
Conferencing Services

This Telmex USA Conferencing Services Guide consists of the following Sections.

- **Service Description**
- **Terms and Conditions**
- **Pricing**

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SERVICE DESCRIPTION

SD.1 Telmex USA Conferencing Services-Business Service

Telmex USA Conferencing Service-Business Service (TCS Business Service) is a reservation-less or reservation, on-demand, audio and web-conferencing service with a variety of enhanced features available for business customers. A range of options and service parameters are supported on a per-call basis. This provides the customer with flexibility in choosing the service most suitable to their conferencing requirements.

Audio-Conferencing Service allows participants from the United States and over 50 key international business locations to use toll-free numbers for local, regional, and international conferences. The customer and their guests can access a single conference from many international locations by using permanent access telephone numbers from their respective countries.

Web-Conferencing Service is Telmex USA's on-demand web meeting tool and convenient web-conferencing service that is fully integrated with the Telmex USA Audio-Conferencing Services. Telmex USA Web-Conferencing Services enables rich, collaborative sharing of applications and documents and gives the Customer the control and functionality needed to manage calls online, change account options, share slide presentations and graphics to meeting participants, show the desktop to meeting participants, show applications from a computer to meeting participants, collaborate on documents in real time, visit web locations and show your visit to all attendees, chat with participants who express interest in your products or services, and record their entire meeting (audio only), including any visuals (audio with synchronized visuals) for playback later.

Event Conferencing Services is suited for large audiences, typically in events such as: new product launches, corporate announcements, merger and acquisition announcements, training events and shareholder and analyst meetings. These types of events involve hundreds of guests. Telmex USA offers three levels of Event Conferencing Services to match the Customer's individual requirements and event needs. A variety of optional services are available before, during, and after the call. Operator assistance is always available during the call.

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SD. 2 Telmex USA provides the following audio and web-conferencing Services:

		Audio-Conference	Auto Event	Event Express	Event Call
CONFERENCE CALL COMPONENTS	Call Size	8, 16, 24, 35, 50, 60, 75 or 96 lines	3 – 500+	3 – 500	3 – 3,000+
	Operator Availability	Technical assistance	Technical assistance	100% Operator Monitored	100% Operator Monitored
	Reservation Confirmation		X	X	X
	Access with a Passcode	X		Partial	X
	Customized Introduction		Semi-Custom	Semi-Custom	Semi-Custom
	Dial in on a Toll Number	International Participants	X	X	X
	Dial in on a Toll-free Number	X	X	X	X
	Enhanced Services Availability	As Indicated		X	X
	Listen-only Mode	Chair/Part. Controlled	X	X	X
	Music While on Hold	X	X	X	X
	Operator Access	X	X	X	X
	Operator Dial Out	Chairperson	Partial	X	X
	Operator Greets All Callers			Partial	X
	Q&A Session Coordination			Selected Participants	X
	Roll Call	Automated		Partial	X
	Security Screening	Automated		Partial	X
	Standard Introduction			X	X
	Standing Reservation	X	X	X	X
Web-Conference (Meeting)	X				
ADDITIONAL SERVICES (ADDITIONAL CHARGES APPLY)	Telmex USA Web-Conference	X			
	Scheduler for Microsoft Outlook Calendar	X			
	Record – on-demand	X			
	Participant Notification	(Scheduler)		X	X
	Communication Line			X	X
	Participant List (faxed or e-mailed)			Partial List	X
	Recording/Taping	(Record on-demand)		X	X
	Conference Playback	X		X	X
	Taped Conference Rebroadcast			X	X
	Transcription			X	X

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SD.2 Features

The table above sets out the features generally available as part of Telmex USA's standard packages for Audio and Web-Conferencing Services, listed by service, for attended and unattended conference calls. (An "X" denotes inclusion of the specified feature for that call type.) The feature list below is non-exhaustive and certain features are subject to availability. Feature availability is subject to change. Additional charges, as set out in the Order Form apply to these features where indicated. Changes to features and charges will be posted at www.conference.telmexusa.com and www.telmexusa.com/regulatory respectively.

SD.3 Service Commitment Period

The Customer must subscribe to a Service Commitment Period and minimum monthly usage charge (MMUC) per month. The Customer must select a 1, year Service Commitment Period. The Service Commitment Period selected by the Customer shall automatically be renewed for successive periods unless cancelled in writing by the Customer or Telmex USA at least 45 days prior to the end of the Service Commitment Period. If the Customer cancels Service prior to the end of the Service Commitment Period, early termination penalties in TC7 apply.

