

**APPENDIX D-5 TO DIR CONTRACT NO. DIR-TEXAN-NG-CTSA-004
MANAGED ENTERPRISE
HOSTED COLLABORATION SOLUTION SERVICE EXHIBIT**

1. General. CenturyLink Communications, LLC will provide Managed Enterprise Hosted Collaboration Solution (“Service”) under the terms of the TEX-AN NG Agreement – DIR-TEX-AN-NG-CTSA-004, and this Service Exhibit

2. Service. The Service includes: (a) a hosted collaboration solution (“HCS”), (b) IQ SIP Trunk, (c) rental CPE, (d) CenturyLink monitoring and network management, and (e) other optional features. Customer must separately purchase, and pay for, CenturyLink IQ Networking Private Ports and Local Access for use with the Service (“Approved Connectivity”) under their respective Service Exhibits.

2.1 HCS and IQ SIP Trunk. HCS and IQ SIP Trunk are described in separate subsections below. Features and options available only with HCS are listed in the “HCS” sub-section. Features and options available only with IQ SIP Trunk are listed in the “IQ SIP Trunk” sub-section. Each HCS and IQ SIP Trunk seat includes one telephone number (“TN”).

2.1.1 HCS. The HCS component of the Service includes an Internet protocol (“IP”) application that provides real time, two-way voice capability in IP over a broadband connection. Customer purchases the HCS service on a per seat basis. Each Customer location has a minimum seat requirement depending on original seat counts. HCS seats include the specific features identified below based on seat type. Except as otherwise indicated herein, the MRC for HCS includes rental of one IP-enabled station set, expansion module or handsets approved by CenturyLink for use with the Service (“IP Device”). HCS includes an administrator function that enables the Customer administrator, within the scope of the Service, to set up End Users and implement calling restrictions. HCS includes an End User portal. Additional information regarding features supported by HCS is available from CenturyLink upon request. Use of HCS is subject to the end user license agreement (“EULA”) at <http://www.cisco.com/go/eula>.

(a) Essentials. An Essentials seat is designed for a lobby, break room, cafeteria or shop area that is not assigned to a specific End User. Essentials seats include the ability to make On-Net Calls and Off-Net Calls. Essential seats do not include voice mail and do not support soft phones.

(b) Basic. A Basic seat is designed to address a company’s basic calling practices (basic business, support) that do not require an advanced feature package. Basic seats include the features listed for Essentials seats above plus Single Number Reach (SNR) and optional voicemail (with Unified messaging) . Voicemail is an optional add on feature.

(c) Foundation. A Foundation seat is designed to address a company’s standard calling practices (general business, support and clerical personnel) that do not require an advanced feature package. Foundation seats include the features listed for Basic seats above plus additional handset options, support for native video (with appropriate handset) and the option to use a softphone client instead of a deskphone. Voicemail is optional with the Foundation seat..

(d) Standard. A Standard seat is designed to fit the needs of the majority of a company’s professional employees. Standard seats provide End Users with advanced IP phone features as well as premium phone capability and soft client access. Standard seats include the features listed for Basic and Foundation seats above, including voicemail, and adds the ability to support up to 5 different devices per user devices (e.g.deskphones and softphone on one or more devices, such as laptop, mobile phone or tablet) .

2.1.2 IQ SIP Trunk. IQ SIP Trunk provides the delivery of origination and termination of local, including 911, voice traffic and optionally long-distance and toll-free traffic via a session initiation protocol (“SIP”) signaling interface enabled to Customer premises equipment (“CPE”). All voice traffic will be delivered in an IP format over the separately purchased Approved Connectivity. The standard Service must be configured to provide a ratio of one Standard SIP Trunk single units of simultaneous call capacity (“Session”) for ten HCS seats. If Customer’s actual number of HCS seats to Standard SIP Trunk Session quantities is not equal to the standard 10:1 ratio, CenturyLink will charge Customer an additional per HCS seat charge at CenturyLink’s price included in Exhibit C of Contract DIR-TEX-AN-NG-CTSA-004. Customer may separately purchase Enterprise or Basic Sessions with the Service.

(a) Standard SIP Trunk Sessions. Standard SIP Trunk Sessions include the ability to make On-Net Calls and Off-Net Calls and terminate toll free calls, an End User portal, an administrator portal, call waiting, calling line ID delivery blocking, calling name retrieval, malicious call trace. These Sessions provide sharing among enterprise locations and can also provide a public switched telephone network (“PSTN”) failover upon unavailability of a group of Sessions used for local or usage-based voice services (“Trunk Groups”), via redundant SIP Trunk service from CenturyLink (optional). SIP Trunk includes an administrator portal that enables the Customer administrator, within the scope of the Service, to set up End Users and implement some moves, adds, changes, deletions, and calling restrictions.

