	\$25.25
E-Line Dedicated	Metro	50 Mbps	\$132.31	\$25.25
E-Line Dedicated	Metro	60 Mbps	\$139.38	\$25.25
E-Line Dedicated	Metro	70 Mbps	\$147.46	\$25.25
E-Line Dedicated	Metro	80 Mbps	\$157.56	\$25.25
E-Line Dedicated	Metro	90 Mbps	\$167.66	\$25.25
E-Line Dedicated	Metro	100 Mbps	\$174.73	\$50.50
E-Line Dedicated	Metro	150 Mbps	\$177.76	\$50.50
E-Line Dedicated	Metro	200 Mbps	\$214.12	\$50.50
E-Line Dedicated	Metro	300 Mbps	\$291.89	\$50.50
E-Line Dedicated	Metro	400 Mbps	\$354.51	\$50.50

E-Line Dedicated	Metro	500 Mbps	\$401.98	\$50.50
E-Line Dedicated	Metro	600 Mbps	\$439.35	\$101.00
E-Line Dedicated	Metro	700 Mbps	\$465.61	\$101.00
E-Line Dedicated	Metro	800 Mbps	\$484.80	\$101.00
E-Line Dedicated	Metro	900 Mbps	\$495.91	\$101.00
E-Line Dedicated	Metro	1 Gbps	\$498.94	\$101.00
E-Line Dedicated	Metro	1.5 Gbps	\$729.22	\$101.00
E-Line Dedicated	Metro	2 Gbps	\$937.28	\$101.00
E-Line Dedicated	Metro	2.5 Gbps	\$1,129.18	\$101.00
E-Line Dedicated	Metro	3 Gbps	\$1,303.91	\$101.00
E-Line Dedicated	Metro	4 Gbps	\$1,601.86	\$101.00
E-Line Dedicated	Metro	5 Gbps	\$1,874.56	\$101.00
E-Line Dedicated	Metro	6 Gbps	\$2,096.76	\$101.00
E-Line Dedicated	Metro	7 Gbps	\$2,266.44	\$101.00
E-Line Dedicated	Metro	8 Gbps	\$2,386.63	\$101.00
E-Line Dedicated	Metro	9 Gbps	\$2,531.06	\$101.00
E-Line Dedicated	Metro	10 Gbps	\$2,642.16	\$101.00

SWITCHED E-LINE

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Switched E-Line	Geographic Type	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
E-Line EVC	National	1 Mbps	\$43.03	\$0.00
E-Line EVC	National	2 Mbps	\$43.03	\$0.00
E-Line EVC	National	3 Mbps	\$43.03	\$0.00
E-Line EVC	National	4 Mbps	\$43.03	\$0.00
E-Line EVC	National	5 Mbps	\$43.03	\$0.00
E-Line EVC	National	6 Mbps	\$44.54	\$0.00
E-Line EVC	National	7 Mbps	\$46.06	\$0.00
E-Line EVC	National	8 Mbps	\$47.57	\$0.00
E-Line EVC	National	9 Mbps	\$48.48	\$0.00
E-Line EVC	National	10 Mbps	\$50.00	\$0.00
E-Line EVC	National	15 Mbps	\$52.42	\$0.00
E-Line EVC	National	20 Mbps	\$53.93	\$0.00
E-Line EVC	National	30 Mbps	\$57.57	\$0.00
E-Line EVC	National	40 Mbps	\$61.21	\$0.00
E-Line EVC	National	50 Mbps	\$65.45	\$0.00
E-Line EVC	National	60 Mbps	\$70.30	\$0.00
E-Line EVC	National	70 Mbps	\$74.54	\$0.00
E-Line EVC	National	80 Mbps	\$79.39	\$0.00
E-Line EVC	National	90 Mbps	\$80.60	\$0.00
E-Line EVC	National	100 Mbps	\$82.42	\$0.00
E-Line EVC	National	150 Mbps	\$94.54	\$0.00
E-Line EVC	National	200 Mbps	\$96.96	\$0.00
E-Line EVC	National	300 Mbps	\$109.08	\$0.00
E-Line EVC	National	400 Mbps	\$126.05	\$0.00
E-Line EVC	National	500 Mbps	\$145.44	\$0.00
E-Line EVC	National	600 Mbps	\$174.53	\$0.00
E-Line EVC	National	700 Mbps	\$196.95	\$0.00

E-Line EVC	National	800 Mbps	\$213.31	\$0.00
E-Line EVC	National	900 Mbps	\$229.07	\$0.00
E-Line EVC	National	1 Gbps	\$242.40	\$0.00
E-Line EVC	National	1.5 Gbps	\$356.33	\$2,020.00
E-Line EVC	National	2 Gbps	\$465.41	\$2,020.00
E-Line EVC	National	2.5 Gbps	\$575.70	\$2,020.00
E-Line EVC	National	3 Gbps	\$676.30	\$2,020.00
E-Line EVC	National	4 Gbps	\$892.03	\$2,020.00
E-Line EVC	National	5 Gbps	\$1,102.92	\$2,020.00
E-Line EVC	National	6 Gbps	\$1,308.96	\$2,020.00
E-Line EVC	National	7 Gbps	\$1,510.15	\$2,020.00
E-Line EVC	National	8 Gbps	\$1,667.71	\$2,020.00
E-Line EVC	National	9 Gbps	\$1,810.73	\$2,020.00
E-Line EVC	National	10 Gbps	\$1,939.20	\$2,020.00
E-Line EVC	Metro	1 Mbps	\$53.53	\$0.00
E-Line EVC	Metro	2 Mbps	\$53.53	\$0.00
E-Line EVC	Metro	3 Mbps	\$53.53	\$0.00
E-Line EVC	Metro	4 Mbps	\$53.53	\$0.00
E-Line EVC	Metro	5 Mbps	\$53.53	\$0.00
E-Line EVC	Metro	6 Mbps	\$54.54	\$0.00
E-Line EVC	Metro	7 Mbps	\$56.56	\$0.00
E-Line EVC	Metro	8 Mbps	\$58.58	\$0.00
E-Line EVC	Metro	9 Mbps	\$58.58	\$0.00
E-Line EVC	Metro	10 Mbps	\$61.61	\$0.00
E-Line EVC	Metro	15 Mbps	\$65.65	\$0.00
E-Line EVC	Metro	20 Mbps	\$73.73	\$0.00
E-Line EVC	Metro	30 Mbps	\$88.88	\$0.00
E-Line EVC	Metro	40 Mbps	\$101.00	\$0.00
E-Line EVC	Metro	50 Mbps	\$120.19	\$0.00
E-Line EVC	Metro	60 Mbps	\$126.25	\$0.00
E-Line EVC	Metro	70 Mbps	\$134.33	\$0.00
E-Line EVC	Metro	80 Mbps	\$143.42	\$0.00
E-Line EVC	Metro	90 Mbps	\$152.51	\$0.00
E-Line EVC	Metro	100 Mbps	\$158.57	\$0.00
E-Line EVC	Metro	150 Mbps	\$161.60	\$0.00
E-Line EVC	Metro	200 Mbps	\$194.93	\$0.00
E-Line EVC	Metro	300 Mbps	\$265.63	\$0.00
E-Line EVC	Metro	400 Mbps	\$322.19	\$0.00
E-Line EVC	Metro	500 Mbps	\$365.62	\$0.00
E-Line EVC	Metro	600 Mbps	\$398.95	\$0.00
E-Line EVC	Metro	700 Mbps	\$423.19	\$0.00
E-Line EVC	Metro	800 Mbps	\$440.36	\$0.00
E-Line EVC	Metro	900 Mbps	\$450.46	\$0.00
E-Line EVC	Metro	1 Gbps	\$453.49	\$0.00
E-Line EVC	Metro	1.5 Gbps	\$662.56	\$101.00
E-Line EVC	Metro	2 Gbps	\$852.44	\$101.00
E-Line EVC	Metro	2.5 Gbps	\$1,026.16	\$101.00
E-Line EVC	Metro	3 Gbps	\$1,185.74	\$101.00
E-Line EVC	Metro	4 Gbps	\$1,456.42	\$101.00
E-Line EVC	Metro	5 Gbps	\$1,703.87	\$101.00
E-Line EVC	Metro	6 Gbps	\$1,905.87	\$101.00

E-Line EVC	Metro	7 Gbps	\$2,060.40	\$101.00
E-Line EVC	Metro	8 Gbps	\$2,169.48	\$101.00
E-Line EVC	Metro	9 Gbps	\$2,300.78	\$101.00
E-Line EVC	Metro	10 Gbps	\$2,401.78	\$101.00

SWITCHED E-LAN

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Switched E-Line	Type	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
E- LAN EVC	Fixed EVC	1 Mbps	\$54.54	\$0.00
E- LAN EVC	Fixed EVC	2 Mbps	\$54.94	\$0.00
E- LAN EVC	Fixed EVC	3 Mbps	\$67.06	\$0.00
E- LAN EVC	Fixed EVC	4 Mbps	\$77.57	\$0.00
E- LAN EVC	Fixed EVC	5 Mbps	\$80.80	\$0.00
E- LAN EVC	Fixed EVC	6 Mbps	\$90.50	\$0.00
E- LAN EVC	Fixed EVC	7 Mbps	\$100.19	\$0.00
E- LAN EVC	Fixed EVC	8 Mbps	\$106.25	\$0.00
E- LAN EVC	Fixed EVC	9 Mbps	\$108.68	\$0.00
E- LAN EVC	Fixed EVC	10 Mbps	\$109.89	\$0.00
E- LAN EVC	Fixed EVC	15 Mbps	\$146.65	\$0.00
E- LAN EVC	Fixed EVC	20 Mbps	\$171.30	\$0.00
E- LAN EVC	Fixed EVC	30 Mbps	\$189.48	\$0.00
E- LAN EVC	Fixed EVC	40 Mbps	\$193.11	\$0.00
E- LAN EVC	Fixed EVC	50 Mbps	\$195.54	\$0.00
E- LAN EVC	Fixed EVC	60 Mbps	\$207.66	\$0.00
E- LAN EVC	Fixed EVC	70 Mbps	\$212.50	\$0.00
E- LAN EVC	Fixed EVC	80 Mbps	\$217.35	\$0.00
E- LAN EVC	Fixed EVC	90 Mbps	\$222.20	\$0.00
E- LAN EVC	Fixed EVC	100 Mbps	\$225.84	\$0.00
E- LAN EVC	Fixed EVC	150 Mbps	\$317.14	\$0.00
E- LAN EVC	Fixed EVC	200 Mbps	\$378.14	\$0.00
E- LAN EVC	Fixed EVC	300 Mbps	\$475.91	\$0.00
E- LAN EVC	Fixed EVC	400 Mbps	\$550.25	\$0.00
E- LAN EVC	Fixed EVC	500 Mbps	\$610.04	\$0.00
E- LAN EVC	Fixed EVC	600 Mbps	\$634.28	\$0.00
E- LAN EVC	Fixed EVC	700 Mbps	\$646.80	\$0.00
E- LAN EVC	Fixed EVC	800 Mbps	\$658.92	\$0.00
E- LAN EVC	Fixed EVC	900 Mbps	\$664.98	\$0.00
E- LAN EVC	Fixed EVC	1 Gbps	\$671.04	\$0.00
E- LAN EVC	Fixed EVC	1.5 Gbps	\$854.06	\$0.00
E- LAN EVC	Fixed EVC	2 Gbps	\$1,049.19	\$0.00
E- LAN EVC	Fixed EVC	2.5 Gbps	\$1,244.32	\$0.00
E- LAN EVC	Fixed EVC	3 Gbps	\$1,464.10	\$0.00
E- LAN EVC	Fixed EVC	4 Gbps	\$1,878.60	\$0.00
E- LAN EVC	Fixed EVC	5 Gbps	\$2,317.75	\$0.00
E- LAN EVC	Fixed EVC	6 Gbps	\$2,683.77	\$0.00
E- LAN EVC	Fixed EVC	7 Gbps	\$3,049.39	\$0.00
E- LAN EVC	Fixed EVC	8 Gbps	\$3,463.90	\$0.00
E- LAN EVC	Fixed EVC	9 Gbps	\$3,781.04	\$0.00

E- LAN EVC	Fixed EVC	10 Gbps	\$4,025.05	\$0.00
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Ethernet Access - On Net Access - Verizon Lit Buildings

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On Net Ethernet Access	Unit of Measure	Access Speed	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
On Net Ethernet Access 1 Mbps	Per Circuit	1 Mbps	\$174.23	\$0.00
On Net Ethernet Access 2 Mbps	Per Circuit	2 Mbps	\$178.16	\$0.00
On Net Ethernet Access 3 Mbps	Per Circuit	3 Mbps	\$181.80	\$0.00
On Net Ethernet Access 4 Mbps	Per Circuit	4 Mbps	\$185.74	\$0.00
On Net Ethernet Access 5 Mbps	Per Circuit	5 Mbps	\$189.38	\$0.00
On Net Ethernet Access 10 Mbps	Per Circuit	10 Mbps	\$227.25	\$0.00
On Net Ethernet Access 20 Mbps	Per Circuit	20 Mbps	\$280.28	\$0.00
On Net Ethernet Access 30 Mbps	Per Circuit	30 Mbps	\$318.15	\$0.00
On Net Ethernet Access 40 Mbps	Per Circuit	40 Mbps	\$352.39	\$0.00
On Net Ethernet Access 50 Mbps	Per Circuit	50 Mbps	\$367.54	\$0.00
On Net Ethernet Access 100 Mbps	Per Circuit	100 Mbps	\$526.61	\$0.00
On Net Ethernet Access 150 Mbps	Per Circuit	150 Mbps	\$628.73	\$0.00
On Net Ethernet Access 200 Mbps	Per Circuit	200 Mbps	\$659.03	\$0.00
On Net Ethernet Access 300 Mbps	Per Circuit	300 Mbps	\$719.63	\$0.00
On Net Ethernet Access 400 Mbps	Per Circuit	400 Mbps	\$780.23	\$0.00
On Net Ethernet Access 500 Mbps	Per Circuit	500 Mbps	\$840.22	\$0.00
On Net Ethernet Access 600 Mbps	Per Circuit	600 Mbps	\$931.73	\$0.00
On Net Ethernet Access 1 Gbps	Per Circuit	1 Gbps	\$1,072.01	\$0.00
On Net Ethernet Access 10 Gbps	Per Circuit	10 Gbps	\$2,408.85	\$0.00
On Net Ethernet Access 100 Gbps	Per Circuit	100 Gbps	ICB	ICB

Ethernet Access - Off Net Access

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Off-Net Ethernet Access	Unit of Measure	Access Speed	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Off Net Ethernet Access 1 Mbps	Per Circuit	1 Mbps	ICB	\$0.00
Off Net Ethernet Access 2 Mbps	Per Circuit	2 Mbps	ICB	\$0.00
Off Net Ethernet Access 3 Mbps	Per Circuit	3 Mbps	ICB	\$0.00
Off Net Ethernet Access 4 Mbps	Per Circuit	4 Mbps	ICB	\$0.00
Off Net Ethernet Access 5 Mbps	Per Circuit	5 Mbps	ICB	\$0.00
Off Net Ethernet Access 10 Mbps	Per Circuit	10 Mbps	ICB	\$0.00
Off Net Ethernet Access 20 Mbps	Per Circuit	20 Mbps	ICB	\$0.00
Off Net Ethernet Access 30 Mbps	Per Circuit	30 Mbps	ICB	\$0.00
Off Net Ethernet Access 40 Mbps	Per Circuit	40 Mbps	ICB	\$0.00
Off Net Ethernet Access 50 Mbps	Per Circuit	50 Mbps	ICB	\$0.00
Off Net Ethernet Access 100 Mbps	Per Circuit	100 Mbps	ICB	\$0.00
Off Net Ethernet Access 150 Mbps	Per Circuit	150 Mbps	ICB	\$0.00
Off Net Ethernet Access 200 Mbps	Per Circuit	200 Mbps	ICB	\$0.00
Off Net Ethernet Access 250 Mbps	Per Circuit	250 Mbps	ICB	\$0.00
Off Net Ethernet Access 300 Mbps	Per Circuit	300 Mbps	ICB	\$0.00
Off Net Ethernet Access 400 Mbps	Per Circuit	400 Mbps	ICB	\$0.00
Off Net Ethernet Access 500 Mbps	Per Circuit	500 Mbps	ICB	\$0.00

Off Net Ethernet Access 600 Mbps	Per Circuit	600 Mbps	ICB	\$0.00
Off Net Ethernet Access 1 Gbps	Per Circuit	1 Gbps	ICB	\$0.00
Off Net Ethernet Access 10 Gbps	Per Circuit	10 Gbps	ICB	\$0.00
Off Net Ethernet Access 100 Gbps	Per Circuit	100 Gbps	ICB	ICB

Ethernet Access Special Construction

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Access Loop Special Construction	Per Occurrence		ICB	ICB
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DIVERSITY

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Diversity FEATURE	Level of Service	Speed/Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Diverse Carrier	Carrier	>100mb up to 1GB	\$37.88	\$50.50
Diverse L2A	L2 Aggregation	>100mb up to 1GB	\$606.00	\$252.50
Diverse SE	Service Edge	>100mb up to 1GB	\$0.00	\$303.00
Diverse Carrier	Carrier	100mb or lower	\$37.88	\$50.50
Diverse L2A	L2 Aggregation	100mb or lower	\$303.00	\$252.50
Diverse SE	Service Edge	100mb or lower	\$0.00	\$303.00

PRIVATE IP (PIP) Port

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Private IP Port	Unit of Measure	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
PIP Port 1 Mbps	Per Port	1 Mbps	\$45.45	\$0.00
PIP Port 2 Mbps	Per Port	2 Mbps	\$68.18	\$0.00
PIP Port 3 Mbps	Per Port	3 Mbps	\$83.33	\$0.00
PIP Port 4 Mbps	Per Port	4 Mbps	\$96.05	\$0.00
PIP Port 5 Mbps	Per Port	5 Mbps	\$99.99	\$0.00
PIP Port 6 Mbps	Per Port	6 Mbps	\$112.11	\$0.00
PIP Port 7 Mbps	Per Port	7 Mbps	\$124.23	\$0.00
PIP Port 8 Mbps	Per Port	8 Mbps	\$131.81	\$0.00
PIP Port 9 Mbps	Per Port	9 Mbps	\$134.84	\$0.00
PIP Port 10 Mbps	Per Port	10 Mbps	\$136.35	\$0.00
PIP Port 15 Mbps	Per Port	15 Mbps	\$181.80	\$0.00
PIP Port 20 Mbps	Per Port	20 Mbps	\$212.10	\$0.00
PIP Port 30 Mbps	Per Port	30 Mbps	\$234.83	\$0.00
PIP Port 40 Mbps	Per Port	40 Mbps	\$239.37	\$0.00
PIP Port 50 Mbps	Per Port	50 Mbps	\$242.40	\$0.00
PIP Port 60 Mbps	Per Port	60 Mbps	\$257.55	\$0.00
PIP Port 70 Mbps	Per Port	70 Mbps	\$263.61	\$0.00
PIP Port 80 Mbps	Per Port	80 Mbps	\$269.67	\$0.00
PIP Port 90 Mbps	Per Port	90 Mbps	\$275.73	\$0.00
PIP Port 100 Mbps	Per Port	100 Mbps	\$280.28	\$0.00
PIP Port 150 Mbps	Per Port	150 Mbps	\$393.90	\$0.00
PIP Port 200 Mbps	Per Port	200 Mbps	\$469.65	\$0.00
PIP Port 300 Mbps	Per Port	300 Mbps	\$590.85	\$0.00
PIP Port 400 Mbps	Per Port	400 Mbps	\$683.27	\$0.00

PIP Port 500 Mbps	Per Port	500 Mbps	\$684.78	\$0.00
PIP Port 600 Mbps	Per Port	600 Mbps	\$690.84	\$0.00
PIP Port 1 Gbps	Per Port	1 Gbps	\$696.90	\$0.00
PIP Port 1.5 Gbps	Per Port	1.5 Gbps	\$848.40	\$0.00
PIP Port 2 Gbps	Per Port	2 Gbps	\$999.90	\$0.00
PIP Port 2.5 Gbps	Per Port	2.5 Gbps	\$1,181.70	\$0.00
PIP Port 3 Gbps	Per Port	3 Gbps	\$1,363.50	\$0.00
PIP Port 4 Gbps	Per Port	4 Gbps	\$1,727.10	\$0.00
PIP Port 5 Gbps	Per Port	5 Gbps	\$2,121.00	\$0.00
PIP Port 6 Gbps	Per Port	6 Gbps	\$2,424.00	\$0.00
PIP Port 7 Gbps	Per Port	7 Gbps	\$2,575.50	\$0.00
PIP Port 8 Gbps	Per Port	8 Gbps	\$2,666.40	\$0.00
PIP Port 9 Gbps	Per Port	9 Gbps	\$2,696.70	\$0.00
PIP Port 10 Gbps	Per Port	10 Gbps	\$2,727.00	\$0.00