SD.4 Service Availability

Telmex USA Audio-Conference Service allows participants from the United States and international locations listed in the rate tables in Section P to use toll-free numbers for local, regional, and global conferences. Availability is on a first-come, first-serve basis. Consistent monitoring of port utilization enables Telmex USA to proactively increase capacity to meet Customer demand. Telmex USA Audio-Conferencing Services system and network are designed to meet P.01 grade of service.

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TERMS AND CONDITIONS

TC1 General

Conferencing Services are subject to the business service agreement and the service guide which may be found at www.telmexusa.com/regulatory and may be amended from time to time.

TC2. Definitions

The definitions and abbreviations listed below apply to this Guide:

Bridge: Equipment installed at platform's location(s), including software, necessary cabling and modem equipment, with capabilities to link multiple telephone callers into a single conference and conduct multiple simultaneous conferences.

Chairperson/Subscriber: End-user customer who acts as the moderator for a conference call.

Conference Playback: A digital recording and replay of a previously recorded audio-conference call.

Communication Line: A communication line is a connection between an operator and a representative from the host company that is used to manipulate the Q&A session, give status updates, and troubleshoot.

'Dial-In' Conference (Meet-Me): Process whereby Chairperson notifies conference participants of scheduled time of conference call and participants initiate calls into the conference calls at the scheduled time via pre-defined access telephone number.

'Dial-Out' Conference: Process whereby the Chairperson notifies conference call participants of the scheduled time of a conference call and a Telmex USA operator dials participants and connects them to the scheduled conference call.

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P.01: P.01 refers to the Erlang traffic model used to estimate the number of audio-conferencing lines/ports required. “Blocking” is the failure of calls as a result of an insufficient number of lines/ports being available. P.01 means one audio-conferencing call blocked per 100 call attempts.

Record: An on-demand feature that is fully integrated with Telmex USA Web-Conference. The Chairperson can start and stop the recording using telephone touch-tone commands or select a button on the Telmex USA Web-Conference screen. Recordings are automatically synchronized with visual information presented in a web-conference and are stored online in an archive management system. The Chairperson can email or place a URL link on the Internet/Intranet for participants to play back the file online using Adobe® Flash® Player (formerly Macromedia Flash Player). The Chairperson may also add access security codes, receive playback reports and download recordings to store them on their desktop.

Scheduler for Microsoft Outlook® Calendar: A feature that integrates Telmex USA audio and web-conferencing with the Microsoft Outlook® calendar. The Chairperson can create invitations in Microsoft Outlook® that automatically include dial-in numbers and instructions for joining the audio-conference and direct links for participants to join a web-conference and check their browser configuration prior to the meeting. Scheduler for Microsoft Outlook® Calendar also includes a web-conference button on the Chairperson’s desktop that automatically logs them into the Telmex USA Web-Conference.

Telmex USA Audio-Conference: Telmex USA’s subscription-based audio-conference service, offering shared-port, reservation-less, automated audio-conference calls. Subscribers are assigned permanent access numbers and pass-codes to facilitate conference calls without operator involvement.

Telmex USA Auto Event Call: An access method for reserved audio-conference calls by which participants call into at least two(2) toll or toll-free numbers and drop directly into conference in either a listen-only or an interactive mode. This reservations-based service is completely automated; an operator is available for technical difficulties. This Event Call type does not support a managed Q&A session or any of the other additional/enhanced features associated with audio-conferencing.

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Telmex USA Event Express Call: A reservations-based audio-conference service. Participants are issued at least two (2) toll/toll-free dial-in numbers and a separate speaker dial-in number. At least sixty percent (60%) of participants dial in to the Bridge and join the conference call in listen-only mode, without the ability to actively participate. Remaining participants dial in on a different number, are answered by a Telmex USA operator, placed into the conference call, and can actively participate in the call. A Telmex USA operator monitors the conference call and can conduct a managed Q&A session. All additional/enhanced services associated with audio-conferencing are supported on this call type.

Telmex USA Event Call: A high-profile audio-conference call, such as an earnings release. This call is accessible via toll or toll-free access and is fully operator-monitored. Typically, this type of conference has special services associated with it (i.e., Recording, Conference Playback, Question & Answer session).

Telmex USA Event Call Dial-Out: A high-profile audio-conference call utilizing the Telmex USA operator to dial-out to all participants to connect them to the conference call. Typically, this type of conference has special services associated with it, (i.e., Recording, Conference Playback, Question & Answer session).

Telmex Web-Conference: A feature enabling the end-user customer to manage their meetings on-line, change account options, hold a web-conference to share presentations and applications with participants, record visual applications synchronized with the audio-conference and store files online.

Transcription: A written record of a conference call.