(b) Enterprise SIP Trunk Sessions. Enterprise SIP Trunk Sessions include all of the features included in Standard SIP Trunk Sessions, plus business continuity options, providing homing to geo diverse session border controllers.

(c) Basic SIP Trunk Sessions. Basic SIP Trunk Sessions provide the ability to make On-Net Calls and Off-Net Calls and terminate separately purchased toll free calls.

(d) Optional SIP Trunk Features. The optional features listed in this section are available only with SIP Trunk.

(1) SIP Trunk Basic Seats. SIP Trunk Basic Seats are designed for use with Basic SIP Trunk Sessions only.

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(2) SIP Trunk Standard Seats. SIP Trunk Standard Seats are for use with Standard SIP Trunk Sessions and Enterprise SIP Trunk Sessions only. They are designed to address a company's standard calling practices (general business, support and clerical personnel) that do not require an advanced feature set. These seats include a standard feature package.

(3) SIP Trunk Premium Seats. SIP Trunk Premium Seats are for use with any type of SIP Trunk Session. SIP Trunk Premium Seats are designed to fit the needs of the majority of a company's professional employees. They provide End Users with advanced IP phone features as well as Anywhere and MobileLink.

(4) SIP Trunk Mobility Seats. SIP Trunk Mobility Seats are for use with any type of SIP Trunk Session. A SIP Trunk Mobility Seat includes standard SIP Trunk features, Anywhere and MobileLink.

(5) Enhanced 911 Service. 911 service provided with IQ SIP Trunk is associated with the main business TN at each Customer location, and not with the actual End User location. Customer may purchase optional Enhanced 911 Service for an additional charge. Enhanced 911 Service provides Customer the option to have an E911 service address statically defined per TN that is different than a main business TN.

(6) SIP REFER. SIP REFER allows Customer to transfer a call using a specific network protocol that causes the network to complete the call transfer rather than CPE.

(e) SIP Trunk additional Features. Customer may purchase the following optional services with IQ SIP Trunk for additional charges. The local and long distance calling service area for an IQ SIP Trunk TN is based on the area code and prefix assigned to the End User and does not depend on the End User's physical location.

(1) Hunt Groups. An additional MRC and NRC apply for each hunt group. An additional MRC will also apply if Customer orders a voice mail box for a hunt group.

(2) Auto Attendant. An additional MRC and NRC apply for each auto attendant.

(3) Voice Mail Only Seats. Customer may purchase optional voice mail only seats. Voice mail only seats are featureless seats that allow inbound callers to leave a voice mail message. Since IP Devices and Soft Phones are not available with a voice mail only seat, outbound calls and 911 calls cannot be made from a voice mail only seat.

(4) Virtual Seats. A virtual seat does not include a physical device and is not associated to a SIP Trunk Group. A TN associated with a virtual seat can be used as a line appearance on a phone, but cannot be used as the primary TN. Virtual seats have the same features as SIP Trunk Premium Seats, except for the associated physical device.

(5) Available TNs. An available number is an unallocated number Customer retains in a pool for later use. An additional MRC applies for each available TN.

(6) Anywhere TNs. Customer can order optional Anywhere TNs (find me, follow me capability) with HCS and SIP Trunk Premium Seats and with SIP Trunk Mobility Seats. An additional MRC and NRC apply for each Anywhere TN.

(7) Local, 8XX and On-Net Calls. Calls between the Service and any of the following CenturyLink Communications, LLC Services: Hosted VoIP, SIP Trunk, Managed VoIP, Analog VoIP, Digital VoIP, or Integrated Access services that are transmitted through the Service entirely over the CenturyLink IP network and not the public switched telephone network ("PSTN") or another carrier's IP network ("On-Net Calls"), local calls, 8XX outbound calls and domestic long distance outbound calls within the U.S. are included in the SIP Trunk Session MRCs.

(8) Off-Net Calls. Additional per minute charges apply to calls that are not On-Net Calls, local calls, domestic long distance outbound calls within the U.S. and 8XX outbound calls (collectively, "Off Net Calls"). Standard per minute rates for international long distance Off-Net Calls are referenced in the pricing attachment Exhibit C-1 of DIR-TEX-AN-NG-CTSA-004 and apply to each Off-Net Call leg of a conference call. The local and long distance calling service area for a seat number is based on the area code and prefix assigned to the seat and does not depend on Customer's physical location.