CLASS OF SERVICE - GOLD CAR EF

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Feature	Class of Service	EF Realtime CAR	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Class of Service	ETM	0 Kbps	\$0.00	\$0.00
Class of Service	ETM	8 Kbps	\$4.24	\$0.00
Class of Service	ETM	16 Kbps	\$4.24	\$0.00
Class of Service	ETM	32 Kbps	\$4.24	\$0.00
Class of Service	ETM	56 Kbps	\$4.24	\$0.00
Class of Service	ETM	128 Kbps	\$4.24	\$0.00
Class of Service	ETM	256 Kbps	\$4.24	\$0.00
Class of Service	ETM	384 Kbps	\$4.24	\$0.00
Class of Service	ETM	512 Kbps	\$4.24	\$0.00
Class of Service	ETM	768 Kbps	\$4.24	\$0.00
Class of Service	ETM	900 Kbps	\$4.24	\$0.00
Class of Service	ETM	1 Mbps	\$4.24	\$0.00
Class of Service	ETM	1.3 Mbps	\$4.24	\$0.00
Class of Service	ETM	1.5 Mbps	\$4.24	\$0.00
Class of Service	ETM	1.7 Mbps	\$4.24	\$0.00
Class of Service	ETM	2 Mbps	\$16.97	\$0.00
Class of Service	ETM	2.5 Mbps	\$19.09	\$0.00
Class of Service	ETM	3 Mbps	\$21.21	\$0.00
Class of Service	ETM	3.5 Mbps	\$23.33	\$0.00
Class of Service	ETM	4 Mbps	\$25.45	\$0.00
Class of Service	ETM	4.5 Mbps	\$26.36	\$0.00
Class of Service	ETM	5 Mbps	\$27.27	\$0.00
Class of Service	ETM	5.5 Mbps	\$28.79	\$0.00
Class of Service	ETM	7 Mbps	\$32.72	\$0.00
Class of Service	ETM	9 Mbps	\$35.75	\$0.00
Class of Service	ETM	10 Mbps	\$36.97	\$0.00
Class of Service	ETM	13 Mbps	\$46.66	\$0.00
Class of Service	ETM	14 Mbps	\$50.00	\$0.00
Class of Service	ETM	15 Mbps	\$53.03	\$0.00
Class of Service	ETM	17 Mbps	\$57.27	\$0.00

Class of Service	ETM	18 Mbps	\$59.09	\$0.00
Class of Service	ETM	20 Mbps	\$63.63	\$0.00
Class of Service	ETM	22.5 Mbps	\$66.66	\$0.00
Class of Service	ETM	25 Mbps	\$69.69	\$0.00
Class of Service	ETM	30 Mbps	\$75.45	\$0.00
Class of Service	ETM	35 Mbps	\$77.57	\$0.00
Class of Service	ETM	40 Mbps	\$79.69	\$0.00
Class of Service	ETM	45 Mbps	\$84.23	\$0.00
Class of Service	ETM	50 Mbps	\$88.78	\$0.00
Class of Service	ETM	62.5 Mbps	\$106.05	\$0.00
Class of Service	ETM	70 Mbps	\$121.20	\$0.00
Class of Service	ETM	81 Mbps	\$130.29	\$0.00
Class of Service	ETM	90 Mbps	\$136.05	\$0.00
Class of Service	ETM	110 Mbps	\$160.59	\$0.00
Class of Service	ETM	140 Mbps	\$196.95	\$0.00
Class of Service	ETM	150 Mbps	\$199.98	\$0.00
Class of Service	ETM	180 Mbps	\$218.77	\$0.00
Class of Service	ETM	200 Mbps	\$227.25	\$0.00
Class of Service	ETM	250 Mbps	\$243.92	\$0.00
Class of Service	ETM	270 Mbps	\$254.52	\$0.00
Class of Service	ETM	350 Mbps	\$286.34	\$0.00
Class of Service	ETM	360 Mbps	\$290.58	\$0.00
Class of Service	ETM	400 Mbps	\$315.12	\$0.00
Class of Service	ETM	450 Mbps	\$328.76	\$0.00
Class of Service	ETM	500 Mbps	\$332.39	\$0.00
Class of Service	ETM	540 Mbps	\$351.18	\$0.00
Class of Service	ETM	550 Mbps	\$355.12	\$0.00
Class of Service	ETM	630 Mbps	\$362.69	\$0.00
Class of Service	ETM	700 Mbps	\$378.75	\$0.00
Class of Service	ETM	810 Mbps	\$402.99	\$0.00
Class of Service	ETM	900 Mbps	\$422.38	\$0.00
Class of Service	ETM	1.2 Gbps	\$442.99	\$0.00
Class of Service	ETM	1.8 Gbps	\$583.28	\$0.00
Class of Service	ETM	2 Gbps	\$552.07	\$0.00
Class of Service	ETM	2.5 Gbps	\$679.33	\$0.00
Class of Service	ETM	3 Gbps	\$740.23	\$0.00
Class of Service	ETM	3.5 Gbps	\$855.07	\$0.00
Class of Service	ETM	4 Gbps	\$874.76	\$0.00
Class of Service	ETM	4.5 Gbps	\$963.24	\$0.00
Class of Service	ETM	5 Gbps	\$1,038.38	\$0.00
Class of Service	ETM	6 Gbps	\$1,197.46	\$0.00
Class of Service	ETM	7 Gbps	\$1,324.41	\$0.00
Class of Service	ETM	8 Gbps	\$1,512.58	\$0.00
Class of Service	ETM	9.0 Gbps	\$1,700.44	\$0.00

SCI Secure Cloud Interconnect

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SCI Traffic Commit	Unit of Measure	Usage Tier	MRC=Monthly Recurring Charge (Includes 1% State fee)	NRC=Non Recurring One Time Charge
SCI NON-Aggregated Billing	Per SCI	1,000 GB	\$353.50	\$0.00

SCI NON-Aggregated Overage (per GB)	Per SCI per GB	1,000 GB	\$0.354	\$0.00
SCI NON-Aggregated Billing	Per SCI	3,000 GB	\$777.70	\$0.00
SCI NON-Aggregated Overage (per GB)	Per SCI per GB	3,000 GB	\$0.263	\$0.00
SCI NON-Aggregated Billing	Per SCI	10,000 GB	\$1,414.00	\$0.00
SCI NON-Aggregated Overage (per GB)	Per SCI per GB	10,000 GB	\$0.141	\$0.00
SCI NON-Aggregated Billing	Per SCI	30,000 GB	\$3,417.28	\$0.00
SCI NON-Aggregated Overage (per GB)	Per SCI per GB	30,000 GB	\$0.111	\$0.00
SCI NON-Aggregated Billing	Per SCI	45,000 GB	\$4,006.22	\$0.00
SCI NON-Aggregated Overage (per GB)	Per SCI per GB	45,000 GB	\$0.091	\$0.00
SCI NON-Aggregated Billing	Per SCI	100,000 GB	\$6,084.80	\$0.00
SCI NON-Aggregated Overage (per GB)	Per SCI per GB	100,000 GB	\$0.061	\$0.00
SCI NON-Aggregated Overage (per GB)	Per GB Usage only	Usage only plan	\$1.010	\$505.00
SCI Aggregated Billing	Aggregated Billing	1,000 GB	\$424.20	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	1,000 GB	\$0.467	\$0.00
SCI Aggregated Billing	Aggregated Billing	3,000 GB	\$933.24	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	3,000 GB	\$0.343	\$0.00
SCI Aggregated Billing	Aggregated Billing	10,000 GB	\$1,696.80	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	10,000 GB	\$0.187	\$0.00
SCI Aggregated Billing	Aggregated Billing	30,000 GB	\$4,100.60	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	30,000 GB	\$0.152	\$0.00
SCI Aggregated Billing	Aggregated Billing	45,000 GB	\$4,807.60	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	45,000 GB	\$0.117	\$0.00
SCI Aggregated Billing	Aggregated Billing	100,000 GB	\$8,518.64	\$0.00
SCI Aggregated Billing Overage (per GB)	Overage per GB	100,000 GB	\$0.085	\$0.00
SCI Aggregated Billing (per GB)	Per GB Usage only	Usage only plan	\$1.010	\$505.00

INTERNET DEDICATED SERVICES (IDE Port only)

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Internet IDE Port	Unit of Measure	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Internet Dedicated Port - Tiered 2 Mbps	Per Port	2 Mbps	\$79.54	\$0.00
Internet Dedicated Port - Tiered 3 Mbps	Per Port	3 Mbps	\$79.54	\$0.00
Internet Dedicated Port - Tiered 4 Mbps	Per Port	4 Mbps	\$79.54	\$0.00
Internet Dedicated Port - Tiered 5 Mbps	Per Port	5 Mbps	\$79.54	\$0.00
Internet Dedicated Port - Tiered 6 Mbps	Per Port	6 Mbps	\$84.08	\$0.00
Internet Dedicated Port - Tiered 8 Mbps	Per Port	8 Mbps	\$84.08	\$0.00
Internet Dedicated Port - Tiered 10 Mbps	Per Port	10 Mbps	\$84.08	\$0.00
Internet Dedicated Port - Tiered 20 Mbps	Per Port	20 Mbps	\$113.63	\$0.00
Internet Dedicated Port - Tiered 30 Mbps	Per Port	30 Mbps	\$147.71	\$0.00
Internet Dedicated Port - Tiered 40 Mbps	Per Port	40 Mbps	\$147.71	\$0.00
Internet Dedicated Port - Tiered 50 Mbps	Per Port	50 Mbps	\$141.40	\$0.00
Internet Dedicated Port - Tiered 60 Mbps	Per Port	60 Mbps	\$188.16	\$0.00
Internet Dedicated Port - Tiered 70 Mbps	Per Port	70 Mbps	\$151.50	\$0.00
Internet Dedicated Port - Tiered 80 Mbps	Per Port	80 Mbps	\$156.55	\$0.00
Internet Dedicated Port - Tiered 100 Mbps	Per Port	100 Mbps	\$166.65	\$0.00
Internet Dedicated Port - Tiered 150 Mbps	Per Port	150 Mbps	\$207.05	\$0.00
Internet Dedicated Port - Tiered 200 Mbps	Per Port	200 Mbps	\$207.05	\$0.00
Internet Dedicated Port - Tiered 300 Mbps	Per Port	300 Mbps	\$212.10	\$0.00
Internet Dedicated Port - Tiered 400 Mbps	Per Port	400 Mbps	\$244.42	\$0.00

Internet Dedicated Port - Tiered 500 Mbps	Per Port	500 Mbps	\$295.93	\$0.00
Internet Dedicated Port - Tiered 600 Mbps	Per Port	600 Mbps	\$346.43	\$0.00
Internet Dedicated Port - Tiered 700 Mbps	Per Port	700 Mbps	\$396.93	\$0.00
Internet Dedicated Port - Tiered 800 Mbps	Per Port	800 Mbps	\$449.45	\$0.00
Internet Dedicated Port - Tiered 1 Gbps	Per Port	1 Gbps	\$414.10	\$0.00
Internet Dedicated Port - Tiered 2 Gbps	Per Port	2 Gbps	\$909.00	\$0.00
Internet Dedicated Port - Tiered 3 Gbps	Per Port	3 Gbps	\$1,136.25	\$0.00
Internet Dedicated Port - Tiered 4 Gbps	Per Port	4 Gbps	\$1,363.50	\$0.00
Internet Dedicated Port - Tiered 5 Gbps	Per Port	5 Gbps	\$1,363.50	\$0.00
Internet Dedicated Port - Tiered 6 Gbps	Per Port	6 Gbps	\$1,818.00	\$0.00
Internet Dedicated Port - Tiered 7 Gbps	Per Port	7 Gbps	\$1,818.00	\$0.00
Internet Dedicated Port - Tiered 8 Gbps	Per Port	8 Gbps	\$1,818.00	\$0.00
Internet Dedicated Port - Tiered 10 Gbps	Per Port	10 Gbps	\$1,818.00	\$0.00
Internet Dedicated Port - Tiered 40 Gbps	Per Port	40 Gbps	\$6,817.50	\$0.00
Internet Dedicated Port - Tiered 100 Gbps	Per Port	100 Gbps	\$14,998.50	\$0.00

DDOS (Distributed Denial-of-Service)

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DDOS Configuration	Unit of Measure	Bandwidth	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	50 Mbps	\$2,474.50	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	100 Mbps	\$3,358.25	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	500 Mbps	\$4,949.00	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	1000 Mbps	\$8,837.50	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	2000 Mbps	\$11,312.00	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	5000 Mbps	\$13,786.50	\$0.00
DDoS Shield - Clean Aggregate (1 return)	Inbound Traffic	10000 Mbps	\$16,968.00	\$0.00
DDoS Shield - Additional Returns - quantity	Inbound Traffic	qty 1	\$494.90	\$0.00
DDoS Shield - Additional Returns - quantity	Inbound Traffic	qty 2	\$989.80	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	50 Mbps	\$3,711.75	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	100 Mbps	\$5,037.38	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	500 Mbps	\$7,423.50	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	1000 Mbps	\$13,256.25	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	2000 Mbps	\$16,968.00	\$0.00
DDoS Shield - Always Routed (1 return)	Inbound Traffic	5000 Mbps	\$20,679.75	\$0.00

MANAGED WAN

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MNS FEATURE	Level of Service	Size of Device	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Router Management	Full	Small	\$49.09	\$0.00
Router Management	Full	Medium	\$72.72	\$0.00
Router Management	Full	Large	\$113.63	\$0.00
Router Management	Monitor and Notify	Small	\$36.36	\$0.00
Router Management	Monitor and Notify	Medium	\$36.36	\$0.00
Router Management	Monitor and Notify	Large	\$36.36	\$0.00
Router Management	Physical	Small	\$49.09	\$0.00

Router Management	Physical	Medium	\$72.72	\$0.00
Router Management	Physical	Large	\$113.63	\$0.00

MANAGED LAN

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MNS FEATURE	Level of Service	Size of Device	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
LAN Switch Management	Full	Small	\$31.82	\$196.95
LAN Switch Management	Full	Medium	\$40.91	\$196.95
LAN Switch Management	Full	Large	\$74.99	\$196.95
LAN Switch Management	Monitor and Notify	Small	\$20.45	\$196.95
LAN Switch Management	Monitor and Notify	Medium	\$20.45	\$196.95
LAN Switch Management	Monitor and Notify	Large	\$20.45	\$196.95
LAN Switch Management	Physical	Small	\$27.27	\$196.95
LAN Switch Management	Physical	Medium	\$36.36	\$196.95
LAN Switch Management	Physical	Large	\$63.63	\$196.95

MANAGED WIRELESS LAN

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MNS FEATURE	Level of Service	Size of Device	MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
Wireless LAN Controller Management	Full	Small	\$54.54	\$555.50
Wireless LAN Controller Management	Full	Medium	\$90.90	\$555.50
Wireless LAN Controller Management	Full	Large	\$152.26	\$555.50
Wireless LAN Controller Management	Monitor and Notify	Small	\$36.36	\$555.50
Wireless LAN Controller Management	Monitor and Notify	Medium	\$36.36	\$555.50
Wireless LAN Controller Management	Monitor and Notify	Large	\$36.36	\$555.50
Wireless LAN Controller Management	Physical	Small	\$45.45	\$555.50
Wireless LAN Controller Management	Physical	Medium	\$77.27	\$555.50
Wireless LAN Controller Management	Physical	Large	\$129.53	\$555.50
Wireless AP Management	Full	Any	\$11.36	\$151.50

CPE

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CPE Manufacturer	Description	Discount off Manufacturer List Price
Cisco	Hardware/Software	27%
Cisco Smartnet	Minimum 1 year term	8%
Cradlepoint	Hardware/Software	15%
Cradlepoint Maintenance	Minimum 1 year term	15%

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Configuration	ChargeType	OK Rates with 1% admin fee
Additional Listing	REC	\$6.16
Auto Attendant Instances	REC	\$9.90
Burstable Enterprise Shared Trunks+ -Local and LD - Tier 1 (+50)	REC	\$215.64
Burstable Enterprise Shared Trunks+ -Local and LD - Tier 2 (+100)	REC	\$296.94
Burstable Enterprise Shared Trunks+ Peak CCL Coverage - Local and LD	CE	\$17.82
Call Forwarding	REC	\$0.49
Caller ID with Name - Inbound	REC	\$0.12
Dynamic E911 Charge	REC	\$0.00
Enterprise Concurrent Calls - Metered - - Local and LD	REC	\$6.36
Enterprise Concurrent Calls - Tiered - 250 - Local and LD	REC	\$7.96
Enterprise Concurrent Calls - Tiered - 5000 - Local and LD	REC	\$13.41
Enterprise Concurrent Calls - Tiered - 750 - Local and LD	REC	\$10.69
Enterprise Trunking Premium - 100	REC	\$136.10
Non-Listed	REC	\$0.87
Non-Published	REC	\$4.46
Operator Connect Fee	REC	\$1.43
Redirect to Telephone Number	REC	\$14.85
Redirect to Telephone Number	NRE	\$14.78
Service Establishment Fee - Normal Business Hours	NRE	\$48.28
Telephone Number Charge	REC	\$0.10
Telephone Number Charge	NRE	\$0.20
Trunking Route Overflow	REC	\$49.49
Usage	USG	
Voice Mails	REC	\$1.74

OUTBOUND LD[Back to ToC](#)

LOCATIONS	All rates are per minute, based upon call origination and call termination type								
	Loc / Loc	Loc / Ded	Loc / Sw	Ded / Loc	Ded / Ded	Ded / Sw	Sw / Loc	Sw / Ded	Sw / Sw
					On-On	On-Off		Off-On	Off-Off
Outbound									
INTERSTATE	0.0160	0.0160	0.0196	0.0160	0.0160	0.0196	0.0196	0.0196	0.0305
OK - IntraState	0.0341	0.0341	0.0483	0.0341	0.0180	0.0483	0.0493	0.0493	0.0784

INBOUND LD[Back to ToC](#)

LOCATIONS	All rates are per minute, based upon call origination and call termination type					
	Loc / Loc	Loc / Ded	Loc / Sw	Sw / Loc	800 DAL (Sw / Ded)	800 CBL (Sw / Sw)
					Off / On	Off / Off
INTERSTATE	0.0195	0.0195	0.0305	0.0195	0.0195	0.0305
OK - IntraState	0.0443	0.0443	0.0678	0.0443	0.0443	0.0716

VoIP Inbound - Toll Free[Back to ToC](#)

	Wireline Origination	Wireless Origination	IPT Origination and Transport	IPT Origination/PST N Transport
OK Net Rate per Minute with 1% admin fee	0.0096	0.0096	0.0096	0.0096

VoIP Inbound - Local Origination[Back to ToC](#)

	VoIP Inbound Local WITH IP-IVR		VoIP Inbound Local w/OUT IP-IVR	
	Termination		Termination	
	Switched	IP	Switched	IP
OK Net Rate per Minute with 1% admin fee	0.0230	0.0153	0.0335	0.0216

International Outbound[Back to ToC](#)

	INTERNATIONAL OUTBOUND RATES PER MINUTE RATES Standard List Rates	
	Switched Origination (with 1% admin fee)	Dedicated Local Origination (with 1% admin fee)
Afghanistan	1.5776	1.5021
Albania	0.6337	0.6044
Algeria	0.4817	0.4622
Andorra	0.2240	0.2133
Angola	0.7564	0.7199
Anguilla	0.4204	0.4000
Antarctica (Casey, Davis, Mawson and Macquarie Island)	1.6612	1.5821
Antarctica (Scott Base)	0.3457	0.3289
Antigua (Barbuda)	0.3475	0.3289
Argentina	0.2958	0.2844
Armenia	0.6159	0.5866
Aruba	0.3244	0.3111
Ascension Island	1.0737	1.0221
Australia (including Tasmania)	0.1209	0.1138
Austria	0.1404	0.1333
Azerbaijan	0.7786	0.7377
Bahamas	0.2245	0.2133
Bahrain	0.5208	0.4977
Bangladesh	0.8293	0.7910

Barbados	0.3920	0.3733
Belarus	0.4480	0.4266
Belgium	0.1209	0.1138
Belize	0.5039	0.4800
Benin	0.4728	0.4533
Bermuda	0.2240	0.2133
Bhutan	1.1483	1.0932
Bolivia	0.4364	0.4177
Bosnia-Herzegovina	0.5208	0.4977
Botswana	0.4426	0.4177
Brazil	0.2595	0.2489
British Virgin Islands	0.3289	0.3111
Brunei	0.6088	0.5777
Bulgaria	0.3431	0.3289
Burkina Faso	0.6284	0.5955
Burundi	1.3234	1.2621
Cambodia	1.2879	1.2265
Cameroon	0.6444	0.6133
Canada	0.0515	0.0421
Cape Verde Islands	0.5804	0.5511
Cayman Islands	0.2915	0.2755
Central African Republic	1.0532	1.0043
Chad	1.7252	1.6443
Chile	0.2332	0.2204
China	0.3363	0.3200
Christmas Island	0.1209	0.1138
Cocos Island	0.1209	0.1138
Colombia	0.3022	0.2915
Comoros	1.2043	1.1466
Congo	0.6390	0.6044
Cook Islands	1.1554	1.1021
Costa Rica	0.3360	0.3200
Croatia	0.3920	0.3733
Cuba	1.6638	1.6532
Cyprus	0.4204	0.4000
Czech Republic	0.4088	0.3911
Denmark	0.1123	0.1067
Diego Garcia	2.9298	2.9250
Djibouti	0.6826	0.6488
Dominica	0.4391	0.4177
Dominican Republic	0.2105	0.1991
East Timor	6.5767	6.5411
Easter Island	0.2915	0.2755
Ecuador	0.3491	0.3342
Egypt	0.5768	0.5511
El Salvador	0.4026	0.3822
Equatorial Guinea	1.4381	1.3688
Eritrea	0.8844	0.8444
Estonia	0.4933	0.4711
Ethiopia	0.8550	0.8177
Faeroe Islands	0.3360	0.3200
Falkland Islands	0.8506	0.8088
Fiji Islands	0.6826	0.6488
Finland	0.1123	0.1067
France	0.1123	0.1067
French Antilles (including Martinique, St. Barthelemy and St. Martin)	0.3555	0.3377
French Guiana	0.4764	0.4533
French Polynesia	0.9244	0.8799
Gabon	0.5777	0.5511
Gambia	0.4764	0.4533
Georgia	0.6897	0.6577
Germany	0.1010	0.0995
Ghana	0.4533	0.4355
Gibraltar	0.5519	0.5244
Greece	0.1964	0.1866
Greenland	1.1042	1.0504
Grenada (including Carriacou)	0.4577	0.4355
Guadeloupe	0.3751	0.3555
Guantanamo Bay	1.6638	1.6532
Guatemala	0.3022	0.2915
Guinea	0.5884	0.5599
Guinea Bissau	2.4810	2.3616
Guyana	0.7297	0.6933
Haiti	0.5599	0.5333
Honduras	0.4675	0.4444
Hong Kong	0.1493	0.1422
Hungary	0.3191	0.3022
Iceland	0.3644	0.3466
India	0.4344	0.4124
Indonesia	0.4026	0.3822
Iran	0.7733	0.7377
Iraq	0.9875	0.9421
Ireland	0.1123	0.1067
Israel	0.1870	0.1778
Italy	0.1123	0.1067
Ivory Coast	0.8124	0.7733
Jamaica	0.4117	0.3911
Japan	0.1209	0.1138
Jordan	0.6542	0.6222
Kazakhstan	0.2969	0.2844
Kenya	0.5706	0.5422