TC3 Use of the Service

TC3.1 The Service is provided solely for the Customer's own use. Customer shall not resell or attempt to resell the Service or any part of it to any third party without the prior written agreement of Telmex USA.

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TC3.2 Customer shall not use the Service in any way that does not comply with the terms of any law, regulation or license applicable to the Customer or that is in any way fraudulent or unlawful.

TC3.3 Customer agrees to access the Service only in the manner permitted by Telmex USA (and/or its underlying supplier) and not attempt at any time to circumvent system security or access the source software or compiled code.

TC3.4 Customer agrees not to:

TC3.4.1. Use the Service in any way that does not comply with any instructions given by Telmex USA or any other public telecommunications operator or other competent authority, in any country where the Services are provided.

TC3.4.2 Communicate, send, knowingly receive, upload, download, use, or re-use any information or material which is abusive, indecent, defamatory, obscene, or menacing, or in breach of confidentiality, copyright, privacy, or other applicable rights or law.

TC3.4.3 Communicate, send or provide unsolicited advertising or promotional material, or knowingly receive responses to any unsolicited advertising or promotional material sent or provided using the Services by any third party.

TC3.5 If the Customer or anyone else, with or without the Customer's knowledge or approval, i) uses the Services in contravention of this agreement, or ii) uses the bridge, server capacity or any software or hardware made available to it in any way which, in Telmex USA's opinion, is, or is likely to be, detrimental to the provision of the Service to the Customer or any other Customer, and fails to take corrective action within seven (7) days of receiving notice from Telmex USA to do so, Telmex USA may suspend or terminate the Service and Customer shall remain liable for payment of all applicable charges.

TC3.6 Customer agrees that the Customer is responsible for the acts and omissions of all users of Customer's conferencing account(s) in

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connection with the Service and is liable for any failure by such users to comply.

TC3.7 Customer agrees to provide advance notice to all participants if the Customer chooses to use the Recording feature of this Service and to obtain any consent required by law.

TC3.8 Customer shall indemnify and hold Telmex USA and any third party suppliers of the Service harmless from any claims or damages relating to and resulting from any failure by Customer to comply with its obligations under this Section.

TC3.9 Telmex USA may:

- A. For operational reasons, change codes or numbers used by Telmex USA to provide Services or vary the technical specification of the Services, provided that any change to the technical specification does not materially affect the performance of the Services;
- B. Give the Customer instructions which it believes are necessary for reasons of safety or the quality of the Services provided herein by Telmex USA; or
- C. Temporarily suspend the Services to Customer for operational reasons such as maintenance or to change the number of participants at Customer direction or due to an emergency.

TC4 Authorized Use

Customer may use the Service only for the purposes specified in the User Service Guide and shall be responsible for insuring that any participants or other persons that Customer allows to access the Service comply with the use authorized to Customer. The Service includes call transport only from locations where Telmex USA is presently authorized to provide service under its standard interexchange direct dialed and toll free service authority. Any calls to the Service's conference bridge locations that Carrier is not authorized to carry may

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be completed by the Customer or conference participants using another carrier of their choosing, and such calls are not subject to the rates, terms, or conditions of this Agreement. The Customer or participant shall be responsible for any rates billed by such other carrier in addition to the rates that are set forth in this Guide and will be billed to Customer.

TC5 Unauthorized Use

TC5.1 Telmex USA does not warrant or guarantee that it can prevent unauthorized use or misuse. Telmex USA shall not be liable for any damages, including but not limited to charges for service under this Agreement that Customer may incur as a result of the unauthorized use or misuse of the Service by Customer's employees, third parties, or the public. Customer shall remain responsible for such charges.

TC5.2 Customer acknowledges that it may order features under the Service that record the conference. Customer is responsible for obtaining the consent of the participants on the call that is being recorded, agrees to comply with all applicable laws with respect to such recording and shall indemnify and hold Telmex USA harmless from any damages resulting from third party claims for invasion of privacy, breach of confidentiality or other claims of damages with respect to such recording.

TC5 Minimum Period

The minimum Service Commitment Period is one year.

TC6 Termination

The Customer may terminate this Agreement without penalty at the expiration of the Service Commitment Period with at least 45 days' prior written notice clearly noted "Cancellation of Service" to Telmex USA.

TC7 Early Termination

If Customer terminates Service prior to the end of the then-current Service Commitment Period, or if Telmex USA terminates any Service prior to the end of

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the Service Commitment Period due to Customer's breach, Customer shall pay a termination charge equal to the total remaining MMUC for each month remaining in the Service Commitment Period plus an amount equal to the sum of any credits, promotions, waivers and/or discounts provided for the terminated Service. If written notice of cancellation by Customer is received by Telmex USA at least 45 days prior to the end of the current Service Commitment Period no early termination charges will apply.