(9) Toll-Free. Customer may separately purchase inbound toll free service to use with the Service. The charges for inbound toll free service are not included in the Service charges.

(f) Operator Services. Available for calling or credit card billed calls only. No collect or third party billing calls are supported. Pricing for Operator Services is located in the Exhibit C-1 Pricing document

(h) Directory Listing. An additional MRC applies to each basic business white page listing of a TN.

(i) Directory Assistance. A flat per call charge applies to directory assistance.

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(j) Receptionist Web Console. Receptionist Web Console is a Web-based application that provides receptionist console capabilities for Service on a Customer PC. An additional MRC applies for each Receptionist Web Console.

(k) Desktop/Mobile Soft Phones. Desktop and mobile Soft Phones are Internet-based software that allow End Users to utilize the calling features of the Service on a Customer Windows/PC, Apple/Mac, Android, or iOS device using available Internet access ("Soft Phone"). Voice quality and the ability to utilize the Soft Phones may be impacted by the availability of Customer's Internet access, Internet capacity and associated Customer-provided hardware limitations. End Users must accept a EULA for software of CenturyLink or a third-party provider when downloading Soft Phone software. With CenturyLink HCS, the Foundation Seat can be used to provide a user with a soft phone instead of a desk phone, and the Standard Seat provides the user the ability to have both desk phone and soft phones (for a maximum of 5 devices).

(l) PAC/VPAC. PAC/VPAC are optional product account authorization codes available with the Service. These authorization codes restrict access to outbound long distance dialing. End Users attempting to call long distance outside the authorized group are prompted to enter a code prior to placing the long distance call. Calls are not connected unless a valid code is entered.

2.2 Approved Connectivity. Customer must separately purchase Approved Connectivity to use with the Service. The charges for Approved Connectivity are not included in the Service charges. Customer is strongly encouraged to select Queuing Method ("QM") C, if available with the CenturyLink IQ Networking Private Ports. If unavailable, Customer is strongly encouraged to select QM B. If Customer instead selects QM A or QM D, Customer may experience call quality and/or call set-up problems under normal usage patterns. If that occurs, CenturyLink's first troubleshooting step will be to implement QM C or QM B. CenturyLink will thereafter only engage in further troubleshooting if implementing QM C or QM B does not resolve the problem. If changing the QM resolves the call quality and/or set-up problems, Customer agrees to continue using the QM implemented by CenturyLink, at no additional charge to customer, to resolve the issue.

2.3 Network Management. The HCS seat MRC includes 24x7x365 network management, remote performance monitoring, reporting, and ticketing via an online portal for the IP Devices included with each HCS seat and supported by CenturyLink, total customer agency, and change management (up to 24 configuration changes per year) of complex routing functions within routers, switches, and firewall modules, and Internet security protocol ("IPSec"). Additional charges apply to network management of other CPE Customer requests to be managed by CenturyLink. Customer may make change management requests via Control Center at <https://www.controlcenter.centurylink.com> or call HCS customer support. CenturyLink will provide Customer with a nonexclusive service engineer team, which will maintain a Customer profile for the portion of the Customer's network where the devices covered by network management reside. IPSec is only available on approved devices. IPSec opportunities greater than 25 devices or with other manufacturer's devices require CenturyLink pre-order approval. Network management does not include new CPE initial configuration, lab testing, lab modeling, or on-site work of CPE. Service does not include the provisioning of, or the management of, any service or component that is not a pre-selected part of the Service. CenturyLink will not provide management of a handset if the handset is moved to a location other than the Customer location where initially installed by CenturyLink.

2.4 Approved CPE. "Approved CPE" or "CPE" means pre-selected rental hardware/software/licenses listed on CenturyLink Approved Vendor CPE list. This may include Customer premises switches and routers, and IP Devices (e.g. handsets) designated by CenturyLink and specifically configured for HCS. "Approved CPE" for HCS includes the Cisco CUBE for Session Border Controllers for SIP connectivity, Cisco Integrated Service Routers for site survivability access (at remote locations), and Cisco VoIP handsets, including but not limited to models 3905, 7821, 7841 and 8961.