Kiribati	0.8577	0.8177
Korea, Democratic People's Republic of	1.8025	1.7154
Korea, Republic of	0.1571	0.1493
Kuwait	0.6719	0.6399
Kyrgyzstan	0.7946	0.7555
Laos	1.3332	1.2710
Latvia	0.4933	0.4711
Lebanon	0.6159	0.5866
Lesotho	0.5982	0.5688
Liberia	0.4480	0.4266
Libya	0.6826	0.6488
Liechtenstein	0.1786	0.1689
Lithuania	0.6444	0.6133
Luxembourg	0.1511	0.1422
Macao	0.5457	0.5244
Macedonia	0.4204	0.4000
Madagascar	1.8105	1.7243
Malawi	0.4764	0.4533
Malaysia	0.3191	0.3022
Maldives	0.9066	0.8621
Mali	0.7546	0.7199
Malta	0.5146	0.4888
Marshall Islands	0.5324	0.5066
Mauritania	0.7102	0.6755
Mauritius	0.8293	0.7910
Mayotte Island	1.2043	1.1466
Mexico	0.0000	0.0000
Micronesia	0.5511	0.5244
Moldova	0.7173	0.6844
Monaco	0.1511	0.1422
Mongolia	1.1865	1.1288
Montserrat	0.4666	0.4444
Morocco	0.5706	0.5422
Mozambique	0.8781	0.8355
Myanmar	1.7545	1.6709
Namibia	0.5146	0.4888
Nauru	2.7079	2.5775
Nepal	0.7279	0.6933
Netherlands	0.1123	0.1067
Netherlands Antilles	0.3217	0.3111
Nevis	0.3537	0.3377
New Caledonia	0.7839	0.7466
New Zealand	0.3457	0.3289
Nicaragua	0.4026	0.3822
Niger	0.6613	0.6310
Nigeria	0.6159	0.5866
Niue Island	3.7130	3.5330
Norfolk Island	1.6612	1.5821
Norway	0.1123	0.1067
Oman	0.6613	0.6310
Pakistan	0.7164	0.6844
Palau	1.5892	1.5110
Palestine	0.2338	0.2222
Panama	0.3221	0.3057
Papua New Guinea	1.1594	1.1060
Paraguay	0.4426	0.4177
Peru	0.3491	0.3342
Philippines	0.2553	0.2418
Poland	0.2969	0.2844
Portugal (including Azores and Madeira Islands)	0.1511	0.1422
Qatar	0.6719	0.6399
Reunion Island	0.7173	0.6844
Romania	0.4533	0.4355
Russia	0.2969	0.2844
Rwanda	0.8293	0.7910
San Marino	0.2489	0.2400
Sao Tome	2.1065	2.0087
Saudi Arabia	0.7164	0.6844
Senegal	0.8577	0.8177
Seychelles	0.9803	0.9332
Sierra Leone	0.6577	0.6310
Singapore	0.1941	0.1849
Slovakia	0.4097	0.3911
Slovenia	0.4097	0.3911
Solomon Islands	1.8270	1.7381
Somalia	1.2319	1.1732
South Africa	0.2823	0.2702
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	0.1123	0.1067
Sri Lanka	0.6897	0.6577
St. Helena	1.6034	1.5287
St. Kitts	0.3537	0.3377
St. Lucia	0.3644	0.3466
St. Pierre/Miquelon	0.3360	0.3200
St. Vincent/Grenadines	0.4097	0.3911
Sudan	0.8852	0.8444
Suriname	0.8506	0.8088
Swaziland	0.5431	0.5155
Sweden	0.1123	0.1067
Switzerland	0.1123	0.1067
Syria	0.7173	0.6844
Taiwan	0.1870	0.1778

Tajikistan	0.3369	0.3200
Tanzania	0.5706	0.5422
Thailand	0.3466	0.3289
Togo	0.7102	0.6755
Tonga Islands	0.7173	0.6844
Trinidad/Tobago	0.3626	0.3484
Tunisia	0.4204	0.4000
Turkey	0.3751	0.3555
Turkmenistan	0.7661	0.7288
Turks and Caicos Islands	0.3857	0.3644
Tuvalu	1.2772	1.2177
Uganda	0.5431	0.5155
Ukraine	0.4480	0.4266
United Arab Emirates	0.4480	0.4266
United Kingdom	0.0515	0.0421
Uruguay	0.4364	0.4177
Uzbekistan	0.3937	0.3733
Vanuatu	2.1002	1.9998
Vatican City	0.1123	0.1067
Venezuela	0.2595	0.2489
Vietnam	0.7839	0.7466
Wallis and Futuna	2.5757	2.4531
Western Samoa	0.6382	0.6044
Yemen, Republic of	0.6550	0.6222
Yugoslavia	0.5146	0.4888
Zaire	0.5324	0.5066
Zambia	0.5706	0.5422
Zimbabwe	0.4764	0.4533
Mexico		
Rate Steps		
1 thru 3	0.1535	0.1495
4 thru 8	0.1778	0.1737

International Inbound

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	INTERNATIONAL INBOUND RATES PER MINUTE RATES Standard List Rates	
	Switched Origination (with 1% admin fee)	Dedicated/Local Origination (with 1% admin fee)
Anguilla	0.4711	0.4444
Antigua (Barbuda)	0.7223	0.6862
Argentina	1.0527	1.0001
Aruba	1.1890	1.1296
Australia (Including Tasmania)	0.6551	0.6223
Austria	0.9146	0.8689
Bahamas	1.0564	1.0036
Bahrain	0.6999	0.6649
Barbados	0.7223	0.6862
Belgium	0.4088	0.3883
Bermuda	0.5684	0.5399
Bolivia	1.6976	1.6127
Brazil	0.6244	0.5931
Canada	0.0457	0.0434
Cayman Islands	0.7223	0.6862
Chile	0.4928	0.4681
China	1.0611	1.0081
Colombia	0.5628	0.5346
Costa Rica	1.4288	1.3574
Croatia	0.4711	0.4444
Cyprus	1.6080	1.5276
Czech Republic	0.7223	0.6862
Denmark	0.7167	0.6809
Dominican Republic	0.5740	0.5453
Ecuador	2.0746	1.9708
Egypt	0.7669	0.6370
El Salvador	1.8021	1.7120
Estonia	0.7223	0.6862
Fiji Island	0.8177	0.7733
Finland	0.6607	0.6277
France	0.4760	0.4521
Germany	0.4592	0.4362
Greece	0.7279	0.6916
Grenada (including Carriacou)	0.7863	0.7470
Guatemala	1.2785	1.2146
Guyana	2.0065	1.9061
Hong Kong	0.7532	0.7155
Hungary	0.7223	0.6862
Iceland	1.3080	1.2425
India	1.0611	1.0081
Indonesia	0.9771	0.9283
Ireland	0.5852	0.5559
Israel	0.6607	0.6277
Italy	0.5740	0.5453
Jamaica	0.7335	0.6968
Japan	0.6020	0.5719
Korea, Republic of	0.5292	0.5027
Lithuania	0.7223	0.6862
Luxembourg	0.3780	0.3591

Macau	0.8661	0.8229
Malaysia	0.6607	0.6277
Marshall Islands	1.0079	0.9575
Mexico	0.2632	0.2500
Netherlands	0.4200	0.3990
Netherlands Antilles	1.2785	1.2146
Nevis	0.7810	0.7420
New Zealand	0.6551	0.6223
Nicaragua	1.0172	0.9664
Norway	0.7055	0.6702
Panama	0.5740	0.5453
Peru	1.8063	1.7160
Philippines	0.6439	0.6118
Poland	1.0755	1.0218
Portugal (including Azores and Madiera Islands)	0.5740	0.5453
Qatar	3.2663	3.1031
Romania	0.8492	0.8068
Russia	0.7720	0.7333
Saudi Arabia	0.4711	0.4444
Singapore	0.6887	0.6543
Slovakia	0.7223	0.6862
Slovenia	0.4711	0.4444
South Africa	0.8316	0.7900
Spain (including Balearic Islands, Canary Islands, Ceuta, and Melilla)	0.5740	0.5453
St. Kitts	0.7810	0.7420
St. Lucia	0.9905	0.9409
St. Vincent/Grenadines	0.7863	0.7470
Sweden	0.6607	0.6277
Switzerland	0.4816	0.4575
Taiwan	0.7055	0.6702
Thailand	0.7700	0.7314
Trinidad/Tobago	0.7223	0.6862
Turkey	1.0219	0.9708
Turks and Caicos Islands	0.7951	0.7554
Ukraine	0.4711	0.4444
United Arab Emirates	0.8586	0.8157
United Kingdom	0.3108	0.2953
Uruguay	1.2319	1.1703
Venezuela	0.8260	0.7846
Vietnam	1.0611	1.0081

VSAT PRIMARY

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Satellite Access - PRIMARY			MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
VSAT Receive (Outroute)	VSAT Transmit (Inroute)			
.032 Mbps	.032 Mbps		\$24.24	\$0.00
.064 Mbps	.064 Mbps		\$31.82	\$0.00
.128 Mbps	.128 Mbps		\$47.47	\$0.00
.256 Mbps	.256 Mbps		\$78.28	\$0.00
.384 Mbps	.384 Mbps		\$109.08	\$0.00
.512 Mbps	.512 Mbps		\$139.89	\$0.00
.768 Mbps	.512 Mbps		\$170.69	\$0.00
1 Mbps	.512 Mbps		\$202.00	\$0.00
1.5 Mbps	.512 Mbps		\$264.62	\$0.00
2 Mbps	.512 Mbps		\$325.22	\$0.00
3 Mbps	.512 Mbps		\$440.36	\$0.00
.768 Mbps	.768 Mbps		\$202.00	\$0.00
1.5 Mbps	.768 Mbps		\$295.43	\$0.00
2 Mbps	.768 Mbps		\$356.53	\$0.00
3 Mbps	.768 Mbps		\$471.17	\$0.00
1 Mbps	1 Mbps		\$263.61	\$0.00
2 Mbps	1 Mbps		\$387.34	\$0.00
3 Mbps	1 Mbps		\$501.97	\$0.00
4 Mbps	1 Mbps		\$622.67	\$0.00
1.5 Mbps	1.5 Mbps		\$389.36	\$0.00
3 Mbps	1.5 Mbps		\$643.37	\$0.00
6 Mbps	1.5 Mbps		\$1,056.97	\$0.00
8 Mbps	1.5 Mbps		\$1,332.70	\$0.00
10 Mbps	1.5 Mbps		\$1,608.43	\$0.00
2 Mbps	2 Mbps		\$581.26	\$0.00
3 Mbps	2 Mbps		\$712.56	\$0.00
4 Mbps	2 Mbps		\$850.42	\$0.00
6 Mbps	2 Mbps		\$1,126.15	\$0.00
8 Mbps	2 Mbps		\$1,402.39	\$0.00
3 Mbps	3 Mbps		\$981.72	\$0.00
6 Mbps	3 Mbps		\$1,464.50	\$0.00
8 Mbps	3 Mbps		\$1,786.19	\$0.00
10 Mbps	3 Mbps		\$2,108.38	\$0.00
12 Mbps	3 Mbps		\$2,430.06	\$0.00
15 Mbps	3 Mbps		\$2,912.84	\$0.00
16 Mbps	3 Mbps		\$3,073.43	\$0.00
20 Mbps	3 Mbps		\$3,717.31	\$0.00
4 Mbps	4 Mbps		\$1,947.28	\$0.00
6 Mbps	4 Mbps		\$2,430.06	\$0.00
8 Mbps	4 Mbps		\$2,912.84	\$0.00
10 Mbps	4 Mbps		\$3,395.12	\$0.00
12 Mbps	4 Mbps		\$3,877.90	\$0.00
15 Mbps	4 Mbps		\$4,602.07	\$0.00
16 Mbps	4 Mbps		\$4,843.46	\$0.00
20 Mbps	4 Mbps		\$5,809.02	\$0.00
5 Mbps	5 Mbps		\$4,843.46	\$0.00
6 Mbps	5 Mbps		\$5,326.24	\$0.00
8 Mbps	5 Mbps		\$6,291.29	\$0.00
10 Mbps	5 Mbps		\$7,256.85	\$0.00
12 Mbps	5 Mbps		\$8,222.41	\$0.00
15 Mbps	5 Mbps		\$9,670.25	\$0.00
16 Mbps	5 Mbps		\$10,153.03	\$0.00
20 Mbps	5 Mbps		\$12,083.64	\$0.00
6 Mbps	6 Mbps		\$5,809.02	\$0.00
8 Mbps	6 Mbps		\$6,774.07	\$0.00
10 Mbps	6 Mbps		\$7,739.63	\$0.00
12 Mbps	6 Mbps		\$8,705.19	\$0.00
15 Mbps	6 Mbps		\$10,153.03	\$0.00
16 Mbps	6 Mbps		\$10,635.81	\$0.00
20 Mbps	6 Mbps		\$12,566.42	\$0.00
8 Mbps	8 Mbps		\$7,739.63	\$0.00
10 Mbps	8 Mbps		\$8,705.19	\$0.00
12 Mbps	8 Mbps		\$9,670.25	\$0.00
15 Mbps	8 Mbps		\$11,118.59	\$0.00
16 Mbps	8 Mbps		\$11,601.37	\$0.00
20 Mbps	8 Mbps		\$13,531.98	\$0.00
10 Mbps	10 Mbps		\$19,324.33	\$0.00
20 Mbps	10 Mbps		\$28,978.42	\$0.00
30 Mbps	10 Mbps		\$38,632.00	\$0.00
40 Mbps	10 Mbps		\$48,286.08	\$0.00
50 Mbps	10 Mbps		\$57,940.17	\$0.00
60 Mbps	10 Mbps		\$67,594.25	\$0.00
70 Mbps	10 Mbps		\$77,247.83	\$0.00
80 Mbps	10 Mbps		\$86,901.92	\$0.00
90 Mbps	10 Mbps		\$96,556.00	\$0.00
100 Mbps	10 Mbps		\$106,209.58	\$0.00
20 Mbps	20 Mbps		\$38,632.00	\$0.00
30 Mbps	20 Mbps		\$48,286.08	\$0.00
40 Mbps	20 Mbps		\$57,940.17	\$0.00

	50 Mbps	20 Mbps		\$67,594.25	\$0.00
	60 Mbps	20 Mbps		\$77,247.83	\$0.00
	70 Mbps	20 Mbps		\$86,901.92	\$0.00
	80 Mbps	20 Mbps		\$96,556.00	\$0.00
	90 Mbps	20 Mbps		\$106,209.58	\$0.00
	100 Mbps	20 Mbps		\$115,863.67	\$0.00
	30 Mbps	30 Mbps		\$57,940.17	\$0.00
	40 Mbps	30 Mbps		\$67,594.25	\$0.00
	50 Mbps	30 Mbps		\$77,247.83	\$0.00
	60 Mbps	30 Mbps		\$86,901.92	\$0.00
	70 Mbps	30 Mbps		\$96,556.00	\$0.00
	80 Mbps	30 Mbps		\$106,209.58	\$0.00
	90 Mbps	30 Mbps		\$115,863.67	\$0.00
	100 Mbps	30 Mbps		\$125,517.75	\$0.00
Satellite vETM Service (Primary) - (Prioritization & Streaming)					
VSAT Receive (Outroute)			VSAT Transmit (Inroute)		
	0 Kbps	0 Kbps		\$8.08	\$0.00
	16 Kbps	16 Kbps		\$155.54	\$0.00
	32 Kbps	32 Kbps		\$295.93	\$0.00
	48 Kbps	48 Kbps		\$436.32	\$0.00
	64 Kbps	64 Kbps		\$576.71	\$0.00
	128 Kbps	128 Kbps		\$1,138.27	\$0.00
	256 Kbps	256 Kbps		\$2,262.40	\$0.00
	512 Kbps	512 Kbps		\$4,508.64	\$0.00
	1024 Kbps	1024 Kbps		\$9,002.13	\$0.00
PIPS - Primary Multicast Satellite Network Sender Subscription					
Multicast Satellite Bandwidth Increment					
	128 Kbps		00 Mbps	\$576.71	\$0.00
Satellite CPE Maintenance & Management					
Option			Description		
Maint. – ND Standard (USA)			Next Day Maintenance (United States) (.98M, 1.2M, 1.8M, 2.4M Antennas)	\$24.24	\$0.00
Maint. – SD Standard (USA)			7 X 24 Same Day Maintenance Coverage (United States) (.98M, 1.2M, 1.8M, 2.4M Antennas)	\$36.36	\$0.00
Quick/Auto Deploy Maintenance			Next Day Quick Deploy / Auto-Deploy VSAT systems	\$131.30	\$0.00
Level 1 - Reactive Management			Level 1 - Reactive Management	\$0.00	\$0.00
Level 2 - Proactive Management			Level 2 - Proactive Management	\$14.14	\$0.00
VSAT Antenna Options					
Description			Part #		
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/SHC (Req. 2.88" Mast)			1132-2111V	\$0.00	\$445.41
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/120VAC Half-Deice (Req. 2.88" Mast)			1132-2112V	\$0.00	\$1,299.87
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/240VAC Half-Deice (Req. 2.88" Mast)			1132-2113V	\$0.00	\$1,381.68
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/120VAC Full-Deice (Req. 2.88" Mast)			1132-2114V	\$0.00	\$2,299.77
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/240VAC Full-Deice (Req. 2.88" Mast)			1132-2115V	\$0.00	\$2,454.30
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 2.88" Mast)			2120-4111V	\$0.00	\$1,608.93
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 2.88" Mast)			2120-4112V	\$0.00	\$2,581.56
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 2.88" Mast)			2120-4113V	\$0.00	\$2,663.37
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/120VAC Full-Deice, SS-UPG (Req. 2.88" Mast)			2120-4114V	\$0.00	\$3,581.46
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/240VAC Full-Deice, SS-UPG (Req. 2.88" Mast)			2120-4115V	\$0.00	\$3,735.99
Antenna (AP), 1.2 Meter Ku-Band Auto-Pointing Vehicle Mountable (1278K w/AAQ, BUC Kit & 30ft Cable)			1278K	\$0.00	\$34,751.07
Antenna (AP), 1.2 Meter Ku-Band Auto-Pointing Case-Based Flyaway w/Cable Reel & 8RU Shock Case			1098KT-120 - Tripod	\$0.00	\$80,055.63
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/SHC (Req. 4.00" Mast)			1184-2111V	\$0.00	\$945.36
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/120VAC Half-Deice (Req. 4.00" Mast)			1184-2112V	\$0.00	\$2,017.98
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/240VAC Half-Deice (Req. 4.00" Mast)			1184-2113V	\$0.00	\$2,163.42
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/120VAC Full-Deice (Req. 4.00" Mast)			1184-2114V	\$0.00	\$3,126.96
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/240VAC Full-Deice (Req. 4.00" Mast)			1184-2115V	\$0.00	\$3,408.75
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 6.62" Mast)			2194-4111V	\$0.00	\$3,899.61
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 6.62" Mast)			2194-4112V	\$0.00	\$5,372.19
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 6.62" Mast)			2194-4113V	\$0.00	\$5,508.54
Antenna (AP), 1.8 Meter Ku-Band Auto-Pointing Vehicle Mount w/Antenna Controller			1878K	\$0.00	\$70,483.86
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/SHC (Req. 6.62" Mast)			1241-3111V	\$0.00	\$2,327.04
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/120VAC Half-Deice (Req. 6.62" Mast)			1241-3112V	\$0.00	\$4,145.04
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/240VAC Half-Deice (Req. 6.62" Mast)			1241-3113V	\$0.00	\$4,290.48
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/120VAC Full-Deice (Req. 6.62" Mast)			1241-3114V	\$0.00	\$6,081.21
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/240VAC Full-Deice (Req. 6.62" Mast)			1241-3115V	\$0.00	\$6,363.00
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 6.62" Mast)			2244-4111V	\$0.00	\$9,708.12
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 6.62" Mast)			2244-4112V	\$0.00	\$11,526.12
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 6.62" Mast)			2244-4113V	\$0.00	\$11,671.56
VSAT Antenna Mount Options					
Description			Part#		
Mount, Non-Penetrating Roof Mount, for .98m or 1.2m antenna's w/2.88" O.D. x 36" Mast			B46-288x3-R	\$0.00	\$354.51
Mount, Non-Penetrating Ridge Mount, for .98m or 1.2m antenna w/2.88" O.D. x 24" Mast			SUR-288x2-R	\$0.00	\$681.75
Mount, Wall Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1' Mast with 36" Offset from Wall			WL4-288x1-MK	\$0.00	\$236.34
Mount, Wall Plate/Beam Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1' Mast			UWPM2-260S-288x1-MK	\$0.00	\$299.97
Mount, Canopy/Beam Mount, for .98m or 1.2m antenna w/2.88" O.D. x 3' Mast			UBM-288x3	\$0.00	\$290.88
Mount, Tower Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1' Mast for 2.88" to 4.50" OD Leg			TM12P6L-288x1	\$0.00	\$627.21
Mount, Tower Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1' Mast for 3.50" to 8.62" OD Leg			TM18-288X1LD-862	\$0.00	\$1,136.25
Mount, In-Ground Pole Mount for .96m or 1.2m antenna w/(S40) 2.88" O.D. 8' Mast			AB1182-8FHD	\$0.00	\$245.43
Mount, Mast Adapter, Converts mount mast from 4.00" to 2.88" O.D. Mast			0800-101	\$0.00	\$81.81
Mount, Mast Adapter, Converts mount mast from 4.50" to 2.88" O.D. Mast			0800-3037	\$0.00	\$136.35
Mount, Mast Adapter, Converts mount mast from 6.62" to 2.88" O.D. Mast			0800-104	\$0.00	\$299.97