TC8 Minimum Monthly Usage Commitment

TC8.1 The provision of these Services by Telmex USA is conditional upon Customer committing to a minimum monthly usage commitment ("MMUC") per month.

TC8.2 If the Customer's usage charges for each monthly bill are less than the MMUC, Customer will pay the MMUC plus all other charges during the applicable billing period including but not limited to universal service, taxes, surcharges, and other applicable charges and fees.

TC9 Implementation of Service

Customer and Telmex USA will mutually agree upon an activation date for the Telmex USA Conference Service(s).

TC10 Billing

Billing for the Service(s) starts when Telmex USA declares the Service(s) available for Customer's use or Customer uses the Service(s), whichever comes first.

TC11 Reservations

TC11.1 The Customer Care Center shall be available for reservations 24-hours a day, seven (7) days per week, and 365 days a year.

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TC11.2 Operators (conference administrators) shall be available at the time of any teleconference to provide assistance or to troubleshoot situations upon request.

TC11.1.3 The reservation answer speed shall be measured per call, and shall be the average of all calls in one-hour increments.

TC11.1.4 Telmex USA shall have qualified reservationists and operators available at all times.

TC12 Service Availability

TC12.1 Telmex USA shall take all reasonable measures to ensure port availability; however, Telmex USA does not guarantee port availability in the shared port service (reservation-less). Availability is on a first-come, first-serve basis. Consistent monitoring of port utilization enables Telmex USA to proactively increase capacity to meet the Customer demand.

TC12.2 Service shall be available to Customer 24-hours a day, seven (7) days per week, and 365 days a year.

TC12.3 Telmex USA shall provide an assigned account team including but not limited to, account management and operations support team.

TC12.4 Telmex USA Conference Service's network adheres to the Telecommunications Industry Standard call completion rate of P.01. This information is available on a monthly basis.

TC12.5 Conference audio bridge ports will be ninety-nine point nine percent (99.9%) error free, as measured over each quarterly period. An occurrence of error shall be defined as when an audio bridge port requested by the Customer is unavailable (i.e., scheduled for use, but for technical reasons, unavailable for use) and there is no alternative bridge port, resulting in the Customer's inability to hold the call for each hour of unavailability beyond specification.

TC12.6 Port availability is not guaranteed in the shared port conference service.

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TC13 Trouble Notification

TC13.1 Users are able to speak with an operator should they experience technical difficulties by pressing *0 (for Event Call types), or 00 for Telmex USA Audio-Conference calls) on their keypad. This function is available for all of Telmex USA's conferencing services globally.

TC13.2 If there is a technical issue affecting a conference while it is in progress, Telmex USA will notify the Customer in real time.

TC14 Billing Disputes

TC14.1 Written notification of billing disputes must be received from Customer within ninety (90) days of the service date.

TC14.2 Billing disputes shall be investigated and resolved within ninety (90) days receiving written notice of the dispute.

TC15 Credits

TC15.1 Customer shall notify Telmex USA Customer Care immediately of an outage via the applicable toll-free maintenance number. Telmex USA Technical Support will investigate the reported outage and assign a trouble ticket number.

TC15.2 A maximum of 1% credit for the month's total MMUC invoiced costs may apply for the affected Telmex USA Conferencing Service, subject to the result from investigation of the reported outage, and subject to limitations and conditions stated in this section.

TC15.3 Credits may apply to the MMUC resulting from investigation and resolution of the billing dispute process.

TC15.4 In no event may the credits provided for hereunder exceed the Customer's total MMUC for any covered Service that is affected.

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TC15.5 No Credits shall apply to the extent that Customer's account is delinquent. Credits are calculated after deduction of all discounts and are not applied to governmental fees and Taxes.

TC15.6 Credits will appear on the Customer's invoice no later than two (2) billing cycles after credit approval.

TC15.7 These credits are Customer's exclusive remedy with respect to Services covered by this Guide and will in no case exceed the actual charges for the call(s) or feature(s).

TC15.8 Outages based on the following causes shall not be considered for the purpose of determining service level agreements and credits:

- (1) The negligence of the Customer, or others authorized by the Customer, with respect to the use of the Service;
- (2) Interruptions or delays due to the failure of power, equipment, services or systems not provided by Telmex USA;
- (3) Interruptions or delays due to access lines or equipment located at Customer premises;
- (4) Interruptions not reported to Telmex USA or where there is a trouble reported, but no trouble found;
- (5) Interruptions or delays due to preprogrammed or emergency maintenance; or
- (6) Interruptions or delays due to Force Majeure.