2.4.1 Delivery and Return. Approved CPE rented by Customer from CenturyLink will be delivered to Customer's location as identified, in writing, by Customer. Delivery will be made either by F.O.B. origin, or personal delivery by CenturyLink. CPE will be installed as designated herein, or as otherwise agreed upon by the parties. Upon termination of Service, or when Customer replaces CPE with upgraded models, CenturyLink will pick up the rental equipment within 15 calendar days of termination or replacement. Customer will ensure CPE is in the same condition it was on the installation date, normal wear and tear excepted, and give CenturyLink written notice of such condition.

2.4.2 Ownership and Use. Except as provided in the "Delivery and Return" section above, CPE is the personal property of CenturyLink, its designee or a third party provider, notwithstanding that the CPE, or any part thereof, may be affixed or attached to Customer's real property or any improvements thereon. Customer has no right or interest to the CPE other than as provided herein and will hold the CPE subject and subordinate to the rights of CenturyLink. Customer will: (a) at its own expense, keep the CPE free and clear of any claims, liens, and encumbrances of any kind; and (b) make no alterations or affix any additions or attachments to the CPE, except as approved by CenturyLink in writing. Customer will not remove, alter or destroy any labels on the CPE and will allow CenturyLink the inspection of the CPE at any time. As between CenturyLink and Customer, CenturyLink will bear the entire risk of loss, theft, casualty, destruction or damage to the CPE following delivery from any cause whatsoever (collectively, "Loss"), until returned to CenturyLink. Customer agrees to advise CenturyLink in writing within five business days of any such Loss. In no event will such Loss relieve Customer of the obligation to pay CenturyLink any amounts due hereunder.

2.4.3 Software. Software licensor has retained title to the software. To the extent possible, CenturyLink grants Customer a software license or sublicense in the software according to the licensing agreement accompanying such software, which extends only to Customer's own internal business use of such software and only on or with the designated CPE. Software must be held in confidence and may not be reproduced unless specifically authorized by the software licensor. Customer is prohibited from reverse engineering, decompiling or disassembling the CPE or otherwise attempting to derive the source code of the software. All CPE is subject to the terms

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and conditions set forth in the manufacturer's or publisher's warranty or end-user license, if reviewed and subsequently accepted by customer.

2.4.4 Insurance

2.4.5 Installation, Maintenance and Safety Compliance. The HCS seat charges include installation and maintenance of the IP Devices included with an HCS seat. Additional charges apply to installation and maintenance of other CPE Customer requests to be installed and maintained by CenturyLink, services which may be procured through a separate contracting vehicle.

2.4.6 CPE Replacement Charge. If Approved CPE is replaced due to loss or damage not covered by maintenance under the applicable Detailed Description, Customer will pay the Replacement Cost for the damaged CPE. If Customer requires on-site assistance from CenturyLink to install the replacement CPE, an additional dispatch charge will apply. CenturyLink will quote the charges in advance, obtain Customer's approval, and invoice the charges within 60 days of completing the work. Customer is responsible for any claim for reimbursement from its insurance carrier. The terms and conditions in this Service Exhibit will continue to apply. Replacement CPE may or may not be the same model.

2.4.7 Customer-Owned CPE. Instead of renting Approved CPE from CenturyLink, Customer may, at its option, utilize Customer owned CPE with Service. Customer-owned CPE includes CPE purchased from CenturyLink or another CPE vendor. All Customer-owned CPE used with Service must: (a) be on CenturyLink's Approved CPE list; (b) be covered by CPE maintenance plan during the entire Service Term; (c) include an operating system that complies with CenturyLink's minimum requirements; and (d) be re-imaged or programmed by CenturyLink to work with Service. Notwithstanding subpart (d), CenturyLink will not re-image, program or adjust settings on Customer-owned LAN switches unless Customer purchases separate network management service from CenturyLink. A copy of CenturyLink's current Approved CPE list and list of current minimum operating system requirements are available upon request. Unless Customer purchases CPE maintenance from CenturyLink, CenturyLink will not maintain the Customer-owned CPE. CenturyLink will also not install or maintain operating system software on Customer-owned CPE. Except where Customer has purchased CPE maintenance from CenturyLink on a Customer-owned CPE device, Customer will not be entitled to SLA remedies if Service fails to meet a CenturyLink SLA due to a failure or malfunction of that device. *****

3. Service Conditions. The following conditions apply to the Service:

3.1 Site Conditions. The Customer data network/equipment and premises environment ("Customer Environment") must meet certain performance specifications designated by CenturyLink. Customer must ensure that its Customer Environment is fully prepared for the convergence of voice and data services, and will continue to meet specifications designated by CenturyLink during the use of the Service. Customer is responsible for fully understanding how changes in its data network such as new data network applications, increased usage, movement of Customer personnel, and equipment failures, will affect voice quality and reliability of the Service. CenturyLink has no liability for Service deficiencies or interruptions caused by Customer, its employees, contractors or agents, or End Users reconfiguring or misconfiguring any Approved Connectivity or Approved CPE, or failures or malfunctions in the Customer Environment. If CenturyLink determines in the technical interview that the Customer Environment does not meet the specifications needed to use the Service, Customer may terminate the Service without liability for any Cancellation Charge.