Mount, In-Ground Pole Mount for .98m or 1.2m antenna 2.88" O.D. 10" Mast 160 MPH Wind Rating	BIM10AG1 2-288PE160L	\$0.00	\$1,299.87
Mount, Non-Penetrating Roof Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast	B6116-400X3-RP	\$0.00	\$1,154.43
Mount, Non-Penetrating Ridge Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast	UR10-400x4-R	\$0.00	\$2,472.48
Mount, Wall Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast with 36" Offset from Wall	WL2-36-400x3	\$0.00	\$1,008.99
Mount, Tower Mount, for 1.8m antenna w/4.00" O.D. x 1' Mast for 3.50" to 8.62" OD Leg	TM18-400x1LD-862	\$0.00	\$1,154.43
Mount, In-Ground Pole Mount for 1.8m antenna w/(S40) 4.00" O.D. x 9' Mast	AB1044-9FHD	\$0.00	\$399.96
Mount, Mast Adapter, Converts mount mast from 4.50" to 4.00" O.D. Mast	0800-1859	\$0.00	\$190.89
Mount, Mast Adapter, Converts mount mast from 6.62" to 4.00" O.D. Mast	0800-098	\$0.00	\$318.15
Mount, Non-Penetrating Roof Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 3' Mast	PL2-T-662x3-RP	\$0.00	\$3,317.85
Mount, Non-Penetrating Ridge Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 5' Mast	UR10D-662x5-R	\$0.00	\$3,636.00
Mount, Wall Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 3' Mast with 48" Offset from Wall	WL2-48-662x3	\$0.00	\$1,308.96
Mount, Tower Mount, for 2.4m or 1.8m HW antenna w/6.62" O.D. x 1' Mast for 3.50" to 8.62" OD Leg	TM18-662x1LD-862	\$0.00	\$1,163.52
Mount, In-Ground Pole Mount for 2.4m or 1.8m HW antenna w/(S80) 6.62" O.D. x 12' Mast	AB1187-12FS8HD	\$0.00	\$1,481.67
VSAT Satellite Router/Modem Options			
Description	Part #		
iDirect IQ DESKTOP+ w/65W DC Kit (iQ-1 + iQ Link Encryption) 1Mbps	BP500543	\$0.00	\$572.67
iDirect IQ DESKTOP+ w/90W AC (iQ-1 + iQ Link Encryption) 1Mbps	BP500544	\$0.00	\$627.21
iDirect IQ DESKTOP+ w/90W AC (iQ-5 + iQ Link Encryption) 5Mbps	BP500545	\$0.00	\$790.83
iDirect X1 100-240 VAC Indoor Desktop Modem	BX500288	\$0.00	\$554.49
iDirect X1 100-240 VAC Outdoor Hardened Modem	BX500289	\$0.00	\$1,099.89
iDirect X1 12-36 VDC Outdoor Hardened Modem	BX500290	\$0.00	\$1,099.89
iDirect X1 36-72 VDC Outdoor Hardened Modem	BX500291	\$0.00	\$1,099.89
iDirect IQ 200 RACKMOUNT AC (iQ-5 + iQ Link Encryption) 5Mbps	BP500546	\$0.00	\$1,708.92
iDirect IQ 200 RACKMOUNT AC (iQ-10 + iQ Link Encryption) 10Mbps	BP500547	\$0.00	\$2,236.14
iDirect IQ 200 RACKMOUNT AC (iQ-5 + iQ Mobility + iQ Link Encryption) 5Mbps	BP500548	\$0.00	\$2,217.96
iDirect IQ 200 RACKMOUNT DC (iQ-5 + iQ Link Encryption) 5Mbps	BP500549	\$0.00	\$1,999.80
Newtec 2510 Satellite Router (100-240VAC) w/1-LAN Port (Desktop) Base Unit	MDM2510-R1119	\$0.00	\$627.21
Rack Mount Kit for Newtec 2510 Satellite Router (for Desktop Rack Mounting)	2510-RackKit	\$0.00	\$227.25
Newtec 2510 Satellite Router (100-240VAC) w/1-LAN Port (Indoor/1RU Rackmount) w/ 2watt Ku iLNB	MDM2510-R1120	\$0.00	\$845.37
Newtec 2210 Satellite Router w/75cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-5418	\$0.00	\$636.30
Newtec 2210 Satellite Router w/100cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-3418	\$0.00	\$809.01
Newtec 2210 Satellite Router w/120cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-2418	\$0.00	\$963.54
Newtec 3310 Satellite Router, 5Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-5218	\$0.00	\$1,745.28
Newtec 3310 Satellite Router, 10Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-4418	\$0.00	\$2,936.07
Newtec 3310 Satellite Router, 20Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-12820	\$0.00	\$5,326.74
Newtec 3310 Satellite Router, 30Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-5518	\$0.00	\$5,881.23
Newtec 3310 Satellite Router, 40Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-12920	\$0.00	\$6,535.71
Newtec 3310 Satellite Router, 60Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-4318	\$0.00	\$7,890.12
Newtec 5010 Satellite Router, 100Mbps Return (100-240VAC) w/4-Port Switch (1RU)	MDM5010	\$0.00	\$9,926.28
VSAT BUC (Block Up-Converter) Options			
Description	Part #		
BUC, 3-Watt Ku-Band, 13.75-14.5 GHz, P1dB: +34.5 dBm min. @ +25°C	P0001643-0001	\$0.00	\$163.62
BUC, 4-Watt Ku-Band, 13.75-14.5 GHz, +24VDC @ 32w, P1dB 36.0 dBm, Gain 56dB	BX500013	\$0.00	\$754.47
BUC, 6-Watt Ku-Band, 13.75-14.5 GHz, +24VDC @ 45w, P1dB 37.8 dBm, Gain 56dB	E0002603-0001	\$0.00	\$690.84
BUC, 8-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +24VDC @ 65w, P1dB 39.0 dBm, Gain 60dB	13K-402238-210	\$0.00	\$4,281.39
BUC, 8-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr +24VDC @ 65w, P1dB 39.0 dBm, Gain 70dB	13K-400238-200	\$0.00	\$4,717.71
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr w/Indoor PS @ 300w, P1dB 42.0 dBm, Gain 60dB	13K-404381-000	\$0.00	\$9,017.28
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr w/Indoor PS @ 300w, P1dB 42.0 dBm, Gain 70dB	13K-403381-000	\$0.00	\$9,017.28
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +48VDC @ 110w, P1dB 42.0 dBm, Gain 60dB	13K-400381-010	\$0.00	\$7,299.27
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +48VDC @ 110w, P1dB 42.0 dBm, Gain 70dB	13K-401381-010	\$0.00	\$7,299.27
VSAT LNB Options			
Description	Part #		
LNB, Ku-Band, Low Noise Block Down-Converter, 11.70-12.20 GHz, Noise Figure: 0.8 dB Max	P0000870-0001	\$0.00	\$90.90
VSAT Misc. Options			
Description	Part #		
Snow Shield (Passive), for 1.2m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1132-120-FC	\$0.00	\$1,818.00
Snow Shield Ice Quake System, for 1.2m Antenna, Controlled by a PS-2 Moisture Only Sensor	1132-120-IQ	\$0.00	\$3,426.93
Snow Shield Heater, for 1.2m Antenna, 1200 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1132-120-KW	\$0.00	\$6,008.49
Snow Shield (Passive), for 1.8m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1184-180-FC	\$0.00	\$2,681.55
Snow Shield Ice Quake System, for 1.8m Antenna, Controlled by a PS-2 Moisture Only Sensor	1184-180-IQ	\$0.00	\$4,290.48
Snow Shield Heater, for 1.8m Antenna, 1700 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1184-180-KW	\$0.00	\$6,972.03
Snow Shield (Passive), for 2.4m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1244-240-FC	\$0.00	\$4,399.56
Snow Shield Ice Quake System, for 2.4m Antenna, Controlled by a PS-2 Moisture Only Sensor	1244-240-IQ	\$0.00	\$7,835.58
Snow Shield Heater, for 2.4m Antenna, 4000 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1244-240-KW	\$0.00	\$10,835.28
Antenna Feed System, Ku-Band for GD Satcom 39 Degree Antennas (Unbundled/Spares)	0800-3369V	\$0.00	\$81.81
Antenna Feed System, Ku-Band for GD Satcom 51 Degree Antennas (Unbundled/Spares)	0800-2076	\$0.00	\$81.81
Antenna Feed System, Ku-Band for Skyware Type-123 Antennas (Unbundled/Spares)	6116784-17	\$0.00	\$63.63
Antenna Feed System, Ku-Band for Skyware Type-182 & 185 Antennas (Unbundled/Spares)	6116785-01	\$0.00	\$63.63
Feed Horn Heater, 120V, Ku Horn	0800-1695	\$0.00	\$109.08
Power Supply, 1RU Indoor BUC Power Supply with Bias-T (Unbundled/Spares)	145-000048-001	\$0.00	\$1,718.01
Voltage Regulator, Furman 120 VAC Voltage Regulator/Power Conditioner with (8) Power outlets	P-1800 AR	\$0.00	\$1,608.93
Satellite CPE Kit Installation Options (Includes up to 250ft of IFL)			
Description	CONUS LABOR		
Self-Install/Activation-CONUS, Provisioning Customer-Installed/Activation of inactive VSAT		\$0.00	\$154.53
Certification-CONUS, Certify & Provisioning Existing or Customer-Installed Auto-deploy		\$0.00	\$3,290.58
Site Survey-CONUS, Verizon Onsite Pre-Installation Site Survey		\$0.00	\$454.50
Install-CONUS, Satellite Kit upgrade (i.e. Satellite Router, BUC & LNB) or Repoint		\$0.00	\$636.30
Install-CONUS, .75 Meter Satellite CPE Kit Installation onto existing Mount		\$0.00	\$845.37
Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount		\$0.00	\$1,018.08
Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Wall or Tower Mount		\$0.00	\$1,727.10

Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$1,627.11
Install-CONUS, 1.2m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$909.00
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount	\$0.00	\$1,081.71
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$1,799.82
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$1,699.83
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation onto existing Mount	\$0.00	\$981.72
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount	\$0.00	\$1,154.43
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$1,863.45
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$1,763.46
Install-CONUS, 1.8m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,318.05
Install-CONUS, 1.8m Satellite CPE Kit Installation with Non-Penetrating Roof/Ridge Mount	\$0.00	\$2,317.95
Install-CONUS, 1.8m Satellite CPE Kit Installation with Wall or Tower Mount	\$0.00	\$2,317.95
Install-CONUS, 1.8m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,208.87
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,936.17
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$3,063.33
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$3,063.33
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$3,090.60
Install-CONUS, IFL Cable – RG6 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$1.82
Install-CONUS, IFL Cable Upgrade – RG6 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$5.45
Install-CONUS, IFL Cable Upgrade – RG11 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$5.45
Install-CONUS, IFL Cable Upgrade – RG11 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-CONUS, PVC Conduit - 1.5" (Price per Foot)	\$0.00	\$5.45
Install-CONUS, EMT Conduit - 1.5" (Price per Foot)	\$0.00	\$11.82
Install-CONUS, Rigid Conduit - 1.5" (Price per Foot)	\$0.00	\$24.54
Install-CONUS, Trenching - Normal Soil (Price per Foot)	\$0.00	\$5.45
Install-CONUS, Trenching - Asphalt, Concrete, Rock, Frozen Soil (Price per Foot)	\$0.00	\$34.54
Install-CONUS, Concrete Wall Penetrations/Core Drilling (Price per Hole)	\$0.00	\$102.72
De-Install-CONUS, .75 Meter VSAT Physical De-installation	\$0.00	\$572.67
De-Install-CONUS, .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$572.67
De-Install-CONUS, 1.8 Meter VSAT Physical De-installation	\$0.00	\$772.65
De-Install-CONUS, 2.4 Meter VSAT Physical De-installation	\$0.00	\$1,118.07
De-Install-CONUS, .75 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$436.32
De-Install-CONUS, .98 Meter & 1.2 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$499.95
De-Install-CONUS, 1.8 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$636.30
De-Install-CONUS, 2.4 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$909.00
Off-site disposal of de-installed equipment	\$0.00	\$236.34
Roof Work Move-CONUS, Relocate antenna on existing building due to re-roofing	\$0.00	\$1,118.07
CONUS Off-Shore Platform System Labor		
CONUS, Site Survey Off-shore Platform, Verizon Onsite Pre-Installation Site Survey	\$0.00	\$1,299.87
CONUS, Install Off-shore Platform, 1.2m (High Wind) Satellite CPE Kit Installation	\$0.00	\$1,863.45
CONUS, Install Off-shore Platform, 1.8m (High Wind) Satellite CPE Kit Installation	\$0.00	\$3,063.33
CONUS, De-Install Off-shore Platform, .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$572.67
CONUS, De-Install Off-shore Platform, .1.8 Meter VSAT Physical De-installation	\$0.00	\$709.02
CONUS, Off-shore Platform Trip Surcharge (per dispatch / per site survey) (Customer responsible for providing transportation for Verizon technician to and from off-shore platform.)	\$0.00	\$2,545.20
CONUS, Off-shore Platform Trip Surcharge (per installation / de-installation - Includes 2 technicians) (Customer responsible for providing transportation for Verizon technician to and from off-shore platform.)	\$0.00	\$4,935.87
OCONUS - (AK,HI,PR,USVI,CAN) Labor		
Self-Install/Activation-(AK,HI,PR,USVI,CAN), Provisioning Customer-Installed/Activation of inactive VSAT	\$0.00	\$154.53
Certification-(AK,HI,PR,USVI,CAN), Certify & Provisioning Existing or Customer-Installed Auto-deploy	\$0.00	\$4,863.15
Site Survey-(AK,HI,PR,USVI,CAN), Verizon Onsite Pre-Installation Site Survey	\$0.00	\$727.20
Install-(AK,HI,PR,USVI,CAN), Satellite Kit upgrade (i.e. Satellite Router, BUC & LNB) or Repoint	\$0.00	\$881.73
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,181.70
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,445.31
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,517.93
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,363.40
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,290.78
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,545.30
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,617.92
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,463.39
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,390.77
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,645.29
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,717.91
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,563.38
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,899.81
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$3,390.57
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$3,390.57
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$3,226.95
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install onto existing Mount	\$0.00	\$2,817.90
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Non-Pen Roof/Ridge Mount	\$0.00	\$4,508.64
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Wall/Tower Mount	\$0.00	\$4,508.64
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Pole or Pedestal Mount	\$0.00	\$4,563.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable – RG6 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$2.73
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG6 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG11 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG11 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$12.73
Install-(AK,HI,PR,USVI,CAN), PVC Conduit - 1.5" (Price per Foot)	\$0.00	\$7.27
Install-(AK,HI,PR,USVI,CAN), EMT Conduit - 1.5" (Price per Foot)	\$0.00	\$17.27
Install-(AK,HI,PR,USVI,CAN), Rigid Conduit - 1.5" (Price per Foot)	\$0.00	\$36.36
Install-(AK,HI,PR,USVI,CAN), Trenching - Normal Soil (Price per Foot)	\$0.00	\$7.27
Install-(AK,HI,PR,USVI,CAN), Trenching - Asphalt, Concrete, Rock, Frozen Soil (Price per Foot)	\$0.00	\$51.81
Install-(AK,HI,PR,USVI,CAN), Concrete Wall Penetrations/Core Drilling (Price per Hole)	\$0.00	\$153.62
De-Install-(AK,HI,PR,USVI,CAN), .75 Meter VSAT Physical De-installation	\$0.00	\$809.01
De-Install-(AK,HI,PR,USVI,CAN), .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$809.01
De-Install-(AK,HI,PR,USVI,CAN), 1.8 Meter VSAT Physical De-installation	\$0.00	\$1,118.07

De-Install-(AK,HI,PR,USVI,CAN), 2.4 Meter VSAT Physical De-installation		\$0.00	\$1,627.11
De-Install-(AK,HI,PR,USVI,CAN), .75 Meter VSAT Physical De-installation - When performed with installation		\$0.00	\$609.03
De-Install-(AK,HI,PR,USVI,CAN), .98 Meter & 1.2 Meter VSAT Physical De-installation - When performed with installation		\$0.00	\$709.02
De-Install-(AK,HI,PR,USVI,CAN), 1.8 Meter VSAT Physical De-installation - When performed with installation		\$0.00	\$1,118.07
De-Install-(AK,HI,PR,USVI,CAN), 2.4 Meter VSAT Physical De-installation - When performed with installation		\$0.00	\$1,627.11
Off-site disposal of de-installed equipment		\$0.00	\$236.34
Roof Work Move-(AK,HI,PR,USVI,CAN), Relocate antenna on existing building due to re-roofing		\$0.00	\$1,627.11
Post Installation /Non-Standard Optional Services			
Description			
Ancillary Charges	Expedite Fee (Install, Survey & Maint. requests within 5 days)	\$0.00	\$1,363.50
	Failed Dispatch ("abort") – Cancellation/Abort fee	\$0.00	\$545.40
	Change Management – Fee may be charged for Config changes	\$0.00	\$59.59
	Failover Test Normal Business Day	\$0.00	\$109.08
	Failover Test 8-5 local customer time M-F After hours	\$0.00	\$218.16
	CONUS, On-Demand Maintenance (No Maint. Contract) - Next Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$3,272.40
	CONUS, On-Demand Maintenance (No Maint. Contract) - Same Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$6,544.80
	(AK,HI,PR,USVI,CAN), On-Demand Maintenance (No Maint. Contract) - Next Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$4,908.60
	(AK,HI,PR,USVI,CAN), On-Demand Maintenance (No Maint. Contract) - Same Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$9,817.20
	Training-CONUS, Customer orientation in operation & install of Quick-Deploy / Auto-Deploy satellite system (price is per visit)	\$0.00	\$1,136.25
	Training-(AK,HI,PR,USVI,CAN), Customer orientation in operation & install of Quick-Deploy / Auto-Deploy satellite system (price is per visit)	\$0.00	\$1,699.83
	Training, Customer training in operation & install of Auto Deploy, Quick Deploy and Fixed Systems/CPE - Plano, Texas (price is per person)	\$0.00	\$1,363.50
Non-Standard Services	Labor CONUS, Non-Standard Install/Maintenance labor - within business hours (7am – 7pm)	\$0.00	\$121.20
	Labor CONUS, Non-Standard Install/Maintenance labor - Outside of business hours	\$0.00	\$181.80
	Labor CONUS, Non-Standard Install/Maintenance labor - Holiday hours	\$0.00	\$242.40
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - within business hours (7am – 7pm)	\$0.00	\$181.80
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - Outside of business hours	\$0.00	\$272.70
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - Holiday hours	\$0.00	\$363.60
3rd Party Satellite Phone Rental	Satellite Phone Rental (includes 1-day phone rental, airtime & shipping)	\$0.00	\$518.13