TC16 Preprogrammed Maintenance

TC16.1 Telmex USA may, upon such notice as is reasonably practicable under the circumstances (provided that Telmex USA will use its reasonable endeavors to give fifteen (15) days' prior written notice), perform preprogrammed or emergency maintenance, including temporary suspension of the Service(s) as necessary.

TC16.2 Standard maintenance window is defined as the hours including and between 0:00 to 06:00 hrs local time.

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TC17 Security

TC17.1 Customer agrees to be responsible for the security and proper use of all account codes and pass codes (if any) allocated by Telmex USA to allow the Customer to use the Service (“User IDs”) and must take all necessary steps to ensure that User IDs are kept confidential, secure, used properly and not disclosed to unauthorized persons.

TC17.2 Customer will immediately inform Telmex USA if Customer believes that a User-ID has or is likely to become known to someone not authorized to use it or is being or is likely to be used in an unauthorized way.

TC17.3 Customer shall not change or attempt to change a User-ID. Customer agrees that if any of its users forgets or loses a User-ID, Customer shall contact Telmex USA, and satisfy such security checks as Telmex USA may require.

TC17.4 Telmex USA reserves the right to suspend User ID access to the Service if at any time Telmex USA reasonably believes that there is or is likely to be a breach of security. Telmex USA also reserves the right (at its sole discretion) to require the Customer to change any or all of the pass codes used by the Customer in connection with the service.

TC17.5 Customer agrees to immediately inform Telmex USA of any changes to the information the Customer supplied when registering for the Service.

TC17.6 Customer agrees to keep in force any license necessary for the Customer to use the Service in any country in which it is provided.

TC18 Content of the Transmitted Information

Customer warrants and agrees that the information and its content (voice, data or image) that is transmitted over the Service, along with the manner in which said information and content is used, is under its sole responsibility and control.

TC19 Wireless Phone Charges

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For calls made from wireless phones, minutes may be charged or deducted by your wireless carrier including any applicable roaming charges. International calls to mobile/cellular numbers may be charged a higher rate.

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PRICING

P1 Rates and Charges

Call time is measured in one (1) minute increments from when a conference participant is connected to a Bridge for a conference until the time that conference participant is disconnected from that Bridge. Calls are billed in one minute increments subject to a minimum connect time of one minute and all calls are rounded up to the next highest minute. All rates and charges in this section are in US dollars and do not include taxes, surcharges, and fees.

P2 Minimum Monthly Usage Commitment (MMUC)

A MMUC of US\$50.00 applies for the service.

P3 Usage Charges

Rates for Telmex USA Audio and Web-Conferencing Services are per minute, per line, and include "Toll", "Toll-Free", and "Dial-out". Toll-Free and Dial-Out rates include conference participant connection and long distance charges within the U.S. for inbound toll-free calls and dial-out calls. International dial-out charges are additional for all call types.

- Audio-Conference: Toll, Toll-Free, and Dial-Out
- Web-Conference: Per participant per minute usage based charge
- Auto Event Call: Toll, Toll-Free, and Dial-Out
- Event Express Call: Toll, Toll-Free, and Dial-Out
- Event Call: Toll, Toll-Free, and Dial-Out
- Scheduler: No charge
- Record: Setup fee, file hosting fee and additional playback charges apply
- Charges apply for additional optional services

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P3.1 Non-Recurring Charges

Non-Recurring Charges apply to certain features and optional services such as Record which are set forth in the TCS Pricing Appendix.

P4. Audio Conference Global Toll-Free Number Service Rates

Rates include bridging and toll-free long distance costs. Countries denoted with ** are available but may have service restrictions within the country. Please check with your Account Manager.