3.2 Access; Installation. Customer must provide CenturyLink or its representative access to the Customer premises to the extent reasonably determined by CenturyLink for the installation, repair, replacement, inspection and scheduled or emergency maintenance of the Service. If additional site visits are required, time and material charges may apply at the rates specified in Appendix C-1 to DIR Contract DIR-TEXAN-NG-CTSA-004. Customer must provide a safe place to work at its premises and comply with all laws and regulations regarding the working conditions at its premises. Customer must provide all information and perform all actions reasonably requested by CenturyLink to facilitate installation of the Service. If Customer restricts CenturyLink's ability to access devices or applications, CenturyLink may not be able to perform support. Customer may be responsible for supporting CenturyLink in access, troubleshooting, and configuration requests made in accordance with normal troubleshooting and repair support activities. It is not mandatory that Customer have a POTS line but Customer must understand that CenturyLink will not be able to troubleshoot issues if the device covered by the Service cannot be reached. Customer's primary technical interface person must be available during any remote installation process.

3.3 Voice Services (Long Distance and Toll Free).

3.3.1 Description and Services Guide. Long distance accepts domestic and international dedicated long distance traffic in IP format and converts such traffic for transmission across the telecommunications network. Toll free accepts domestic and international toll free traffic and converts it into IP format for transmission to Customer. The voice services are dedicated offerings. All use of the voice services will comply with and be subject to the [terms](#) and conditions of DIR-TEX-AN-NG-CTSA-004. CenturyLink reserves the right to refuse to accept, suspend, or limit any or all of Customer's IP traffic not complying with the DIR-TEX-An-NG-CTSA-004 or that CenturyLink believes is adversely affecting other customers on the CenturyLink network. .

3.3.2 Telemarketing. With respect to any outbound long distance: (a) Per the Federal Trade Commission ("FTC"), telemarketers are required to transmit their telephone number to caller ID services. As such, all telemarketers using CenturyLink commercial services are required to provide calling party number ("CPN")/pseudo-CPN and a CGN provisioned with the Service: IF A TELEMARKETER DOES

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NOT PROVIDE CENTURYLINK WITH A NUMBER FOR THIS PURPOSE, THE CALL WILL BE BLOCKED BY CENTURYLINK; and (b) Federal Do Not Calls rules require that companies that telemarket or engage in telephone solicitations adhere to the requirements set forth in 47 C.F.R. section 64.1200 (FCC) and 16 C.F.R. Part 310 (FTC).

3.3.3 Non-Completed Calls. "Non-completed Call Percentage Threshold" means 30% of all attempted calls, both completed and non completed. If the percentage of Customer's calls that do not complete (out of all attempted calls) meets or exceeds the Non-completed Call Percentage Threshold for any given monthly billing cycle, CenturyLink may, upon 30 calendar days notice to Customer, disconnect any and all circuit(s) providing Service on which the Non-completed Call Percentage Threshold was exceeded.

3.4 Unsupported Calls. Service does not support collect or third party billing. The Services may not support 311, 511 and/or other x11 services (other than 911, 711 and 411 dialing) in all service areas. The Services do not support any outgoing calls from seats that are not associated with an IP Device or Soft Phone, unless another telephony device from which the call can be originated via the End User portal is used. The Services do not support remote bridged line appearances ("Remote BLAs") or remote shared call appearances ("Remote SCAs"). Customer is specifically instructed not to enable Remote BLAs or Remote SCAs on its IP Devices used with the Services. Additional information regarding potential issues with Remote BLAs and Remote SCAs is found in Attachment 1 - "911 Emergency Service".