VSAT BACKUP

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Satellite Access - BACKUP			MRC=Monthly Recurring Charge (includes 1% State fee)	NRC=Non Recurring One Time Charge
VSAT Receive (Outroute)	VSAT Transmit (Inroute)			
.032 Mbps	.032 Mbps		\$17.17	\$0.00
.064 Mbps	.064 Mbps		\$18.18	\$0.00
.128 Mbps	.128 Mbps		\$19.70	\$0.00
.256 Mbps	.256 Mbps		\$22.73	\$0.00
.384 Mbps	.384 Mbps		\$25.76	\$0.00
.512 Mbps	.512 Mbps		\$28.79	\$0.00
.768 Mbps	.512 Mbps		\$31.82	\$0.00
1 Mbps	.512 Mbps		\$34.85	\$0.00
1.5 Mbps	.512 Mbps		\$41.41	\$0.00
2 Mbps	.512 Mbps		\$47.47	\$0.00
3 Mbps	.512 Mbps		\$59.09	\$0.00
.768 Mbps	.768 Mbps		\$34.85	\$0.00
1.5 Mbps	.768 Mbps		\$44.44	\$0.00
2 Mbps	.768 Mbps		\$50.50	\$0.00
3 Mbps	.768 Mbps		\$62.12	\$0.00
1 Mbps	1 Mbps		\$41.41	\$0.00
2 Mbps	1 Mbps		\$53.53	\$0.00
3 Mbps	1 Mbps		\$65.15	\$0.00
4 Mbps	1 Mbps		\$77.27	\$0.00
1.5 Mbps	1.5 Mbps		\$53.53	\$0.00
3 Mbps	1.5 Mbps		\$79.29	\$0.00
6 Mbps	1.5 Mbps		\$120.70	\$0.00
8 Mbps	1.5 Mbps		\$147.97	\$0.00
10 Mbps	1.5 Mbps		\$175.74	\$0.00
2 Mbps	2 Mbps		\$72.72	\$0.00
3 Mbps	2 Mbps		\$85.85	\$0.00
4 Mbps	2 Mbps		\$99.99	\$0.00
6 Mbps	2 Mbps		\$127.26	\$0.00
8 Mbps	2 Mbps		\$155.04	\$0.00
3 Mbps	3 Mbps		\$113.12	\$0.00
6 Mbps	3 Mbps		\$161.10	\$0.00
8 Mbps	3 Mbps		\$193.42	\$0.00
10 Mbps	3 Mbps		\$225.74	\$0.00
12 Mbps	3 Mbps		\$258.06	\$0.00
15 Mbps	3 Mbps		\$306.03	\$0.00
16 Mbps	3 Mbps		\$322.19	\$0.00
20 Mbps	3 Mbps		\$386.33	\$0.00
4 Mbps	4 Mbps		\$209.58	\$0.00
6 Mbps	4 Mbps		\$258.06	\$0.00
8 Mbps	4 Mbps		\$306.03	\$0.00
10 Mbps	4 Mbps		\$354.51	\$0.00
12 Mbps	4 Mbps		\$402.49	\$0.00
15 Mbps	4 Mbps		\$475.21	\$0.00
16 Mbps	4 Mbps		\$498.94	\$0.00
20 Mbps	4 Mbps		\$595.90	\$0.00
5 Mbps	5 Mbps		\$498.94	\$0.00
6 Mbps	5 Mbps		\$547.42	\$0.00
8 Mbps	5 Mbps		\$643.88	\$0.00
10 Mbps	5 Mbps		\$740.33	\$0.00
12 Mbps	5 Mbps		\$837.29	\$0.00
15 Mbps	5 Mbps		\$981.72	\$0.00
16 Mbps	5 Mbps		\$1,030.20	\$0.00
20 Mbps	5 Mbps		\$1,223.11	\$0.00
6 Mbps	6 Mbps		\$595.90	\$0.00
8 Mbps	6 Mbps		\$692.36	\$0.00
10 Mbps	6 Mbps		\$788.81	\$0.00
12 Mbps	6 Mbps		\$885.27	\$0.00
15 Mbps	6 Mbps		\$1,030.20	\$0.00
16 Mbps	6 Mbps		\$1,078.18	\$0.00
20 Mbps	6 Mbps		\$1,271.59	\$0.00
8 Mbps	8 Mbps		\$788.81	\$0.00
10 Mbps	8 Mbps		\$885.27	\$0.00
12 Mbps	8 Mbps		\$981.72	\$0.00
15 Mbps	8 Mbps		\$1,126.66	\$0.00
16 Mbps	8 Mbps		\$1,175.14	\$0.00
20 Mbps	8 Mbps		\$1,368.05	\$0.00
10 Mbps	10 Mbps		\$981.72	\$0.00
20 Mbps	10 Mbps		\$1,464.50	\$0.00
30 Mbps	10 Mbps		\$1,947.28	\$0.00
40 Mbps	10 Mbps		\$2,430.06	\$0.00
50 Mbps	10 Mbps		\$2,912.84	\$0.00
60 Mbps	10 Mbps		\$3,395.12	\$0.00
70 Mbps	10 Mbps		\$3,877.90	\$0.00
80 Mbps	10 Mbps		\$4,360.68	\$0.00
90 Mbps	10 Mbps		\$4,843.46	\$0.00
100 Mbps	10 Mbps		\$5,326.24	\$0.00
20 Mbps	20 Mbps		\$1,947.28	\$0.00
30 Mbps	20 Mbps		\$2,430.06	\$0.00
40 Mbps	20 Mbps		\$2,912.84	\$0.00

50 Mbps	20 Mbps		\$3,395.12	\$0.00
60 Mbps	20 Mbps		\$3,877.90	\$0.00
70 Mbps	20 Mbps		\$4,360.68	\$0.00
80 Mbps	20 Mbps		\$4,843.46	\$0.00
90 Mbps	20 Mbps		\$5,326.24	\$0.00
100 Mbps	20 Mbps		\$5,809.02	\$0.00
30 Mbps	30 Mbps		\$2,912.84	\$0.00
40 Mbps	30 Mbps		\$3,395.12	\$0.00
50 Mbps	30 Mbps		\$3,877.90	\$0.00
60 Mbps	30 Mbps		\$4,360.68	\$0.00
70 Mbps	30 Mbps		\$4,843.46	\$0.00
80 Mbps	30 Mbps		\$5,326.24	\$0.00
90 Mbps	30 Mbps		\$5,809.02	\$0.00
100 Mbps	30 Mbps		\$6,291.29	\$0.00
Satellite vETM Service (Primary) - (Prioritization & Streaming)				
VSAT Receive (Outroute)		VSAT Transmit (Inroute)		
0 Kbps		0 Kbps	\$8.08	\$0.00
Satellite CPE Maintenance & Management				
Option	Description			
Maint. – ND Standard (USA)	Next Day Maintenance (United States) (.98M, 1.2M, 1.8M, 2.4M Antennas)		\$24.24	\$0.00
Maint. – SD Standard (USA)	7 X 24 Same Day Maintenance Coverage (United States) (.98M, 1.2M, 1.8M, 2.4M Antennas)		\$36.36	\$0.00
Quick/Auto Deploy Maintenance	Next Day Quick Deploy / Auto-Deploy VSAT systems		\$131.30	\$0.00
Level 1 - Reactive Management	Level 1 - Reactive Management		\$0.00	\$0.00
Level 2 - Proactive Management	Level 2 - Proactive Management		\$14.14	\$0.00
VSAT Antenna Options				
Description	Part #			
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/SHC (Req. 2.88" Mast)	1132-2111V		\$0.00	\$445.41
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/120VAC Half-Deice (Req. 2.88" Mast)	1132-2112V		\$0.00	\$1,299.87
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/240VAC Half-Deice (Req. 2.88" Mast)	1132-2113V		\$0.00	\$1,381.68
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/120VAC Full-Deice (Req. 2.88" Mast)	1132-2114V		\$0.00	\$2,299.77
Antenna (STD), 1.2 Meter Ku-Band, Tier-2 w/240VAC Full-Deice (Req. 2.88" Mast)	1132-2115V		\$0.00	\$2,454.30
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 2.88" Mast)	2120-4111V		\$0.00	\$1,608.93
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 2.88" Mast)	2120-4112V		\$0.00	\$2,581.56
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 2.88" Mast)	2120-4113V		\$0.00	\$2,663.37
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/120VAC Full-Deice, SS-UPG (Req. 2.88" Mast)	2120-4114V		\$0.00	\$3,581.46
Antenna (HW), 1.2 Meter Ku-Band, Tier-3 w/240VAC Full-Deice, SS-UPG (Req. 2.88" Mast)	2120-4115V		\$0.00	\$3,735.99
Antenna (AP), 1.2 Meter Ku-Band Auto-Pointing Vehicle Mountable (1278K w/AAQ, BUC Kit & 30ft Cable)	1278K		\$0.00	\$34,751.07
Antenna (AP), 1.2 Meter Ku-Band Auto-Pointing Case-Based Flyaway w/Cable Reel & 8RU Shock Case	1098KT-120 - Tripod		\$0.00	\$80,055.63
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/SHC (Req. 4.00" Mast)	1184-2111V		\$0.00	\$945.36
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/120VAC Half-Deice (Req. 4.00" Mast)	1184-2112V		\$0.00	\$2,017.98
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/240VAC Half-Deice (Req. 4.00" Mast)	1184-2113V		\$0.00	\$2,163.42
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/120VAC Full-Deice (Req. 4.00" Mast)	1184-2114V		\$0.00	\$3,126.96
Antenna (STD), 1.8 Meter Ku-Band, Tier-2 w/240VAC Full-Deice (Req. 4.00" Mast)	1184-2115V		\$0.00	\$3,408.75
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 6.62" Mast)	2194-4111V		\$0.00	\$3,899.61
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 6.62" Mast)	2194-4112V		\$0.00	\$5,372.19
Antenna (HW), 1.8 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 6.62" Mast)	2194-4113V		\$0.00	\$5,508.54
Antenna (AP), 1.8 Meter Ku-Band Auto-Pointing Vehicle Mount w/Antenna Controller	1878K		\$0.00	\$70,483.86
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/SHC (Req. 6.62" Mast)	1241-3111V		\$0.00	\$2,327.04
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/120VAC Half-Deice (Req. 6.62" Mast)	1241-3112V		\$0.00	\$4,145.04
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/240VAC Half-Deice (Req. 6.62" Mast)	1241-3113V		\$0.00	\$4,290.48
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/120VAC Full-Deice (Req. 6.62" Mast)	1241-3114V		\$0.00	\$6,081.21
Antenna (STD), 2.4 Meter Ku-Band, Tier-3 w/240VAC Full-Deice (Req. 6.62" Mast)	1241-3115V		\$0.00	\$6,363.00
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/SHC, SS-UPG (Req. 6.62" Mast)	2244-4111V		\$0.00	\$9,708.12
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/120VAC Half-Deice, SS-UPG (Req. 6.62" Mast)	2244-4112V		\$0.00	\$11,526.12
Antenna (HW), 2.4 Meter Ku-Band, Tier-3 w/240VAC Half-Deice, SS-UPG (Req. 6.62" Mast)	2244-4113V		\$0.00	\$11,671.56
VSAT Antenna Mount Options				
Description	Part#			
Mount, Non-Penetrating Roof Mount, for .98m or 1.2m antenna's w/2.88" O.D. x 36" Mast	B46-288x3-R		\$0.00	\$354.51
Mount, Non-Penetrating Ridge Mount, for .98m or 1.2m antenna w/2.88" O.D. x 24" Mast	SUR-288x2-R		\$0.00	\$681.75
Mount, Wall Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1" Mast with 36" Offset from Wall	WL4-288x1-MK		\$0.00	\$236.34
Mount, Wall Plate/Beam Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1" Mast	UWPM2-260S-288x1-MK		\$0.00	\$299.97
Mount, Canopy/Beam Mount, for .98m or 1.2m antenna w/2.88" O.D. x 3' Mast	UBM-288x3		\$0.00	\$290.88
Mount, Tower Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1" Mast for 2.88" to 4.50" OD Leg	TM12P6L-288x1		\$0.00	\$627.21
Mount, Tower Mount, for .98m or 1.2m antenna w/2.88" O.D. x 1" Mast for 3.50" to 8.62" OD Leg	TM18-288X1LD-862		\$0.00	\$1,136.25
Mount, In-Ground Pole Mount for .96m or 1.2m antenna w/(S40) 2.88" O.D. 8' Mast	AB1182-8FHD		\$0.00	\$245.43
Mount, Mast Adapter, Converts mount mast from 4.00" to 2.88" O.D. Mast	0800-101		\$0.00	\$81.81
Mount, Mast Adapter, Converts mount mast from 4.50" to 2.88" O.D. Mast	0800-3037		\$0.00	\$136.35
Mount, Mast Adapter, Converts mount mast from 6.62" to 2.88" O.D. Mast	0800-104		\$0.00	\$299.97
Mount, In-Ground Pole Mount for .98m or 1.2m antenna 2.88" O.D. 10' Mast 160 MPH Wind Rating	BIM10AG1.2-288PE160L		\$0.00	\$1,299.87
Mount, Non-Penetrating Roof Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast	B6116-400X3-RP		\$0.00	\$1,154.43
Mount, Non-Penetrating Ridge Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast	UR10-400x4-R		\$0.00	\$2,472.48
Mount, Wall Mount, for 1.8m antenna's w/4.00" O.D. x 3' Mast with 36" Offset from Wall	WL2-36-400x3		\$0.00	\$1,008.99
Mount, Tower Mount, for 1.8m antenna w/4.00" O.D. x 1" Mast for 3.50" to 8.62" OD Leg	TM18-400x1LD-862		\$0.00	\$1,154.43
Mount, In-Ground Pole Mount for 1.8m antenna w/(S40) 4.00" O.D. x 9' Mast	AB1044-9FHD		\$0.00	\$399.96
Mount, Mast Adapter, Converts mount mast from 4.50" to 4.00" O.D. Mast	0800-1859		\$0.00	\$190.89
Mount, Mast Adapter, Converts mount mast from 6.62" to 4.00" O.D. Mast	0800-098		\$0.00	\$318.15
Mount, Non-Penetrating Roof Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 3' Mast	PL2-T-662x3-RP		\$0.00	\$3,317.85
Mount, Non-Penetrating Ridge Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 5' Mast	UR10D-662x5-R		\$0.00	\$3,636.00
Mount, Wall Mount, for 2.4m or 1.8m HW antenna's w/6.62" O.D. x 3' Mast with 48" Offset from Wall	WL2-48-662x3		\$0.00	\$1,308.96

Mount, Tower Mount, for 2.4m or 1.8m HW antenna w/6.62" O.D. x 1" Mast for 3.50" to 8.62" OD Leg	TM18-662x1LD-862	\$0.00	\$1,163.52
Mount, In-Ground Pole Mount for 2.4m or 1.8m HW antenna w/(S80) 6.62" O.D. x 12" Mast	AB1187-12FS8HD	\$0.00	\$1,481.67
VSAT Satellite Router/Modem Options			
Description	Part #		
iDirect IQ DESKTOP+ w/65W DC Kit (IQ-1 + IQ Link Encryption) 1Mbps	BP500543	\$0.00	\$572.67
iDirect IQ DESKTOP+ w/90W AC (IQ-1 + IQ Link Encryption) 1Mbps	BP500544	\$0.00	\$627.21
iDirect IQ DESKTOP+ w/90W AC (IQ-5 + IQ Link Encryption) 5Mbps	BP500545	\$0.00	\$790.83
iDirect X1 100-240 VAC Indoor Desktop Modem	BX500288	\$0.00	\$554.49
iDirect X1 100-240 VAC Outdoor Hardened Modem	BX500289	\$0.00	\$1,099.89
iDirect X1 12-36 VDC Outdoor Hardened Modem	BX500290	\$0.00	\$1,099.89
iDirect X1 36-72 VDC Outdoor Hardened Modem	BX500291	\$0.00	\$1,099.89
iDirect IQ 200 RACKMOUNT AC (IQ-5 + IQ Link Encryption) 5Mbps	BP500546	\$0.00	\$1,708.92
iDirect IQ 200 RACKMOUNT AC (IQ-10 + IQ Link Encryption) 10Mbps	BP500547	\$0.00	\$2,236.14
iDirect IQ 200 RACKMOUNT AC (IQ-5 + IQ Mobility + IQ Link Encryption) 5Mbps	BP500548	\$0.00	\$2,217.96
iDirect IQ 200 RACKMOUNT DC (IQ-5 + IQ Link Encryption) 5Mbps	BP500549	\$0.00	\$1,999.80
Newtec 2510 Satellite Router (100-240VAC) w/1-LAN Port (Desktop) Base Unit	MDM2510-R1119	\$0.00	\$627.21
Rack Mount Kit for Newtec 2510 Satellite Router (for Desktop Rack Mounting)	2510-RackKit	\$0.00	\$227.25
Newtec 2510 Satellite Router (100-240VAC) w/1-LAN Port (Indoor/1RU Rackmount) w/ 2watt Ku iLNB	MDM2510-R1120	\$0.00	\$845.37
Newtec 2210 Satellite Router w/75cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-5418	\$0.00	\$636.30
Newtec 2210 Satellite Router w/100cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-3418	\$0.00	\$809.01
Newtec 2210 Satellite Router w/120cm Antenna Kit (100-240VAC) w/1-LAN Port (Desktop) w/ 2watt Ku iLNB	MDM2210-2418	\$0.00	\$963.54
Newtec 3310 Satellite Router, 5Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-5218	\$0.00	\$1,745.28
Newtec 3310 Satellite Router, 10Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-4418	\$0.00	\$2,936.07
Newtec 3310 Satellite Router, 20Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-12820	\$0.00	\$5,326.74
Newtec 3310 Satellite Router, 30Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-5518	\$0.00	\$5,881.23
Newtec 3310 Satellite Router, 40Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-12920	\$0.00	\$6,535.71
Newtec 3310 Satellite Router, 60Mbps Return (100-240VAC) w/4-Port Switch (Desktop)	MDM3310-4318	\$0.00	\$7,890.12
Newtec 5010 Satellite Router, 100Mbps Return (100-240VAC) w/4-Port Switch (1RU)	MDM5010	\$0.00	\$9,926.28
VSAT BUC (Block Up-Converter) Options			
Description	Part #		
BUC, 3-Watt Ku-Band, 13.75-14.5 GHz, P1dB: +34.5 dBm min. @ +25°C	P0001643-0001	\$0.00	\$163.62
BUC, 4-Watt Ku-Band, 13.75-14.5 GHz, +24VDC @ 32w, P1dB 36.0 dBm, Gain 56dB	BX500013	\$0.00	\$754.47
BUC, 6-Watt Ku-Band, 13.75-14.5 GHz, +24VDC @ 45w, P1dB 37.8 dBm, Gain 56dB	E0002603-0001	\$0.00	\$690.84
BUC, 8-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +24VDC @ 65w, P1dB 39.0 dBm, Gain 60dB	13K-402238-210	\$0.00	\$4,281.39
BUC, 8-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr +24VDC @ 65w, P1dB 39.0 dBm, Gain 70dB	13K-400238-200	\$0.00	\$4,717.71
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr w/Indoor PS @ 300w, P1dB 42.0 dBm, Gain 60dB	13K-404381-000	\$0.00	\$9,017.28
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, IFL Pwr w/Indoor PS @ 300w, P1dB 42.0 dBm, Gain 70dB	13K-403381-000	\$0.00	\$9,017.28
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +48VDC @ 110w, P1dB 42.0 dBm, Gain 60dB	13K-400381-010	\$0.00	\$7,299.27
BUC, 20-Watt Ku-Band, 14.00-14.5 GHz, Ext Pwr +48VDC @ 110w, P1dB 42.0 dBm, Gain 70dB	13K-401381-010	\$0.00	\$7,299.27
VSAT LNB Options			
Description	Part #		
LNB, Ku-Band, Low Noise Block Down-Converter, 11.70-12.20 GHz, Noise Figure: 0.8 dB Max	P0000870-0001	\$0.00	\$90.90
VSAT Misc. Options			
Description	Part #		
Snow Shield (Passive), for 1.2m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1132-120-FC	\$0.00	\$1,818.00
Snow Shield Ice Quake System, for 1.2m Antenna, Controlled by a PS-2 Moisture Only Sensor	1132-120-IQ	\$0.00	\$3,426.93
Snow Shield Heater, for 1.2m Antenna, 1200 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1132-120-KW	\$0.00	\$6,008.49
Snow Shield (Passive), for 1.8m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1184-180-FC	\$0.00	\$2,681.55
Snow Shield Ice Quake System, for 1.8m Antenna, Controlled by a PS-2 Moisture Only Sensor	1184-180-IQ	\$0.00	\$4,290.48
Snow Shield Heater, for 1.8m Antenna, 1700 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1184-180-KW	\$0.00	\$6,972.03
Snow Shield (Passive), for 2.4m Antenna, Full Reflector cover w/ PTFE Coating and Feed Cover	1244-240-FC	\$0.00	\$4,399.56
Snow Shield Ice Quake System, for 2.4m Antenna, Controlled by a PS-2 Moisture Only Sensor	1244-240-IQ	\$0.00	\$7,835.58
Snow Shield Heater, for 2.4m Antenna, 4000 Watt Electric Heating Unit Controlled by a DS-4C Moisture / Temp Sensor	1244-240-KW	\$0.00	\$10,835.28
Antenna Feed System, Ku-Band for GD Satcom 39 Degree Antennas (Unbundled/Spares)	0800-3369V	\$0.00	\$81.81
Antenna Feed System, Ku-Band for GD Satcom 51 Degree Antennas (Unbundled/Spares)	0800-2076	\$0.00	\$81.81
Antenna Feed System, Ku-Band for Skyware Type-123 Antennas (Unbundled/Spares)	6116784-17	\$0.00	\$63.63
Antenna Feed System, Ku-Band for Skyware Type-182 & 185 Antennas (Unbundled/Spares)	6116785-01	\$0.00	\$63.63
Feed Horn Heater, 120V, Ku Horn	0800-1695	\$0.00	\$109.08
Power Supply, 1RU Indoor BUC Power Supply with Bias-T (Unbundled/Spares)	145-000048-001	\$0.00	\$1,718.01
Voltage Regulator, Furman 120 VAC Voltage Regulator/Power Conditioner with (8) Power outlets	P-1800 AR	\$0.00	\$1,608.93
Satellite CPE Kit Installation Options (Includes up to 250ft of IFL)			
Description			
CONUS LABOR			
Self-Install/Activation-CONUS, Provisioning Customer-Installed/Activation of inactive VSAT		\$0.00	\$154.53
Certification-CONUS, Certify & Provisioning Existing or Customer-Installed Auto-deploy		\$0.00	\$3,290.58
Site Survey-CONUS, Verizon Onsite Pre-Installation Site Survey		\$0.00	\$454.50
Install-CONUS, Satellite Kit upgrade (i.e. Satellite Router, BUC & LNB) or Repoint		\$0.00	\$636.30
Install-CONUS, .75 Meter Satellite CPE Kit Installation onto existing Mount		\$0.00	\$845.37
Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount		\$0.00	\$1,018.08
Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Wall or Tower Mount		\$0.00	\$1,727.10
Install-CONUS, .75 Meter Satellite CPE Kit Installation w/Pole or Pedestal Mount		\$0.00	\$1,627.11
Install-CONUS, 1.2m Satellite CPE Kit Installation onto existing Mount		\$0.00	\$909.00
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount		\$0.00	\$1,081.71
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Wall or Tower Mount		\$0.00	\$1,799.82
Install-CONUS, 1.2m Satellite CPE Kit Installation w/Pole or Pedestal Mount		\$0.00	\$1,699.83
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation onto existing Mount		\$0.00	\$981.72
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Non-Penetrating Roof/Ridge Mount		\$0.00	\$1,154.43
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount		\$0.00	\$1,863.45
Install-CONUS, 1.2m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount		\$0.00	\$1,763.46
Install-CONUS, 1.8m Satellite CPE Kit Installation onto existing Mount		\$0.00	\$1,318.05
Install-CONUS, 1.8m Satellite CPE Kit Installation with Non-Penetrating Roof/Ridge Mount		\$0.00	\$2,317.95