P.5.1 One (1) year term service agreement

Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>
Argentina **	\$0.2136	Hungary	\$0.2085	Saudi Arabia	\$0.9614
Australia	\$0.0574	Iceland	\$0.2163	Singapore **	\$0.0913
Austria	\$0.3116	India	\$0.3210	Slovakia	\$0.3256
Bahamas **	\$0.3023	Indonesia	\$0.1994	South Africa **	\$0.1991
Belarus	\$0.5584	Ireland	\$0.4523	South Korea	\$0.1975
Belgium	\$0.1148	Israel **	\$0.1710	Spain	\$0.1241
Bolivia	\$0.8637	Italy	\$0.3866	Sri Lanka	\$0.5879
Botswana	\$0.9104	Japan	\$0.5038	ST Kitts & Nevis	\$0.6131
Brazil **	\$0.1804	Kazakhstan	\$0.6718	Sweden	\$0.1054
British Virgin Islands	\$0.4913	Kyrgyzstan	\$0.6350	Switzerland **	\$0.3491
Brunei	\$0.4834	Latvia	\$0.3585	Taiwan	\$0.4850
Bulgaria	\$0.5175	Lithuania	\$0.3788	Thailand	\$0.2663
Canada	\$0.0331	Luxembourg	\$0.1225	Trinidad & Tobago	\$0.6131
Chile **	\$0.2013	Macao	\$0.9850	Ukraine	\$0.4209
China	\$0.4710	Malaysia **	\$0.0585	United Arab Emirates	\$0.5850
Colombia **	\$0.5460	Malta	\$0.5879	United Kingdom	\$0.0679
Costa Rica **	\$0.3304	Mexico	\$0.2319	Uruguay	\$0.2881
Croatia	\$0.3210	Moldova	\$0.4416	Uzbekistan	\$0.6746
Cyprus	\$0.2600	Monaco	\$0.0799	Venezuela	\$0.6038
Czech Republic	\$0.2366	Netherlands	\$0.0775		
Denmark	\$0.1148	New Zealand	\$0.0775		

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Dominican Republic **	\$0.3773	Norway	\$0.0585
Ecuador	\$0.5006	Panama	\$0.4163
El Salvador	\$0.4725	Paraguay	\$0.5350
Estonia	\$0.7541	Peru	\$0.9656
Finland	\$0.1163	Philippines	\$0.2913
France	\$0.1148	Poland **	\$0.2366
Germany	\$0.2929	Portugal	\$0.1975
Greece **	\$0.1148	Romania	\$0.1844
Hong Kong	\$0.1005	Russia **	\$0.1335

P5. Audio/Event Conferencing Domestic Rates and Charges

P5.1 One (1) year term service agreement

Telmex USA Reservation-less Audio Conferencing Services

US Audio Domestic Conferencing Service Rates

SERVICE	Price Per Minute, Per Line (All rates and charges in US dollars)
Audio Conference Only	
-Toll	\$0.0331
-Toll-Free	\$0.0331
- Dial-Out	\$0.0331
Auto Event	
-Toll	\$0.0875
-Toll-Free	\$0.1063
Event Express	
-Toll	\$0.1063
-Toll-Free	\$0.1250
-Dial-Out	\$0.1438
Event Call	
-Toll	\$0.1563
-Toll-Free	\$0.1750
-Dial-Out	\$0.1875

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Pricing Notes:

- 1) All rates and charges are in U.S. dollars.
- 2) All calls are charged on a rate per minute basis per participant subject to a minimum connect time of one minute. All calls are rounded up to the next highest minute.
- 3) Rates and charges are exclusive of taxes, surcharges, and fees.
- 4) Rates include conference participant connection and long distance charges within the U.S. for inbound toll-free calls and dial-out calls.

P6 Conferencing Additional/Enhanced Service Rates

P6.1 One (1) year term service agreement

SERVICE	Comments	Price (All rates and charges in US dollars)
Web Conference		
Used with Audio-Conference	Per Minute, Per connection	\$0.0720
Used without Audio-Conference	Per Minute, Per connection	\$0.1059
Audio/Web Conference Record & Archive Mgmt.		
Recording	Set-up fee plus extra line in conference at bridge per minute, per line rate.	\$12.500
Hosting	per file, per day	\$0.6250
Online Playback	Per additional bundle of 25 playbacks. (NOTE: First 25 playbacks are free with hosting fee; unused playbacks do not carry over month-to month).	\$0.00
Participant Notification (PN) *		
	Per Notification and/or Attempt (Charges apply when: busy signal received, co-worker takes a message, no answer, voice mail is received, or additional attempts are required.)	\$3.7500
Communication Line*		
	Flat fee per communication	\$187.50

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	line.	
Recording:*		
Cassette Tape	Per tape + delivery charges**	\$12.50
Audio CD - Playable in all audio systems	Per CD + delivery charges**	\$37.50
CD-Rom - .wav CD, playable only on computer audio systems	Per CD-Rom + delivery charges**	\$18.75
.wav or .mp3 file download	Per file	\$18.75
Conference Playback*		
Reserved	First Day	\$625.00
	Additional Day (unlimited usage)	\$312.50
Actual	Minute	\$0.3125
	Per Day Minimum	\$31.250
Name Capture	Per Record	\$0.3750
Transcription:*		
	Minute of conference (48-hour processing)	\$5.00
Translation:**		
Translation of a transcription only	Quoted on case by case basis. Pricing dependent on language requested and length of conference. Please contact your account manager for a quote.	
Unused Lines*		
	Per Line - Fees apply to all Event & Event Express calls over a 15-line buffer. For Automated Event calls with 100+ lines reserved there is also a 15-line buffer (if not canceled at least 24 hours prior to the start of the call).	\$12.50