3.5 Area of Use. Service is intended to be used only at one of the Customer locations given by the Customer as the primary place of use for a particular TN or 8xx TN ("PPU"). The PPU must be in the U.S. (not including U.S. territories). Additionally, Customer may not use IP enabled stationary devices that are assigned to, designated for, or configured for use at one PPU location in any other location, unless Customer has requested a temporary change of its 911 location, and has received approval and the 911 Update Confirmation from CenturyLink as set forth in the "Use of Service at a Temporary Location" section below. 911 emergency calls automatically route to the appropriate 911 center based upon the Customer's current 911 location that is displayed on the My 911 Location page of the MyAccount: VoIP portal, which may be the 911 location of a Customer PPU, or an updated temporary location that CenturyLink has previously approved ("CenturyLink-Approved 911 Location"). Service may only be used at a CenturyLink-Approved 911 Location. If Customer or an End User tries to use the Service: (i) at a location other than a CenturyLink-Approved 911 Location (including without limitation, using IP enabled devices assigned to, designated for, or configured for use at one location in a different location) or (ii) outside of the U.S. (including in any U.S. territories), they do so at their own risk (including without limitation, the risk that Customer will not have access to 911 emergency services and/or such activity violates local laws in the jurisdiction where Customer or an End User tries to use the Service).

3.6 Use of Service at a Temporary Location. Customer may temporarily use the Service at a location other than the Customer PPU location only after obtaining CenturyLink's approval either (i) by contacting CenturyLink at 1-877-878-7543 or (ii) by submitting a 911 location change request through the MyAccount: VoIP portal. Customer must submit a 911 location change request both before using Service at the temporary location and before returning to the Customer PPU location. Failure to obtain CenturyLink's approval is prohibited and constitutes a misuse of the Service. Such misuse will result in 911 calls being routed to the incorrect 911 operator based on incorrect address information. Use of Service at a temporary location may not exceed six months in duration. Upon submission of Customer's 911 location change request, CenturyLink will reject the request, or accept and begin processing the request. Customer is responsible for checking the My 911 Location page of the portal to confirm if the request was rejected or accepted. Customer will be notified of the 911 Update Interval (defined in Attachment 1 - 911 Emergency Service) at the time the request is accepted via the My 911 Location page of the portal. Upon completion of the 911 location change and the 911 Update Interval, an e-mail will be sent to Customer's e-mail address of record notifying Customer that 911 service has been successfully moved and is ready for use ("911 Update Confirmation"). In the event Customer does not receive such confirmation by expiration of the 911 Update Interval, Customer agrees to contact CenturyLink at 1-877-878-7543. Any 911 calls placed prior to receiving the 911 Update Confirmation will be routed according to the last CenturyLink-Approved 911 Location. If, upon submission of a 911 location change request, CenturyLink rejects the change request, Customer understands that CenturyLink has not approved using the Service at that new location and, as such, Customer is prohibited from using the Service there. To ensure proper routing of calls to 911, Customer and its End Users must not install or use IP Devices or Soft Phones with the Service to dial 911 at another address without following the above address change process.

3.7 Compliance. The Service cannot be used for any unlawful, abusive, or fraudulent purpose, including without limitation, using the Service in a way that: (a) interferes with CenturyLink's ability to provide service to CenturyLink customers, (b) avoids Customer's obligation to pay for communication services, (c) constitutes a criminal offense, (d) gives rise to a civil liability, or (e) otherwise violates any laws. Without limiting the foregoing, the Service cannot be used for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for uses that result in excessive usage inconsistent with normal usage patterns.

3.8 Authorized Use. Customer and its End Users are the only parties authorized to access the Service. Customer and its End Users are responsible for maintaining the confidentiality of passwords used by Customer and its End Users and will ensure that all use of the Service complies with the Agreement and this Service Exhibit. Customer is responsible for unauthorized use of the Service.

3.9 Power Outages; Internet Connectivity, Customer Data Network and CPE Failures; Maintenance Work; Moving Equipment. The Service will not operate (including, without limitation, End Users will be unable to access emergency 911 services) if any of the following items fail: (a) power used with the Service; (b) the Internet connectivity used with the Service (including without limitation, failures caused by suspension or termination of the Internet connectivity under the terms of that service); (c) the Customer Environment; (d) the approved router; (e) Customer premises routers and switches; or (f) the IP enabled devices used with the Service. Additionally, the Service will not operate (including, without limitation, End Users will be unable to access emergency 911 services); (g) while maintenance work is being performed; (h) if the SIP signaling interface fails; or (i) if equipment used with the Service is moved from the

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Customer PPU location (equipment is assigned to, designated for, or configured for use at one location and may not be used in any other location including without limitation to another location where CenturyLink installed Service). If Customer has requested a temporary change of its 911 location, and has received approval and the 911 Update Confirmation from CenturyLink as set forth in the "Use of Service at a Temporary Location" section above, Customer may move the IP stationary device (handset) or Soft Phone only.