Install-CONUS, 1.8m Satellite CPE Kit Installation with Wall or Tower Mount	\$0.00	\$2,317.95
Install-CONUS, 1.8m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,208.87
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,936.17
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$3,063.33
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$3,063.33
Install-CONUS, 2.4m/1.8m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$3,090.60
Install-CONUS, IFL Cable – RG6 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$1.82
Install-CONUS, IFL Cable Upgrade – RG6 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$5.45
Install-CONUS, IFL Cable Upgrade – RG11 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$5.45
Install-CONUS, IFL Cable Upgrade – RG11 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-CONUS, PVC Conduit - 1.5" (Price per Foot)	\$0.00	\$5.45
Install-CONUS, EMT Conduit - 1.5" (Price per Foot)	\$0.00	\$11.82
Install-CONUS, Rigid Conduit - 1.5" (Price per Foot)	\$0.00	\$24.54
Install-CONUS, Trenching - Normal Soil (Price per Foot)	\$0.00	\$5.45
Install-CONUS, Trenching - Asphalt, Concrete, Rock, Frozen Soil (Price per Foot)	\$0.00	\$34.54
Install-CONUS, Concrete Wall Penetrations/Core Drilling (Price per Hole)	\$0.00	\$102.72
De-Install-CONUS, .75 Meter VSAT Physical De-installation	\$0.00	\$572.67
De-Install-CONUS, .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$572.67
De-Install-CONUS, 1.8 Meter VSAT Physical De-installation	\$0.00	\$772.65
De-Install-CONUS, 2.4 Meter VSAT Physical De-installation	\$0.00	\$1,118.07
De-Install-CONUS, .75 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$436.32
De-Install-CONUS, .98 Meter & 1.2 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$499.95
De-Install-CONUS, 1.8 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$636.30
De-Install-CONUS, 2.4 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$909.00
Off-site disposal of de-installed equipment	\$0.00	\$236.34
Roof Work Move-CONUS, Relocate antenna on existing building due to re-roofing	\$0.00	\$1,118.07
CONUS Off-Shore Platform System Labor		
CONUS, Site Survey Off-shore Platform, Verizon Onsite Pre-Installation Site Survey	\$0.00	\$1,299.87
CONUS, Install Off-shore Platform, 1.2m (High Wind) Satellite CPE Kit Installation	\$0.00	\$1,863.45
CONUS, Install Off-shore Platform, 1.8m (High Wind) Satellite CPE Kit Installation	\$0.00	\$3,063.33
CONUS, De-Install Off-shore Platform, .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$572.67
CONUS, De-Install Off-shore Platform, .18 Meter VSAT Physical De-installation	\$0.00	\$709.02
CONUS, Off-shore Platform Trip Surcharge (per dispatch / per site survey) (Customer responsible for providing transportation for Verizon technician to and from off-shore platform.)	\$0.00	\$2,545.20
CONUS, Off-shore Platform Trip Surcharge (per installation / de-installation - Includes 2 technicians) (Customer responsible for providing transportation for Verizon technician to and from off-shore platform.)	\$0.00	\$4,935.87
OCONUS - (AK,HI,PR,USVI,CAN) Labor		
Self-Install/Activation-(AK,HI,PR,USVI,CAN), Provisioning Customer-Installed/Activation of inactive VSAT	\$0.00	\$154.53
Certification-(AK,HI,PR,USVI,CAN), Certify & Provisioning Existing or Customer-Installed Auto-deploy	\$0.00	\$4,863.15
Site Survey-(AK,HI,PR,USVI,CAN), Verizon Onsite Pre-Installation Site Survey	\$0.00	\$727.20
Install-(AK,HI,PR,USVI,CAN), Satellite Kit upgrade (i.e. Satellite Router, BUC & LNB) or Reprint	\$0.00	\$881.73
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,181.70
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,445.31
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,517.93
Install-(AK,HI,PR,USVI,CAN), .75 Meter Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,363.40
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,290.78
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,545.30
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,617.92
Install-(AK,HI,PR,USVI,CAN), 1.2m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,463.39
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,390.77
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$1,645.29
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$2,717.91
Install-(AK,HI,PR,USVI,CAN), 1.2m (HW) Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$2,563.38
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation onto existing Mount	\$0.00	\$1,899.81
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Non-Pen Roof/Ridge Mount	\$0.00	\$3,390.57
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Wall or Tower Mount	\$0.00	\$3,390.57
Install-(AK,HI,PR,USVI,CAN), 1.8m Satellite CPE Kit Installation w/Pole or Pedestal Mount	\$0.00	\$3,226.95
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install onto existing Mount	\$0.00	\$2,817.90
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Non-Pen Roof/Ridge Mount	\$0.00	\$4,508.64
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Wall/Tower Mount	\$0.00	\$4,508.64
Install-(AK,HI,PR,USVI,CAN), 2.4m/1.8m (HW) Satellite CPE Kit Install w/Pole or Pedestal Mount	\$0.00	\$4,563.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable – RG6 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$2.73
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG6 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG11 Dual Non-Plenum coaxial cable (Priced per Foot)	\$0.00	\$8.18
Install-(AK,HI,PR,USVI,CAN), IFL Cable Upgrade – RG11 Dual Plenum coaxial cable (Priced per Foot)	\$0.00	\$12.73
Install-(AK,HI,PR,USVI,CAN), PVC Conduit - 1.5" (Price per Foot)	\$0.00	\$7.27
Install-(AK,HI,PR,USVI,CAN), EMT Conduit - 1.5" (Price per Foot)	\$0.00	\$17.27
Install-(AK,HI,PR,USVI,CAN), Rigid Conduit - 1.5" (Price per Foot)	\$0.00	\$36.36
Install-(AK,HI,PR,USVI,CAN), Trenching - Normal Soil (Price per Foot)	\$0.00	\$7.27
Install-(AK,HI,PR,USVI,CAN), Trenching - Asphalt, Concrete, Rock, Frozen Soil (Price per Foot)	\$0.00	\$51.81
Install-(AK,HI,PR,USVI,CAN), Concrete Wall Penetrations/Core Drilling (Price per Hole)	\$0.00	\$153.62
De-Install-(AK,HI,PR,USVI,CAN), .75 Meter VSAT Physical De-installation	\$0.00	\$809.01
De-Install-(AK,HI,PR,USVI,CAN), .98 Meter & 1.2 Meter VSAT Physical De-installation	\$0.00	\$809.01
De-Install-(AK,HI,PR,USVI,CAN), 1.8 Meter VSAT Physical De-installation	\$0.00	\$1,118.07
De-Install-(AK,HI,PR,USVI,CAN), 2.4 Meter VSAT Physical De-installation	\$0.00	\$1,627.11
De-Install-(AK,HI,PR,USVI,CAN), .75 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$609.03
De-Install-(AK,HI,PR,USVI,CAN), .98 Meter & 1.2 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$709.02
De-Install-(AK,HI,PR,USVI,CAN), 1.8 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$1,118.07
De-Install-(AK,HI,PR,USVI,CAN), 2.4 Meter VSAT Physical De-installation - When performed with installation	\$0.00	\$1,627.11
Off-site disposal of de-installed equipment	\$0.00	\$236.34
Roof Work Move-(AK,HI,PR,USVI,CAN), Relocate antenna on existing building due to re-roofing	\$0.00	\$1,627.11
Post Installation /Non-Standard Optional Services		
Description		
Ancillary Charges	Expedite Fee (Install, Survey & Maint. requests within 5 days)	\$0.00 \$1,363.50

	Failed Dispatch ("abort") – Cancellation/Abort fee	\$0.00	\$545.40
	Change Management – Fee may be charged for Config changes	\$0.00	\$59.59
	Failover Test Normal Business Day	\$0.00	\$109.08
	Failover Test 8-5 local customer time M-F After hours	\$0.00	\$218.16
	CONUS, On-Demand Maintenance (No Maint. Contract) - Next Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$3,272.40
	CONUS, On-Demand Maintenance (No Maint. Contract) - Same Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$6,544.80
	(AK,HI,PR,USVI,CAN), On-Demand Maintenance (No Maint. Contract) - Next Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$4,908.60
	(AK,HI,PR,USVI,CAN), On-Demand Maintenance (No Maint. Contract) - Same Day (up to 2 Hours, Hourly rate applies afterwards)	\$0.00	\$9,817.20
	Training-CONUS, Customer orientation in operation & install of Quick-Deploy / Auto-Deploy satellite system (price is per visit)	\$0.00	\$1,136.25
	Training-(AK,HI,PR,USVI,CAN), Customer orientation in operation & install of Quick-Deploy / Auto-Deploy satellite system (price is per visit)	\$0.00	\$1,699.83
	Training, Customer training in operation & install of Auto Deploy, Quick Deploy and Fixed Systems/CPE - Plano, Texas (price is per person)	\$0.00	\$1,363.50
Non-Standard Services	Labor CONUS, Non-Standard Install/Maintenance labor - within business hours (7am – 7pm)	\$0.00	\$121.20
	Labor CONUS, Non-Standard Install/Maintenance labor - Outside of business hours	\$0.00	\$181.80
	Labor CONUS, Non-Standard Install/Maintenance labor - Holiday hours	\$0.00	\$242.40
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - within business hours (7am – 7pm)	\$0.00	\$181.80
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - Outside of business hours	\$0.00	\$272.70
	Labor (AK,HI,PR,USVI,CAN), Non-Standard Install/Maintenance labor - Holiday hours	\$0.00	\$363.60
3rd Party Satellite Phone Rental	Satellite Phone Rental (includes 1-day phone rental, airtime & shipping)	\$0.00	\$518.13

VIRTUAL NETWORK SERVICES

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FEATURE	Vendor	Service Package	Capacity	Pricing Model	Deployment Model	Management Level			CHARGE TYPE	Rate Including 1% fee
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Azure	Co Management			Recurring	\$374.96
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Azure	Full			Recurring	\$378.75
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Hosted	Co Management			Recurring	\$1,193.06
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Hosted	Full			Recurring	\$1,196.85
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Hosted	Monitor			Recurring	\$1,099.89
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Premise	Co Management			Recurring	\$374.96
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Premise	Full			Recurring	\$378.75
Software Defined Secure Branch	Versa	Complete	100 Mbps	Subscription	Premise	Monitor			Recurring	\$181.80
Software Defined Secure Branch	Versa	Complete	50 Mbps	Subscription	Azure	Co Management			Recurring	\$356.03
Software Defined Secure Branch	Versa	Complete	50 Mbps	Subscription	Azure	Full			Recurring	\$359.81
Software Defined Secure Branch	Versa	Complete	50 Mbps	Subscription	Premise	Co Management			Recurring	\$356.03
Software Defined Secure Branch	Versa	Complete	50 Mbps	Subscription	Premise	Full			Recurring	\$359.81
Software Defined Secure Branch	Versa	Complete	50 Mbps	Subscription	Premise	Monitor			Recurring	\$162.86
Software Defined Secure Branch	Versa	Complete	20 Mbps	Subscription	Azure	Co Management			Recurring	\$348.45
Software Defined Secure Branch	Versa	Complete	20 Mbps	Subscription	Azure	Full			Recurring	\$352.24
Software Defined Secure Branch	Versa	Complete	20 Mbps	Subscription	Premise	Co Management			Recurring	\$348.45
Software Defined Secure Branch	Versa	Complete	20 Mbps	Subscription	Premise	Full			Recurring	\$352.24
Software Defined Secure Branch	Versa	Complete	20 Mbps	Subscription	Premise	Monitor			Recurring	\$155.29
Software Defined Secure Branch	Versa	Complete	1 Gbps	Subscription	Premise	Co Management			Recurring	\$670.39
Software Defined Secure Branch	Versa	Complete	1 Gbps	Subscription	Premise	Full			Recurring	\$674.18
Software Defined Secure Branch	Versa	Complete	1 Gbps	Subscription	Premise	Monitor			Recurring	\$477.23
Software Defined Secure Branch	Versa	Complete	10 Mbps	Subscription	Azure	Co Management			Recurring	\$348.45
Software Defined Secure Branch	Versa	Complete	10 Mbps	Subscription	Azure	Full			Recurring	\$352.24
Software Defined Secure Branch	Versa	Complete	10 Mbps	Subscription	Premise	Co Management			Recurring	\$348.45
Software Defined Secure Branch	Versa	Complete	10 Mbps	Subscription	Premise	Full			Recurring	\$352.24
Software Defined Secure Branch	Versa	Complete	10 Mbps	Subscription	Premise	Monitor			Recurring	\$155.29
Software Defined Secure Branch	Versa	Complete	2 Gbps	Subscription	Premise	Co Management			Recurring	\$787.80
Software Defined Secure Branch	Versa	Complete	2 Gbps	Subscription	Premise	Full			Recurring	\$795.38
Software Defined Secure Branch	Versa	Complete	2 Gbps	Subscription	Premise	Monitor			Recurring	\$594.64
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Azure	Co Management			Recurring	\$431.78
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Azure	Full			Recurring	\$435.56
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Hosted	Co Management			Recurring	\$1,696.80
Software Defined Secure Branch	Versa	Complete	500 Mbps	Subscription	Hosted	Co Management			Recurring	\$2,299.01
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Hosted	Full			Recurring	\$1,700.69
Software Defined Secure Branch	Versa	Complete	500 Mbps	Subscription	Hosted	Full			Recurring	\$2,306.59
Software Defined Secure Branch	Versa	Complete	500 Mbps	Subscription	Premise	Co Management			Recurring	\$549.19
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Premise	Co Management			Recurring	\$431.78
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Premise	Full			Recurring	\$435.56
Software Defined Secure Branch	Versa	Complete	500 Mbps	Subscription	Premise	Full			Recurring	\$556.76
Software Defined Secure Branch	Versa	Complete	500 Mbps	Subscription	Premise	Monitor			Recurring	\$356.03
Software Defined Secure Branch	Versa	Complete	200 Mbps	Subscription	Premise	Monitor			Recurring	\$238.61
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Azure	Co Management			Recurring	\$318.15
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Azure	Full			Recurring	\$321.94
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Hosted	Co Management			Recurring	\$1,136.25
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Hosted	Full			Recurring	\$1,140.04
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Hosted	Monitor			Recurring	\$782.35
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Premise	Co Management			Recurring	\$318.15
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Premise	Full			Recurring	\$321.94
Software Defined Secure Branch	Versa	Core	100 Mbps	Subscription	Premise	Monitor			Recurring	\$170.44
Software Defined Secure Branch	Versa	Core	50 Mbps	Subscription	Azure	Co Management			Recurring	\$306.79
Software Defined Secure Branch	Versa	Core	50 Mbps	Subscription	Azure	Full			Recurring	\$310.58
Software Defined Secure Branch	Versa	Core	50 Mbps	Subscription	Premise	Co Management			Recurring	\$306.79
Software Defined Secure Branch	Versa	Core	50 Mbps	Subscription	Premise	Full			Recurring	\$310.58
Software Defined Secure Branch	Versa	Core	50 Mbps	Subscription	Premise	Monitor			Recurring	\$155.29
Software Defined Secure Branch	Versa	Core	20 Mbps	Subscription	Azure	Co Management			Recurring	\$295.43
Software Defined Secure Branch	Versa	Core	20 Mbps	Subscription	Azure	Full			Recurring	\$303.00
Software Defined Secure Branch	Versa	Core	20 Mbps	Subscription	Premise	Co Management			Recurring	\$295.43
Software Defined Secure Branch	Versa	Core	20 Mbps	Subscription	Premise	Full			Recurring	\$303.00
Software Defined Secure Branch	Versa	Core	20 Mbps	Subscription	Premise	Monitor			Recurring	\$147.71
Software Defined Secure Branch	Versa	Core	1 Gbps	Subscription	Premise	Co Management			Recurring	\$552.98
Software Defined Secure Branch	Versa	Core	1 Gbps	Subscription	Premise	Full			Recurring	\$556.76
Software Defined Secure Branch	Versa	Core	1 Gbps	Subscription	Premise	Monitor			Recurring	\$405.26
Software Defined Secure Branch	Versa	Core	10 Mbps	Subscription	Azure	Co Management			Recurring	\$295.43
Software Defined Secure Branch	Versa	Core	10 Mbps	Subscription	Azure	Full			Recurring	\$303.00
Software Defined Secure Branch	Versa	Core	10 Mbps	Subscription	Premise	Co Management			Recurring	\$295.43
Software Defined Secure Branch	Versa	Core	10 Mbps	Subscription	Premise	Full			Recurring	\$303.00
Software Defined Secure Branch	Versa	Core	10 Mbps	Subscription	Premise	Monitor			Recurring	\$147.71
Software Defined Secure Branch	Versa	Core	2 Gbps	Subscription	Premise	Co Management			Recurring	\$655.24
Software Defined Secure Branch	Versa	Core	2 Gbps	Subscription	Premise	Full			Recurring	\$659.03
Software Defined Secure Branch	Versa	Core	2 Gbps	Subscription	Premise	Monitor			Recurring	\$507.53
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Azure	Co Management			Recurring	\$363.60
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Azure	Co Management			Recurring	\$458.29
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Azure	Full			Recurring	\$371.18
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Azure	Full			Recurring	\$462.08
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Hosted	Co Management			Recurring	\$1,522.58
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Hosted	Co Management			Recurring	\$1,996.01
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Hosted	Full			Recurring	\$1,530.15
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Hosted	Full			Recurring	\$1,999.80
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Premise	Co Management			Recurring	\$363.60

Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Premise	Co Management				Recurring	\$458.29
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Premise	Full				Recurring	\$371.18
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Premise	Full				Recurring	\$462.08
Software Defined Secure Branch	Versa	Core	200 Mbps	Subscription	Premise	Monitor				Recurring	\$215.89
Software Defined Secure Branch	Versa	Core	500 Mbps	Subscription	Premise	Monitor				Recurring	\$310.58
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Azure	Co Management				Recurring	\$166.65
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Azure	Full				Recurring	\$170.44
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Hosted	Co Management				Recurring	\$984.75
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Hosted	Full				Recurring	\$988.54
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Hosted	Monitor				Recurring	\$865.07
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Premise	Co Management				Recurring	\$166.65
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Premise	Full				Recurring	\$170.44
Software Defined Secure Branch	Versa	Essential	100 Mbps	Subscription	Premise	Monitor				Recurring	\$147.71
Software Defined Secure Branch	Versa	Essential	50 Mbps	Subscription	Azure	Co Management				Recurring	\$151.50
Software Defined Secure Branch	Versa	Essential	50 Mbps	Subscription	Azure	Full				Recurring	\$155.29
Software Defined Secure Branch	Versa	Essential	50 Mbps	Subscription	Premise	Co Management				Recurring	\$151.50
Software Defined Secure Branch	Versa	Essential	50 Mbps	Subscription	Premise	Full				Recurring	\$155.29
Software Defined Secure Branch	Versa	Essential	50 Mbps	Subscription	Premise	Monitor				Recurring	\$124.99
Software Defined Secure Branch	Versa	Essential	20 Mbps	Subscription	Azure	Co Management				Recurring	\$143.93
Software Defined Secure Branch	Versa	Essential	20 Mbps	Subscription	Azure	Full				Recurring	\$151.50
Software Defined Secure Branch	Versa	Essential	20 Mbps	Subscription	Premise	Co Management				Recurring	\$143.93
Software Defined Secure Branch	Versa	Essential	20 Mbps	Subscription	Premise	Full				Recurring	\$151.50
Software Defined Secure Branch	Versa	Essential	20 Mbps	Subscription	Premise	Monitor				Recurring	\$124.99
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Hosted	Co Management				Recurring	\$2,503.54
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Hosted	Full				Recurring	\$2,507.33
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Hosted	Monitor				Recurring	\$1,540.76
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Premise	Co Management				Recurring	\$337.09
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Premise	Full				Recurring	\$340.88
Software Defined Secure Branch	Versa	Essential	1 Gbps	Subscription	Premise	Monitor				Recurring	\$318.15
Software Defined Secure Branch	Versa	Essential	10 Mbps	Subscription	Azure	Co Management				Recurring	\$136.35
Software Defined Secure Branch	Versa	Essential	10 Mbps	Subscription	Azure	Full				Recurring	\$143.93
Software Defined Secure Branch	Versa	Essential	10 Mbps	Subscription	Premise	Co Management				Recurring	\$136.35
Software Defined Secure Branch	Versa	Essential	10 Mbps	Subscription	Premise	Full				Recurring	\$143.93
Software Defined Secure Branch	Versa	Essential	10 Mbps	Subscription	Premise	Monitor				Recurring	\$117.41
Software Defined Secure Branch	Versa	Essential	2 Gbps	Subscription	Premise	Co Management				Recurring	\$359.81
Software Defined Secure Branch	Versa	Essential	2 Gbps	Subscription	Premise	Full				Recurring	\$367.39
Software Defined Secure Branch	Versa	Essential	2 Gbps	Subscription	Premise	Monitor				Recurring	\$344.66
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Azure	Co Management				Recurring	\$196.95
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Azure	Co Management				Recurring	\$268.91
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Azure	Full				Recurring	\$204.53
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Azure	Full				Recurring	\$272.70
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Hosted	Co Management				Recurring	\$2,018.74
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Hosted	Co Management				Recurring	\$1,355.93
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Hosted	Full				Recurring	\$1,363.50
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Hosted	Full				Recurring	\$2,022.53
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Premise	Co Management				Recurring	\$196.95
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Premise	Co Management				Recurring	\$268.91
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Premise	Full				Recurring	\$204.53
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Premise	Full				Recurring	\$272.70
Software Defined Secure Branch	Versa	Essential	200 Mbps	Subscription	Premise	Monitor				Recurring	\$178.01
Software Defined Secure Branch	Versa	Essential	500 Mbps	Subscription	Premise	Monitor				Recurring	\$249.98
FEATURE	Vendor	Service Package	Capacity	Pricing Model	Deployment Model	Management Level	HA Type	HA Role	CHARGE TYPE		
Routing	Cisco	Complete	100 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$999.90
Routing	Cisco	Complete	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$999.90
Routing	Cisco	Complete	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring		\$390.11
Routing	Cisco	Complete	100 Mbps	Subscription	Premise	Full	None	None	Recurring		\$287.85
Routing	Cisco	Complete	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring		\$325.73
Routing	Cisco	Complete	50 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$617.36
Routing	Cisco	Complete	50 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$617.36
Routing	Cisco	Complete	50 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring		\$291.64
Routing	Cisco	Complete	50 Mbps	Subscription	Premise	Full	None	None	Recurring		\$189.38
Routing	Cisco	Complete	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring		\$223.46
Routing	Cisco	Complete	20 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$1,073.38
Routing	Cisco	Complete	20 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$1,073.38
Routing	Cisco	Complete	20 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring		\$501.47
Routing	Cisco	Complete	20 Mbps	Subscription	Premise	Full	None	None	Recurring		\$189.38
Routing	Cisco	Complete	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring		\$223.46
Routing	Cisco	Complete	1 Gbps	Subscription	Hosted	Full	None	None	Recurring		\$2,734.58
Routing	Cisco	Complete	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$2,734.58
Routing	Cisco	Complete	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring		\$988.54
Routing	Cisco	Complete	1 Gbps	Subscription	Premise	Full	None	None	Recurring		\$780.23
Routing	Cisco	Complete	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring		\$814.31
Routing	Cisco	Complete	10 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$473.44
Routing	Cisco	Complete	10 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$473.44
Routing	Cisco	Complete	10 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring		\$280.28
Routing	Cisco	Complete	10 Mbps	Subscription	Premise	Full	None	None	Recurring		\$178.01
Routing	Cisco	Complete	10 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring		\$212.10
Routing	Cisco	Complete	2 Gbps	Subscription	Premise	Full	None	None	Recurring		\$1,079.44
Routing	Cisco	Complete	250 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$1,488.49
Routing	Cisco	Complete	500 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$2,086.91
Routing	Cisco	Complete	25 Mbps	Subscription	Hosted	Full	None	None	Recurring		\$560.55
Routing	Cisco	Complete	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring		\$1,488.49

Routing	Cisco	Complete	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,086.91
Routing	Cisco	Complete	25 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$560.55
Routing	Cisco	Complete	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$537.83
Routing	Cisco	Complete	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$757.50
Routing	Cisco	Complete	25 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$291.64
Routing	Cisco	Complete	2.5 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,098.38
Routing	Cisco	Complete	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$655.24
Routing	Cisco	Complete	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$435.56
Routing	Cisco	Complete	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$689.33
Routing	Cisco	Complete	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$469.65
Routing	Cisco	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$973.39
Routing	Cisco	Core	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$973.39
Routing	Cisco	Core	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$363.60
Routing	Cisco	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$261.34
Routing	Cisco	Core	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$295.43
Routing	Cisco	Core	50 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$602.21
Routing	Cisco	Core	50 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$602.21
Routing	Cisco	Core	50 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$276.49
Routing	Cisco	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$174.23
Routing	Cisco	Core	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$208.31
Routing	Cisco	Core	20 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,039.29
Routing	Cisco	Core	20 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,039.29
Routing	Cisco	Core	20 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$467.38
Routing	Cisco	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$174.23
Routing	Cisco	Core	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$208.31
Routing	Cisco	Core	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,639.89
Routing	Cisco	Core	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,639.89
Routing	Cisco	Core	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$893.85
Routing	Cisco	Core	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$685.54
Routing	Cisco	Core	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$719.63
Routing	Cisco	Core	10 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$458.29
Routing	Cisco	Core	10 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$458.29
Routing	Cisco	Core	10 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$265.13
Routing	Cisco	Core	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$162.86
Routing	Cisco	Core	10 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$196.95
Routing	Cisco	Core	2 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$11,799.58
Routing	Cisco	Core	2 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$11,799.58
Routing	Cisco	Core	2 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$1,190.79
Routing	Cisco	Core	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$984.75
Routing	Cisco	Core	2.5 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$4,272.30
Routing	Cisco	Core	25 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$545.40
Routing	Cisco	Core	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,011.16
Routing	Cisco	Core	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,439.25
Routing	Cisco	Core	25 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$545.40
Routing	Cisco	Core	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,011.16
Routing	Cisco	Core	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,439.25
Routing	Cisco	Core	2.5 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$4,272.30
Routing	Cisco	Core	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$488.59
Routing	Cisco	Core	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$681.75
Routing	Cisco	Core	2.5 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$1,427.89
Routing	Cisco	Core	25 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$276.49
Routing	Cisco	Core	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$386.33
Routing	Cisco	Core	2.5 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,007.48
Routing	Cisco	Core	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$579.49
Routing	Cisco	Core	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$613.58
Routing	Cisco	Core	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$424.20
Routing	Cisco	Essential	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$916.58
Routing	Cisco	Essential	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$916.58
Routing	Cisco	Essential	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$306.79
Routing	Cisco	Essential	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$204.53
Routing	Cisco	Essential	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$238.61
Routing	Cisco	Essential	50 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$564.34
Routing	Cisco	Essential	50 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$564.34
Routing	Cisco	Essential	50 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$238.61
Routing	Cisco	Essential	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$136.35
Routing	Cisco	Essential	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$170.44
Routing	Cisco	Essential	20 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$974.90
Routing	Cisco	Essential	20 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$974.90
Routing	Cisco	Essential	20 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$402.99
Routing	Cisco	Essential	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$136.35
Routing	Cisco	Essential	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$170.44
Routing	Cisco	Essential	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,495.96
Routing	Cisco	Essential	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,495.96
Routing	Cisco	Essential	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$749.93
Routing	Cisco	Essential	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$541.61
Routing	Cisco	Essential	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$575.70
Routing	Cisco	Essential	10 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$424.20
Routing	Cisco	Essential	10 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$424.20
Routing	Cisco	Essential	10 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$231.04
Routing	Cisco	Essential	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$128.78
Routing	Cisco	Essential	10 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$162.86
Routing	Cisco	Essential	2 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$11,534.45

Routing	Cisco	Essential	2 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$11,534.45
Routing	Cisco	Essential	2 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$925.67
Routing	Cisco	Essential	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$719.63
Routing	Cisco	Essential	2.5 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$3,946.58
Routing	Cisco	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$607.53
Routing	Cisco	Essential	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,329.41
Routing	Cisco	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,852.09
Routing	Cisco	Essential	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,852.09
Routing	Cisco	Essential	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,329.41
Routing	Cisco	Essential	25 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$607.53
Routing	Cisco	Essential	2.5 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$3,946.58
Routing	Cisco	Essential	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$378.75
Routing	Cisco	Essential	25 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$238.61
Routing	Cisco	Essential	2.5 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$1,102.16
Routing	Cisco	Essential	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$522.68
Routing	Cisco	Essential	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$420.41
Routing	Cisco	Essential	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$276.49
Routing	Cisco	Essential	2.5 Gbps	Subscription	Premise	Full	None	None	Recurring	\$681.75
Routing	Cisco	Essential	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$310.58
Routing	Cisco	Essential	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$454.50
Routing	Juniper	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$535.55
Routing	Juniper	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$94.69
Routing	Juniper	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$87.11
Routing	Juniper	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$79.54
Routing	Juniper	Core	2 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$4,875.27
Routing	Juniper	Core	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$159.08
FEATURE	Vendor	Service Package	Capacity	Pricing Model	Deployment Model	Management Level	HA Type	HA Role	CHARGE TYPE	
SD-WAN	Cisco	Complete	1 Gbps	Subscription	AWS	Full	None	None	Recurring	\$481.01
SD-WAN	Cisco	Complete	1 Gbps	Subscription	AWS	Full	Primary	Active	Recurring	\$481.01
SD-WAN	Cisco	Complete	1 Gbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$481.01
SD-WAN	Cisco	Complete	200 Mbps	Subscription	AWS	Full	None	None	Recurring	\$265.13
SD-WAN	Cisco	Complete	25 Mbps	Subscription	AWS	Full	None	None	Recurring	\$212.10
SD-WAN	Cisco	Complete	200 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$265.13
SD-WAN	Cisco	Complete	25 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$212.10
SD-WAN	Cisco	Complete	200 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$265.13
SD-WAN	Cisco	Complete	25 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$212.10
SD-WAN	Cisco	Core	1 Gbps	Subscription	AWS	Full	None	None	Recurring	\$284.06
SD-WAN	Cisco	Core	1 Gbps	Subscription	AWS	Full	Primary	Active	Recurring	\$284.06
SD-WAN	Cisco	Core	1 Gbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$284.06
SD-WAN	Cisco	Core	200 Mbps	Subscription	AWS	Full	None	None	Recurring	\$185.59
SD-WAN	Cisco	Core	25 Mbps	Subscription	AWS	Full	None	None	Recurring	\$147.71
SD-WAN	Cisco	Core	200 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$185.59
SD-WAN	Cisco	Core	25 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$147.71
SD-WAN	Cisco	Core	200 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$185.59
SD-WAN	Cisco	Core	25 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$147.71
SD-WAN	Cisco	Essential	1 Gbps	Subscription	AWS	Full	None	None	Recurring	\$196.95
SD-WAN	Cisco	Essential	1 Gbps	Subscription	AWS	Full	Primary	Active	Recurring	\$196.95
SD-WAN	Cisco	Essential	1 Gbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$196.95
SD-WAN	Cisco	Essential	200 Mbps	Subscription	AWS	Full	None	None	Recurring	\$151.50
SD-WAN	Cisco	Essential	25 Mbps	Subscription	AWS	Full	None	None	Recurring	\$124.99
SD-WAN	Cisco	Essential	200 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$151.50
SD-WAN	Cisco	Essential	25 Mbps	Subscription	AWS	Full	Primary	Active	Recurring	\$124.99
SD-WAN	Cisco	Essential	200 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$151.50
SD-WAN	Cisco	Essential	25 Mbps	Subscription	AWS	Full	Secondary	Active	Recurring	\$124.99
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Azure	Full	None	None	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,079.44
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,079.44
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,079.44
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,083.23
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,083.23
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,083.23
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$261.34
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$261.34
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$261.34
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$238.61
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$238.61
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$238.61
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$295.43
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$303.00
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$303.00
SD-WAN	Viptela	Complete	100 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$303.00
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Azure	Full	None	None	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$261.34

SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$261.34
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$261.34
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$265.13
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$238.61
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$238.61
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$238.61
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$295.43
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$299.21
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$299.21
SD-WAN	Viptela	Complete	50 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$299.21
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Azure	Full	None	None	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$340.88
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$340.88
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$340.88
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$295.43
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$287.85
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$287.85
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$287.85
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$359.81
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$359.81
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$359.81
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$314.36
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$314.36
SD-WAN	Viptela	Complete	20 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$314.36
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Co Management	None	None	Recurring	\$2,643.68
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$2,643.68
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$2,643.68
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,647.46
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,647.46
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$2,647.46
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Co Management	None	None	Recurring	\$477.23
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$481.01
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Full	Primary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$454.50
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	1 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Azure	Full	None	None	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$208.31
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$208.31
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$208.31
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$185.59
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$242.40
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$242.40
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$242.40
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$246.19
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$246.19
SD-WAN	Viptela	Complete	10 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$246.19
SD-WAN	Viptela	Complete	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$700.69
SD-WAN	Viptela	Complete	2 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$700.69
SD-WAN	Viptela	Complete	2 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$700.69
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Azure	Full	None	None	Recurring	\$212.10
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$2,014.95
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,636.20
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Co Management	None	None	Recurring	\$4,457.89
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,636.20
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$4,457.89
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$2,014.95
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$2,014.95
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,636.20
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$4,457.89
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$4,461.68
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,018.72

SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,639.99
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$4,461.68
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,639.99
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,018.74
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$4,461.68
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,639.99
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$2,018.74
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$477.23
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$477.23
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$208.31
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Co Management	None	None	Recurring	\$1,193.06
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$1,193.06
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$208.31
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$1,193.06
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$477.23
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$208.31
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,196.85
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$481.01
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Full	None	None	Recurring	\$212.10
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$481.01
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Full	Primary	Active	Recurring	\$1,196.85
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Full	Primary	Active	Recurring	\$1,196.85
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$1,196.85
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$212.10
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$481.01
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$1,166.55
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$454.50
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$185.59
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$454.50
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$1,166.55
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	2.5 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$1,166.55
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$454.50
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$242.40
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$511.31
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$511.31
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$511.31
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$511.31
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$242.40
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$242.40
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$242.40
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$511.31
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$511.31
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$246.19
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$515.10
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$515.10
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$515.10
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$246.19
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$515.10
SD-WAN	Viptela	Complete	500 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$515.10
SD-WAN	Viptela	Complete	250 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$515.10
SD-WAN	Viptela	Complete	25 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$246.19
SD-WAN	Viptela	Core	100 Mbps	Subscription	Azure	Full	None	None	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$996.11
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$996.11
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$996.11
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,003.69
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,003.69
SD-WAN	Viptela	Core	100 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,003.69
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$178.01
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$159.08
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$159.08
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$159.08
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$215.89
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$215.89
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$215.89

SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$219.68
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$219.68
SD-WAN	Viptela	Core	100 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$219.68
SD-WAN	Viptela	Core	50 Mbps	Subscription	Azure	Full	None	None	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$178.01
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$185.59
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$155.29
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$155.29
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$155.29
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$215.89
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$215.89
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$215.89
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$215.89
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$215.89
SD-WAN	Viptela	Core	50 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$215.89
SD-WAN	Viptela	Core	20 Mbps	Subscription	Azure	Full	None	None	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$200.74
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$200.74
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$200.74
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$174.23
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$174.23
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$174.23
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$219.68
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$219.68
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$219.68
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$200.74
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$200.74
SD-WAN	Viptela	Core	20 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$200.74
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Co Management	None	None	Recurring	\$2,446.73
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$2,446.73
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$2,446.73
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,450.51
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,450.51
SD-WAN	Viptela	Core	1 Gbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$2,450.51
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Co Management	None	None	Recurring	\$280.28
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$284.06
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Full	Primary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$257.55
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	1 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	10 Mbps	Subscription	Azure	Full	None	None	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$143.93
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$143.93
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$143.93
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$121.20
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$121.20
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$121.20
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$178.01
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$181.80
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	10 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$397.69
SD-WAN	Viptela	Core	2 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$397.69
SD-WAN	Viptela	Core	2 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$397.69
SD-WAN	Viptela	Core	25 Mbps	Subscription	Azure	Full	None	None	Recurring	\$147.71
SD-WAN	Viptela	Core	25 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	25 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,439.25
SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,818.00
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Co Management	None	None	Recurring	\$3,893.55
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$3,893.55

SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,818.00
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,439.25
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,439.25
SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,818.00
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$3,893.55
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$3,897.34
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,443.04
SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,821.79
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$3,897.34
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,443.04
SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,821.79
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$3,897.34
SD-WAN	Viptela	Core	250 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,443.04
SD-WAN	Viptela	Core	500 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,821.79
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Co Management	None	None	Recurring	\$628.00
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$280.28
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$280.28
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$143.93
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$628.73
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$143.93
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$143.93
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$628.73
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$280.28
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$284.06
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Full	None	None	Recurring	\$632.51
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$284.06
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Full	None	None	Recurring	\$147.71
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Full	Primary	Active	Recurring	\$632.51
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$284.06
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$632.51
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$147.71
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$606.00
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$121.20
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$257.55
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$257.55
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$606.00
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$121.20
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$257.55
SD-WAN	Viptela	Core	2.5 Gbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$606.00
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$121.20
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$178.01
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$314.36
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$314.36
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$314.36
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$314.36
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$314.36
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$314.36
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$178.01
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$314.36
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$181.80
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$318.15
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$318.15
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$318.15
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$318.15
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	25 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$181.80
SD-WAN	Viptela	Core	500 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$318.15
SD-WAN	Viptela	Core	250 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$318.15
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Azure	Full	None	None	Recurring	\$151.50
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Azure	Full	Primary	Active	Recurring	\$151.50
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Azure	Full	Secondary	Active	Recurring	\$151.50
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$965.81
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$965.81
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$965.81
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$969.60
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$969.60
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$969.60
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$147.71
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$147.71
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$147.71
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$151.50
SD-WAN	Viptela	Essential	100 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$151.50

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SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,730.89
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Co Management	None	None	Recurring	\$1,352.14
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,352.14
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Co Management	Primary	Active	Recurring	\$1,730.89
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,730.89
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Co Management	Secondary	Active	Recurring	\$1,352.14
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,355.93
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,734.68
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,355.93
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,734.68
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,355.93
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Hosted	Full	Secondary	Active	Recurring	\$1,734.68
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$193.16
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$193.16
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Co Management	None	None	Recurring	\$121.20
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$193.16
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$193.16
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Co Management	Primary	Active	Recurring	\$121.20
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$193.16
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$121.20
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Co Management	Secondary	Active	Recurring	\$193.16
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$196.95
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$196.95
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Full	None	None	Recurring	\$124.99
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$124.99
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$196.95
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Full	Primary	Active	Recurring	\$196.95
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$196.95
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$124.99
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Full	Secondary	Active	Recurring	\$196.95
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$174.23
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$102.26
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$174.23
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$174.23
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$174.23
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Monitor	Primary	Active	Recurring	\$102.26
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$174.23
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$174.23
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise	Monitor	Secondary	Active	Recurring	\$102.26
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$155.29
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$227.25
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Co Management	None	None	Recurring	\$227.25
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$227.25
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$227.25
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Co Management	Primary	Active	Recurring	\$155.29
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$227.25
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$227.25
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Co Management	Secondary	Active	Recurring	\$155.29
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$159.08
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$231.04
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$231.04
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$231.04
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$231.04
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Full	Primary	Active	Recurring	\$159.08
SD-WAN	Viptela	Essential	25 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$159.08
SD-WAN	Viptela	Essential	250 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$231.04
SD-WAN	Viptela	Essential	500 Mbps	Subscription	Premise-Cisco	Full	Secondary	Active	Recurring	\$231.04
FEATURE	Vendor	Service Package	Capacity	Pricing Model	Deployment Model	Management Level	HA Type	HA Role	CHARGE TYPE	
Security	Checkpoint	Complete	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,367.29
Security	Checkpoint	Complete	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,162.76
Security	Checkpoint	Complete	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$443.14
Security	Checkpoint	Complete	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$238.61
Security	Checkpoint	Complete	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$401.48
Security	Checkpoint	Complete	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$196.95
Security	Checkpoint	Complete	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$348.45
Security	Checkpoint	Complete	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$143.93
Security	Checkpoint	Complete	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$3,431.48
Security	Checkpoint	Complete	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$3,226.95
Security	Checkpoint	Complete	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,265.03
Security	Checkpoint	Complete	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$1,060.50
Security	Checkpoint	Complete	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$333.30
Security	Checkpoint	Complete	10 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$128.78
Security	Checkpoint	Complete	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$2,060.40
Security	Checkpoint	Complete	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$1,855.88
Security	Checkpoint	Complete	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,484.60
Security	Checkpoint	Complete	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,067.98
Security	Checkpoint	Complete	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,863.45
Security	Checkpoint	Complete	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,280.08
Security	Checkpoint	Complete	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$575.70
Security	Checkpoint	Complete	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$840.83
Security	Checkpoint	Complete	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$636.30
Security	Checkpoint	Complete	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$371.18