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Cancellation Fees*	Per Line - Fees apply to all Event & Event Express calls over a 15-line buffer. For Automated Event calls with 100+ lines reserved there is also a 15-line buffer (if not canceled at least 24 hours prior to the start of the call).	\$12.50
Event Conference Online View	One time charge per conference to use the Event Conference Online View feature.	\$117.72
Event Conference Online View - Cancellation Fee	If the Event Conference Online View feature is reserved and later cancelled in less than 24 hours before the call start time, this cancellation fee will apply.	\$29.43

- 1) All rates and charges are in U.S. dollars.
 - 2) Rates and charges are exclusive of taxes, surcharges, and fees.
- * Denotes that service is available only with an operator-assisted call.
 ** Delivery charges are dependent on method of delivery and delivery location.

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P7. Audio Conferencing Dial-Out Service Rates

Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>
Afghanistan	\$0.5507	Latvia	\$0.2632
Albania	\$0.2507	Lebanon	\$0.2507
Algeria	\$0.2257	Lesotho	\$0.2507
American Samoa	\$0.6382	Liberia	\$0.3507
American Samoa - NADP	\$0.1507	Libya	\$0.3632
Andorra	\$0.1507	Liechtenstein	\$0.2257
Angola	\$0.3382	Lithuania	\$0.1882
Anguilla	\$0.2757	Luxembourg	\$0.1132
Antarctica	\$1.1632	Macao	\$0.1882
Antigua/Barbuda	\$0.2507	Macedonia	\$0.3632
Argentina	\$0.1132	Madagascar	\$0.4007
Armenia	\$0.2257	Malawi	\$0.1382
Aruba	\$0.2257	Malaysia	\$0.1132
Ascension Island	\$1.0882	Maldives Republic	\$0.4757
Australia	\$0.0882	Mali Republic	\$0.3757
Austria	\$0.0882	Malta Republic	\$0.3382
Azerbaijan	\$0.3132	Marshall Islands	\$0.5257
Bahamas	\$0.1382	Mauritania	\$0.3882
Bahrain	\$0.3257	Mauritius	\$0.3007
Bangladesh	\$0.1632	Mayotte Island - Comoros	\$0.5257
Barbados	\$0.2632	Mexico	\$0.1757
Belarus	\$0.4382	Micronesia	\$0.4632
Belgium	\$0.0882	Moldova	\$0.2882
Belize	\$0.4007	Monaco	\$0.2632
Benin	\$0.2132	Mongolia	\$0.1132
Bermuda	\$0.1382	Montserrat	\$0.3007
Bhutan	\$0.4757	Morocco	\$0.3757
Bolivia	\$0.1632	Mozambique	\$0.2507
Bosnia-Herzegovina	\$0.3507	Myanmar - Ragoon	\$0.6257
Botswana	\$0.2757	Namibia	\$0.3882
Brazil	\$0.1257	Nauru	\$1.6007
British Virgin Islands	\$0.2257	Nepal	\$0.5257
Brunei	\$0.1007	Netherlands	\$0.0882
Bulgaria	\$0.1632	Netherlands Antilles	\$0.2382
Burkino Faso	\$0.2757	New Caledonia	\$0.5132

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Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>
Burundi	\$0.4007	New Zealand	\$0.0882
Cambodia	\$0.3507	Nicaragua	\$0.3007
Cameroon Rep	\$0.4007	Niger Republic	\$0.2632
Canada	\$0.0632	Nigeria	\$0.1757
Cape Verde Islands	\$0.4632	Niue Island	\$0.9632
Cayman Islands	\$0.2007	North Korea	\$1.0007
Central African Republic	\$0.2882	Norway	\$0.0882
Chad Republic	\$0.5007	Oman	\$0.3882
Chile	\$0.1132	Pakistan	\$0.3757
China	\$0.1132	Palau Republic	\$0.6382
Colombia	\$0.1632	Palestine	\$0.1757
Congo Republic	\$0.2757	Panama	\$0.1757
Cook Islands	\$1.3757	Papua New Guinea	\$1.5132
Costa Rica	\$0.1382	Paraguay	\$0.2382
Croatia	\$0.1382	Peru	\$0.1632
Cuba	\$1.8382	Philippines	\$0.2757
Cyprus	\$0.1132	Poland	\$0.1507
Czech Republic	\$0.1257	Portugal	\$0.1257
Denmark	\$0.0882	Puerto Rico	\$0.0632
Diego Garcia	\$6.6132	Qatar	\$0.6632
Djibouti Republic	\$0.7132	Reunion Island	\$0.6007
Dominica	\$0.2632	Romania	\$0.2257
Dominican Republic	\$0.1507	Russia	\$0.1382
East Timor	\$2.8007	Rwanda	\$0.3507
Ecuador	\$0.2382	San Marino	\$0.0882
Egypt	\$0.3507	Sao Tome	\$1.8257
El Salvador	\$0.4632	Satellite Network	\$3.2007
Equatorial Guinea Republic	\$0.4132	Saudi Arabia	\$0.2132
Eritrea	\$0.5132	Senegal	\$0.2757
Estonia	\$0.1632	Serbia	\$0.2632
Ethiopia	\$0.5757	Seychelles Island	\$0.3507
Faeroe Islands	\$0.2757	Sierra Leone	\$0.3882
Falkland Islands	\$1.5757	Singapore	\$0.0757
Fiji Islands	\$0.4507	Slovakia	\$0.1507
Finland	\$0.1382	Slovenia	\$0.1632
France	\$0.0882	Solomon Islands	\$2.8632
French Antilles/Martinique	\$0.2632	Somalia	\$1.3007
French Guiana	\$0.2257	South Africa	\$0.1507