3.10 Telephone Numbers. Customer must provision at least one TN for use with Service. The TNs may be new TNs or Ported TNs. If Customer requests Ported TNs, Customer authorizes CenturyLink to process its order for Service and notify Customer's current carrier of Customer's decision to switch its local, local toll and long distance services to the Service. Customer will be responsible to promptly provide CenturyLink with its Customer Service Record (CSR) from customer's current carrier to facilitate porting of numbers. CenturyLink's approved porting window is 7:00 a.m. to 7:00 p.m. eastern time. If Customer does not order new TNs from CenturyLink, and Ported TNs are not ported within 60 days of the Start of Service Date for a specific location, CenturyLink reserves the right to terminate Service at that location. Additionally, the Start of Service Date and commencement of billing will not depend on completion of porting. If Customer requests cancellation of Service, it is Customer's sole responsibility to arrange porting of any telephone numbers Customer wants to retain. If porting of numbers is not completed within 30 days following Customer's request for Service cancellation, CenturyLink may terminate Service and Customer will lose all telephone numbers. There may be limitations to number porting between providers. Due to the portability of VoIP services, for example, providers may allow non-geographic numbers to be used in connection with their service.

3.11 Privacy. CenturyLink, its affiliates and third-party vendors, may access and use information regarding Customer bandwidth usage and performance of Approved CPE, software, and Service to: (a) perform related registration (equipment serial number, activation date, and WTN provided to manufacturer), maintenance, support, and other service-quality activities and (b) verify AUP compliance and network performance.

3.12 Third Party Billed Services. The Service does not support billing for third party services Customer will be responsible for payment of all such charges directly to the third party provider.

3.13 Additional Disclaimer of Warranty. In addition to any other disclaimers of warranty stated in the Agreement, CenturyLink makes no warranty, guarantee, or representation, express or implied, that all security threats and vulnerabilities will be detected or that the performance of the Services will render Customer's systems invulnerable to security breaches. Customer is responsible for Customer's own network security policy (including applicable firewall and NAT policies) and security response procedures. CenturyLink makes no warranties or representations that any Service will be free from loss or liability arising out of hacking or similar malicious activity by any third party.

3.14 Local Origination. Customer agrees that the header used to support PSTN redirecting services such as call forwarding (or SIP trunk diversion header), automatic number identification (or ANI) and CPN delivered with each outbound call will accurately reflect the location of the originating party so that appropriate long distance charges may be applied for each call, where applicable. For example, Customer may not utilize tail end hop off routing to route long distance calls across a private WAN VoIP network and drop off the long distance calls to the PSTN as local calls at a remote gateway. Failure to comply will constitute a material breach of the Agreement.

3.15 Sending Alien TNs Over CenturyLink's Network (for SIP Trunk only). CenturyLink allows delivery of outbound calls from a TN that has not been ported to the Service or has not been assigned by CenturyLink ("Alien TN"), including an 8XX number, to CenturyLink for transmission over SIP Trunk only. Customer is responsible for configuring its CPE to send an Alien TN that correctly represents the physical location from which the Alien TN is originating whether the TN is registered with CenturyLink or with other providers. Failure to comply will constitute a material breach of the Agreement. Additional information regarding issues with Alien TNs is found in Attachment 1 – "911 Emergency Service."

3.16 End User License Agreements. To utilize certain features of the Service, Customer and its End Users must agree to applicable software license agreements governing such software from CenturyLink's software vendors. If Customer or its End Users decline, they will not be able to use the applicable features of the Service. All software license agreements are between Customer (including its End Users) and CenturyLink's software vendors. CenturyLink has no obligations or responsibility for such software. Customer's sole rights and obligations related to such software, in any way, are governed by the terms of the software license agreements with CenturyLink's vendors. Notwithstanding any provisions in a third-party provider's EULA, if Customer or its End Users use the third-party software with CenturyLink's HCS, the Service will permit 911 calling with the software, provided Customer and its End Users expressly follow the instructions for 911 calling found in this Service Exhibit and in the 911 advisory for the Service. In part, those instructions state that a Customer End User must not use the third-party software client to dial 911 except from that End User's registered physical location. Use at a location other than the registered physical location may route 911 calls to an incorrect 911 dispatch center, potentially delaying emergency services. CenturyLink strongly recommends Customer and its End Users become familiar with all of the functional limitations described in this Service Exhibit and the CenturyLink IQ SIP Trunk 911 advisory. The URL to access the CenturyLink IQ SIP Trunk 911 advisory is: <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>. That URL is also found on the Help screen in the IQ SIP Trunk End User portal. It is also recommended that Customer and its End Users maintain alternative access to 911 services.