Security	Checkpoint	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,227.15
Security	Checkpoint	Core	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,105.95
Security	Checkpoint	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$303.00
Security	Checkpoint	Core	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$181.80
Security	Checkpoint	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$291.64
Security	Checkpoint	Core	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$170.44
Security	Checkpoint	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$242.40
Security	Checkpoint	Core	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$121.20
Security	Checkpoint	Core	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,700.49
Security	Checkpoint	Core	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,579.29
Security	Checkpoint	Core	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$534.04
Security	Checkpoint	Core	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$412.84
Security	Checkpoint	Core	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$238.61
Security	Checkpoint	Core	10 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$117.41
Security	Checkpoint	Core	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$799.16
Security	Checkpoint	Core	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$674.18
Security	Checkpoint	Core	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,139.94
Security	Checkpoint	Core	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,874.81
Security	Checkpoint	Core	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,753.61
Security	Checkpoint	Core	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,018.74
Security	Checkpoint	Core	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$496.16
Security	Checkpoint	Core	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$382.54
Security	Checkpoint	Core	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$374.96
Security	Checkpoint	Core	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$261.34
Security	Checkpoint	Essential	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,124.89
Security	Checkpoint	Essential	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,083.23
Security	Checkpoint	Essential	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$200.74
Security	Checkpoint	Essential	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$159.08
Security	Checkpoint	Essential	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$189.38
Security	Checkpoint	Essential	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$151.50
Security	Checkpoint	Essential	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$155.29
Security	Checkpoint	Essential	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$117.41
Security	Checkpoint	Essential	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,526.26
Security	Checkpoint	Essential	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,488.39
Security	Checkpoint	Essential	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$359.81
Security	Checkpoint	Essential	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$321.94
Security	Checkpoint	Essential	10 Mbps	Subscription	Premise	Full	None	None	Recurring	\$151.50
Security	Checkpoint	Essential	10 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$113.63
Security	Checkpoint	Essential	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$645.40
Security	Checkpoint	Essential	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$507.53
Security	Checkpoint	Essential	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,746.04
Security	Checkpoint	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,977.08
Security	Checkpoint	Essential	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,704.38
Security	Checkpoint	Essential	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,935.41
Security	Checkpoint	Essential	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$253.76
Security	Checkpoint	Essential	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$333.30
Security	Checkpoint	Essential	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$291.64
Security	Checkpoint	Essential	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$212.10
Security	Fortinet	Complete	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,212.00
Security	Fortinet	Complete	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,007.48
Security	Fortinet	Complete	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$499.95
Security	Fortinet	Complete	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$295.43
Security	Fortinet	Complete	50 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$840.83
Security	Fortinet	Complete	50 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$636.30
Security	Fortinet	Complete	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$412.84
Security	Fortinet	Complete	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$208.31
Security	Fortinet	Complete	20 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$738.66
Security	Fortinet	Complete	20 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$534.04
Security	Fortinet	Complete	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$405.26
Security	Fortinet	Complete	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$200.74
Security	Fortinet	Complete	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,647.46
Security	Fortinet	Complete	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,442.94
Security	Fortinet	Complete	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$693.11
Security	Fortinet	Complete	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$488.59
Security	Fortinet	Complete	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,113.63
Security	Fortinet	Complete	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$909.00
Security	Fortinet	Complete	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,121.00
Security	Fortinet	Complete	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,780.13
Security	Fortinet	Complete	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,916.48
Security	Fortinet	Complete	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,575.60
Security	Fortinet	Complete	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$499.95
Security	Fortinet	Complete	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$689.33
Security	Fortinet	Complete	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$295.43
Security	Fortinet	Complete	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$484.80
Security	Fortinet	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,037.78
Security	Fortinet	Core	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$912.79
Security	Fortinet	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$325.73
Security	Fortinet	Core	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$200.74
Security	Fortinet	Core	50 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$712.05
Security	Fortinet	Core	50 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$590.85
Security	Fortinet	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$284.06
Security	Fortinet	Core	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$162.86

Security	Fortinet	Core	20 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$609.79
Security	Fortinet	Core	20 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$488.59
Security	Fortinet	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$276.49
Security	Fortinet	Core	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$155.29
Security	Fortinet	Core	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,367.19
Security	Fortinet	Core	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,242.20
Security	Fortinet	Core	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$412.84
Security	Fortinet	Core	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$287.85
Security	Fortinet	Core	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$651.45
Security	Fortinet	Core	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$530.25
Security	Fortinet	Core	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,840.73
Security	Fortinet	Core	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,605.90
Security	Fortinet	Core	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,719.53
Security	Fortinet	Core	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,480.91
Security	Fortinet	Core	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$325.73
Security	Fortinet	Core	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$409.05
Security	Fortinet	Core	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$200.74
Security	Fortinet	Core	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$287.85
Security	Fortinet	Essential	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$924.15
Security	Fortinet	Essential	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$886.28
Security	Fortinet	Essential	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$212.10
Security	Fortinet	Essential	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$174.23
Security	Fortinet	Essential	50 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$613.58
Security	Fortinet	Essential	50 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$575.70
Security	Fortinet	Essential	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$185.59
Security	Fortinet	Essential	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$147.71
Security	Fortinet	Essential	20 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$511.31
Security	Fortinet	Essential	20 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$473.44
Security	Fortinet	Essential	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$178.01
Security	Fortinet	Essential	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$140.14
Security	Fortinet	Essential	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,230.84
Security	Fortinet	Essential	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,189.18
Security	Fortinet	Essential	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$276.49
Security	Fortinet	Essential	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$234.83
Security	Fortinet	Essential	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$462.08
Security	Fortinet	Essential	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$424.20
Security	Fortinet	Essential	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,492.28
Security	Fortinet	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,704.38
Security	Fortinet	Essential	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,454.40
Security	Fortinet	Essential	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,666.50
Security	Fortinet	Essential	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$212.10
Security	Fortinet	Essential	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$272.70
Security	Fortinet	Essential	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$234.83
Security	Fortinet	Essential	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$174.23
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,155.19
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,155.19
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$412.84
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$950.66
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$950.66
Security	Palo Alto	Complete	100 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$310.58
Security	Palo Alto	Complete	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$443.14
Security	Palo Alto	Complete	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$238.61
Security	Palo Alto	Complete	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$477.23
Security	Palo Alto	Complete	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$363.60
Security	Palo Alto	Complete	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$159.08
Security	Palo Alto	Complete	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$397.69
Security	Palo Alto	Complete	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$356.03
Security	Palo Alto	Complete	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$151.50
Security	Palo Alto	Complete	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$390.11
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,530.05
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,530.05
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$651.45
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,325.53
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$2,325.53
Security	Palo Alto	Complete	1 Gbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$549.19
Security	Palo Alto	Complete	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$575.70
Security	Palo Alto	Complete	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$371.18
Security	Palo Alto	Complete	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$609.79
Security	Palo Alto	Complete	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$1,056.71
Security	Palo Alto	Complete	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$852.19
Security	Palo Alto	Complete	2 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$1,090.80
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,723.31
Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$2,007.38
Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,007.38
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,723.31
Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$651.45
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$412.84
Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,802.85
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,518.79
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,518.79
Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,802.85
Security	Palo Alto	Complete	250 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$310.58

Security	Palo Alto	Complete	500 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$549.19
Security	Palo Alto	Complete	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$443.14
Security	Palo Alto	Complete	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$575.70
Security	Palo Alto	Complete	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$238.61
Security	Palo Alto	Complete	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$371.18
Security	Palo Alto	Complete	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$477.23
Security	Palo Alto	Complete	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$609.79
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,030.20
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,030.20
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$329.51
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$909.00
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$909.00
Security	Palo Alto	Core	100 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$268.91
Security	Palo Alto	Core	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$318.15
Security	Palo Alto	Core	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$196.95
Security	Palo Alto	Core	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$352.24
Security	Palo Alto	Core	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$261.34
Security	Palo Alto	Core	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$140.14
Security	Palo Alto	Core	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$299.21
Security	Palo Alto	Core	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$253.76
Security	Palo Alto	Core	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$132.56
Security	Palo Alto	Core	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$291.64
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,359.61
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,359.61
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$522.68
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,234.63
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$2,234.63
Security	Palo Alto	Core	1 Gbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$462.08
Security	Palo Alto	Core	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$405.26
Security	Palo Alto	Core	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$280.28
Security	Palo Alto	Core	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$439.35
Security	Palo Alto	Core	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$727.20
Security	Palo Alto	Core	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$606.00
Security	Palo Alto	Core	2 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$761.29
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,939.20
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,598.33
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,598.33
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,939.20
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$618.89
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$329.51
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,818.00
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,477.13
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,818.00
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,477.13
Security	Palo Alto	Core	500 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$458.29
Security	Palo Alto	Core	250 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$268.91
Security	Palo Alto	Core	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$318.15
Security	Palo Alto	Core	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$401.48
Security	Palo Alto	Core	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$196.95
Security	Palo Alto	Core	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$280.28
Security	Palo Alto	Core	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$352.24
Security	Palo Alto	Core	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$435.56
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$935.51
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$935.51
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$276.49
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$897.64
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$897.64
Security	Palo Alto	Essential	100 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$257.55
Security	Palo Alto	Essential	100 Mbps	Subscription	Premise	Full	None	None	Recurring	\$223.46
Security	Palo Alto	Essential	100 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$185.59
Security	Palo Alto	Essential	100 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$257.55
Security	Palo Alto	Essential	50 Mbps	Subscription	Premise	Full	None	None	Recurring	\$170.44
Security	Palo Alto	Essential	50 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$132.56
Security	Palo Alto	Essential	50 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$208.31
Security	Palo Alto	Essential	20 Mbps	Subscription	Premise	Full	None	None	Recurring	\$162.86
Security	Palo Alto	Essential	20 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$124.99
Security	Palo Alto	Essential	20 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$200.74
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Full	None	None	Recurring	\$2,253.56
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$2,253.56
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$458.29
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Monitor	None	None	Recurring	\$2,211.90
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$2,211.90
Security	Palo Alto	Essential	1 Gbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$435.56
Security	Palo Alto	Essential	1 Gbps	Subscription	Premise	Full	None	None	Recurring	\$299.21
Security	Palo Alto	Essential	1 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$257.55
Security	Palo Alto	Essential	1 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$333.30
Security	Palo Alto	Essential	2 Gbps	Subscription	Premise	Full	None	None	Recurring	\$575.70
Security	Palo Alto	Essential	2 Gbps	Subscription	Premise	Monitor	None	None	Recurring	\$537.83
Security	Palo Alto	Essential	2 Gbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$609.79
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,833.15
Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Full	None	None	Recurring	\$1,503.64
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,833.15

Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Full	Primary	Active	Recurring	\$1,503.64
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$454.50
Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Full	Secondary	Standby	Recurring	\$276.49
Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,465.76
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Monitor	None	None	Recurring	\$1,795.28
Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,465.76
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Monitor	Primary	Active	Recurring	\$1,795.28
Security	Palo Alto	Essential	500 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$435.56
Security	Palo Alto	Essential	250 Mbps	Subscription	Hosted	Monitor	Secondary	Standby	Recurring	\$257.55
Security	Palo Alto	Essential	500 Mbps	Subscription	Premise	Full	None	None	Recurring	\$295.43
Security	Palo Alto	Essential	250 Mbps	Subscription	Premise	Full	None	None	Recurring	\$223.46
Security	Palo Alto	Essential	250 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$185.59
Security	Palo Alto	Essential	500 Mbps	Subscription	Premise	Monitor	None	None	Recurring	\$257.55
Security	Palo Alto	Essential	250 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$257.55
Security	Palo Alto	Essential	500 Mbps	Subscription	Premise-Cisco	Full	None	None	Recurring	\$329.51
FEATURE	Vendor	Service Package	Capacity	Pricing Model	Deployment Model	Management Level	HA Type	HA Role	CHARGE TYPE	
Session Border Controller	Sonus	Complete	1001-5000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$689.33
Session Border Controller	Sonus	Complete	25-250 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$382.54
Session Border Controller	Sonus	Complete	251-1000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$537.83
Session Border Controller	Sonus	Core	1001-5000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$677.96
Session Border Controller	Sonus	Core	251-1000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$526.46
Session Border Controller	Sonus	Core	25-250 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$374.96
Session Border Controller	Sonus	Essential	1001-5000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$659.03
Session Border Controller	Sonus	Essential	251-1000 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$518.89
Session Border Controller	Sonus	Essential	25-250 Concurrent Calls	Subscription	Hosted	Full	None	Active	Recurring	\$363.60
FEATURE	Vendor	Service Package	Capacity				HA Type	HA Role	CHARGE TYPE	
Session Border Controller - License	Sonus	Complete	25-250 Concurrent Calls				None	Active	Recurring	\$2.59
Session Border Controller - License	Sonus	Complete	251-1000 Concurrent Calls				None	Active	Recurring	\$2.39
Session Border Controller - License	Sonus	Complete	1001-5000 Concurrent Calls				None	Active	Recurring	\$2.05
Session Border Controller - License	Sonus	Core	25-250 Concurrent Calls				None	Active	Recurring	\$2.09
Session Border Controller - License	Sonus	Core	251-1000 Concurrent Calls				None	Active	Recurring	\$1.93
Session Border Controller - License	Sonus	Core	1001-5000 Concurrent Calls				None	Active	Recurring	\$1.66
Session Border Controller - License	Sonus	Essential	25-250 Concurrent Calls				None	Active	Recurring	\$1.59
Session Border Controller - License	Sonus	Essential	251-1000 Concurrent Calls				None	Active	Recurring	\$1.48
Session Border Controller - License	Sonus	Essential	1001-5000 Concurrent Calls				None	Active	Recurring	\$1.25
FEATURE	Level of Service			CPE Included	Size of Device				CHARGE TYPE	
Virtual Host Management	Full			No	X-Small				Recurring	\$0.00
Virtual Host Management	Full			No	Small				Recurring	\$0.00
Virtual Host Management	Full			No	Medium				Recurring	\$0.00
Virtual Host Management	Full			No	Large				Recurring	\$0.00
Virtual Host Management	Full			No	X-Large				Recurring	\$0.00
Virtual Host Management	Full			Yes	Medium				Recurring	\$310.58
Virtual Host Management	Full			Yes	Large				Recurring	\$643.88
FEATURE	OOB Provided By						PRICE	CHARGE TYPE	CHARGE TYPE	
Wireless OOB	Customer								Recurring	\$0.00
Wireless OOB	Verizon								Recurring	\$13.64
Wireless OOB	Customer								Non-Recurring	\$0.00
Wireless OOB	Verizon								Non-Recurring	\$94.69
FEATURE		Service Package	Capacity	Management Level					CHARGE TYPE	
Network Engineering	Routing	Complete	100 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	50 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	20 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	1 Gbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	10 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	2 Gbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	250 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	25 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	2.5 Gbps	Full					Recurring	\$124.99
Network Engineering	Routing	Complete	500 Mbps	Full					Recurring	\$124.99
Network Engineering	Routing	Core	100 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	50 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	20 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	1 Gbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	10 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	2 Gbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	250 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	25 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	500 Mbps	Full					Recurring	\$75.75
Network Engineering	Routing	Core	2.5 Gbps	Full					Recurring	\$75.75
Network Engineering	Routing	Essential	100 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	50 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	20 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	1 Gbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	10 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	2 Gbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	250 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	2.5 Gbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	25 Mbps	Full					Recurring	\$49.24
Network Engineering	Routing	Essential	500 Mbps	Full					Recurring	\$49.24
Network Engineering	SD-WAN	Complete	100 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	50 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	20 Mbps	Full					Recurring	\$136.35

Network Engineering	SD-WAN	Complete	1 Gbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	10 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	2 Gbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	2.5 Gbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	25 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	250 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Complete	500 Mbps	Full					Recurring	\$136.35
Network Engineering	SD-WAN	Core	100 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	50 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	20 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	1 Gbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	10 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	2 Gbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	2.5 Gbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	25 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	250 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Core	500 Mbps	Full					Recurring	\$87.11
Network Engineering	SD-WAN	Essential	100 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	50 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	20 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	1 Gbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	10 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	2 Gbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	25 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	250 Mbps	Full					Recurring	\$60.60
Network Engineering	SD-WAN	Essential	500 Mbps	Full					Recurring	\$60.60
Network Engineering	Virtual Host Management	N/A	100 Mbps	Full					Recurring	\$37.88
Network Engineering	Virtual Host Management	N/A	50 Mbps	Full					Recurring	\$26.61
Network Engineering	Virtual Host Management	N/A	20 Mbps	Full					Recurring	\$15.15
Network Engineering	Virtual Host Management	N/A	1 Gbps	Full					Recurring	\$53.03
Network Engineering	Virtual Host Management	N/A	10 Mbps	Full					Recurring	\$15.15
Network Engineering	Virtual Host Management	N/A	2 Gbps	Full					Recurring	\$68.18
Network Engineering	WAN Optimization	Complete	100 Mbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	50 Mbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	20 Mbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	1 Gbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	10 Mbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	2 Gbps	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	5,000 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	200 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	2,000 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	1,000 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	12,000 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Complete	500 Max Connections	Full					Recurring	\$75.75
Network Engineering	WAN Optimization	Core	100 Mbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	50 Mbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	20 Mbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	1 Gbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	10 Mbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	2 Gbps	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	2,000 Max Connections	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	12,000 Max Connections	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	200 Max Connections	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	5,000 Max Connections	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	1,000 Max Connections	Full					Recurring	\$49.24
Network Engineering	WAN Optimization	Core	500 Max Connections	Full					Recurring	\$49.24

ATTACHMENT E4

VALUE ADD TERMS

Intentionally Left Blank.

ATTACHMENT E5

THIRD PARTY VENDOR TERMS

Intentionally left blank.

ATTACHMENT F

Exceptions to Solicitation No. 0900000550

The Solicitation is hereby amended as set forth below and supersedes all prior Exceptions submitted by Verizon.

REQUESTED EXCEPTIONS NOT APPEARING BELOW HAVE BEEN DECLINED BY THE STATE

Term & Section	Language
Attachment C: OKLAHOMA STATEWIDE CONTRACT TERMS: Orders and Addendums (Section 2.1)	Attachment C: 2.1. Clarifying Statement: Verizon will only accept a Purchasing Card as a form of payment if it is used on an auto-recurring payment basis. Verizon does not accept one-time Purchase Card payments.
Attachment C: OKLAHOMA STATEWIDE CONTRACT TERMS: Orders and Addendums (Section 6.3.v.c)	Attachment C: 6.3.v.c Clarifying Statement: Verizon only allows payment by Purchase Card on an auto-recurring basis.
Attachment D: STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS: (Section 3, page 3)	Verizon takes exception as follows: Supplier shall provide a Voluntary Product Accessibility Template (“VPAT”) describing accessibility compliance in the form of an attached document or via a URL linking to the VPAT and shall update the VPAT as necessary in order to allow a Customer to obtain current VPAT information as required by State law.
Attachment D: STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS: (Section 6.1, page 4)	Verizon takes exception with the following explanation: Verizon products and services are designed in accordance with Verizon’s internal corporate policy instruction CPI-810, which is aligned with the NIST Cyber Security Framework (CSF) and will correlate to applicable Oklahoma Information Security controls. As such, Verizon will follow applicable requirements as specified by each Agency, in order to support Agencies in meeting their obligations under this statute. In some cases, following Oklahoma policy requirements on a given task order may require special design considerations or additional costs for the quoted solution. Upon contract award, and when requested by an Oklahoma agency to provide services, Verizon will work with the Agency as required to address any applicable IT/Information security design requirements.
Attachment D: STATE OF OKLAHOMA INFORMATION TECHNOLOGY TERMS: (Section 15, page 10)	Section 15 is deleted in its entirety. Service Level Agreements will be addressed separately on a service-by-service basis.

ATTACHMENT F1

STATE OF OKLAHOMA CONTRACT WITH VERIZON BUSINESS NETWORK SERVICES, LLC RESULTING FROM SOLICITATION NO. 0900000550

Template for Contract Modifications for Quotes, Statements of
Work, or other Ordering Documents

The parties agree to use this template as the process to formally approve any terms, conditions or clauses that are to supersede the terms and Conditions in the Contract for purposes of the applicable quote, statement of work or other ordering document.

Contract Modifications for Quote, Statement of Work, or other Ordering Document

Solely for purposes of this ordering document, the terms and conditions of the Contract are hereby amended as set forth below. This amendment is considered an Addendum.

RFP Section	Exception/Additional Terms

STATE OF OKLAHOMA
by and through the
OFFICE OF MANAGEMENT AND
ENTERPRISE SERVICES

VERIZON BUSINESS NETWORK
SERVICES, LLC

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

The [INSERT AGENCY NAME] is additionally executing this document to memorialize its involvement in negotiation of and its agreement with the terms of this document.

By: _____

Name: _____

Title: _____

Date: _____


FINAL SW1014 Verizon Final Contract


Final Audit Report


2024-08-19


Created:	2024-08-15
By:	Courtney Templeton (courtney.templeton@omes.ok.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAxF5L811-6XCw9Xvhdepij6Y1vY_02W


"FINAL SW1014 Verizon Final Contract" History


 Document created by Courtney Templeton (courtney.templeton@omes.ok.gov)
2024-08-15 - 7:22:13 PM GMT


 Document emailed to vz-esign@verizon.com for signature
2024-08-15 - 7:25:19 PM GMT


 Email viewed by vz-esign@verizon.com
2024-08-15 - 7:40:14 PM GMT

 Signer vz-esign@verizon.com entered name at signing as David K Brown
2024-08-16 - 6:47:23 PM GMT

 Document e-signed by David K Brown (vz-esign@verizon.com)
Signature Date: 2024-08-16 - 6:47:25 PM GMT - Time Source: server

 Document emailed to Joe McIntosh (joe.mcintosh@omes.ok.gov) for signature
2024-08-16 - 6:47:37 PM GMT

 Document e-signed by Joe McIntosh (joe.mcintosh@omes.ok.gov)
Signature Date: 2024-08-19 - 9:18:39 PM GMT - Time Source: server

 Agreement completed.
2024-08-19 - 9:18:39 PM GMT