Conferencing Services

Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>
French Polynesia	\$0.4007	South Korea	\$0.1007
Gabon Republic	\$0.2132	Spain	\$0.0882
Gambia	\$0.3382	Sri Lanka	\$0.2632
Georgia	\$0.2007	ST. Helena	\$1.7257
Germany	\$0.0882	ST. Kitts/Nevis	\$0.4257
Ghana	\$0.1757	ST. Lucia	\$0.3132
Gibraltar	\$0.1507	ST. Pierre & Miguelon	\$0.8257
Greece	\$0.1257	ST. Vincent-Grenadines	\$0.3507
Greenland	\$1.2257	Sudan	\$0.4007
Grenada	\$0.2507	Suriname	\$0.3882
Guadeloupe	\$0.2257	Swaziland	\$0.2007
Guam	\$0.0632	Sweden	\$0.0882
Guatemala	\$0.2382	Switzerland	\$0.0882
Guinea People Rep	\$0.4507	Syria	\$0.5882
Guinea Bissau	\$0.9507	Taiwan	\$0.1132
Guyana	\$0.5007	Tajikistan	\$0.3007
Haiti	\$0.3882	Tanzania	\$0.4007
Honduras	\$0.5507	Thailand	\$0.1007
Hong Kong	\$0.0882	Togo Republic	\$0.3382
Hungary	\$0.1382	Tokelau	\$1.0882
Iceland	\$0.1257	Tonga Islands	\$0.5382
India	\$0.3257	Trinidad & Tobago	\$0.1882
Indonesia	\$0.1382	Tunisia	\$0.3632
Inmarsat (AOR)	\$19.1257	Turkey	\$0.2132
Inmarsat (IOR)	\$22.1757	Turkmenistan	\$0.3882
Inmarsat (POR)	\$19.1257	Turks & Caicos Islands	\$0.3007
Inmarsat (SNAC)	\$22.8382	Tuvalu	\$0.9382
Inmarsat (WAT)	\$19.1257	Uganda	\$0.2257
Iran	\$0.2507	Ukraine	\$0.2007
Iraq	\$0.4882	United Arab Emirates	\$0.4007
Ireland	\$0.1007	United Kingdom	\$0.0882
Israel	\$0.1257	Uruguay	\$0.2007
Italy	\$0.0882	Uzbekistan	\$0.1757
Ivory Coast	\$0.4632	Vanuatu Republic	\$2.1132
Jamaica	\$0.1757	Venezuela	\$0.1382
Japan	\$0.0882	Vietnam	\$0.4382
Jordan	\$0.3007	Wake Island	\$0.5507

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Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>	Country	Price Per Minute, Per Line <i>(All rates and charges in US dollars)</i>
Kazakhstan	\$0.2382	Wallis/ Fatuna Island	\$1.2632
Kenya	\$0.4257	Western Samoa	\$0.6382
Kiribati	\$1.2882	Yemen Arba Rep North	\$0.2757
Kuwait	\$0.1757	Zaire	\$0.5882
Kyrgyzstan	\$0.3132	Zambia	\$0.1882
Laos	\$0.1507	Zimbabwe	\$0.2007

Pricing Notes:

- 1) All rates and charges are in U.S. dollars.
- 2) All calls are charged on a rate per minute basis per participant subject to a minimum connect time of one minute.
All calls are rounded up to the next highest minute.
- 3) Rates and charges are exclusive of taxes, surcharges, and fees.