3.17 Customer's Use of Third-Party Content. Customer is responsible for all content it uses in the music on hold feature of the Service. Customer agrees that it has rights from third parties to use any content belonging to others and will not use any content that is unlawful or violates any copyright, trademark or other laws protecting intellectual property.

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3.18 911 Emergency Service. IMPORTANT 911 EMERGENCY SERVICE INFORMATION IS LOCATED IN ATTACHMENT 1 AND IS INCORPORATED BY REFERENCE INTO THIS SERVICE EXHIBIT. CUSTOMER MUST ACKNOWLEDGE AND INITIAL THE 911 EMERGENCY SERVICE SECTION IN ATTACHMENT 1. HCS IS SUBJECT TO THE HCS 911 EMERGENCY SERVICE ACKNOWLEDGMENT.

4. Term; Cancellation.

4.1 Term. The Service Term will begin on the Start of Service Date of the first Customer location and will continue for the Initial Term set forth in the pricing attachment ("Initial Term"). Upon expiration of the Initial Term, Service will renew on a month-to-month basis ("Renewal Term") unless either party elects to cancel the Service by providing 60 days prior written notice of such cancellation to the other party. "Service Term" means Initial Term and each Renewal Term. The "Minimum Seat Term" for a HCS seat is 12 months. Additional HCS seats will be coterminous with the current Service Term, subject to the 12 month Minimum Seat Term.

4.2 Cancellation. If some or all Service is canceled by Customer for reasons other than Cause or by CenturyLink for Cause before the expiration of the applicable Service Term such that the number of HCS seats is 25% less than the original number of HCS seats, Customer will pay to CenturyLink the following Cancellation Charges: (a) the amount of any NRC/installation charges that CenturyLink discounted or waived for the canceled Service, (b) 100% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the Minimum Seat Term and (c) 35% of the balance of the MRCs of the canceled Service that otherwise would have become due for the unexpired portion of the applicable Service Term. Customer remains responsible for all accrued and unpaid charges for the canceled Service provided through the effective date of such cancellation. Customer understands and agrees that unless Service is completely canceled, the minimum HCS seat requirements for each location and all locations will still apply.

4.3 Moves. Customer may move seats to another Customer location if at least 12 months remain in the Service Term. Customer will be charged any third party charges incurred by CenturyLink in connection with the move. Customer must submit notice to CenturyLink at least 30 days before the requested move date. When Customer requests that CenturyLink move Local Access to a different Service Address that is not within the same Customer serving wire center as the existing service, such move will be deemed a disconnect of the current local loop to which a charge applies and a new install of new Local Access.

5. Charges. Charges for the Service are set forth in the Exhibit C-1 Pricing document attached to the DIR-TEX-AN-NG-CTSA-004 Agreement and in this Service Exhibit. The MRCs and usage charges will be used to calculate Contributory Charges. NRCs and waived MRCs are not contributory. Charges will commence within five days after the Start of Service Date. Customer will not be eligible for any offers, discounts or promotions other than those specifically set forth in the DIR-TEX-AN-NG-CTSA-004 Agreement. Service will remain taxed based on the PPU locations where Customer uses Service, and not on a temporary CenturyLink-Approved 911 Location. The HCS seat charges will be presented in Customer's invoice as separate components for Tax purposes, but the separate component charges will equal the total per HCS seat charge.

5.1 Off-Net Call Billing. Off-Net Call charges are quoted in full minutes. Each international Off-Net Call (except to Mexico) is measured and billed for an initial 30 seconds and rounded up to the next 6 second increment after the first 30 seconds. Each international Off-Net Call to Mexico is measured and billed for an initial one minute and rounded up to the next minute after the first minute.

6. Service Upgrades/MACDs. CenturyLink reserves the right to modify the Upgrade and MACD charges at any time with notice to and subsequent agreement from Customer.

6.1 Addition of SIP Trunk Seats or SIP Trunk Sessions During Term. Customer may add additional SIP Trunk seats or SIP Trunk Enterprise or Basic Sessions to existing Service at a Customer location at any time during the Service Term (an "Upgrade"). For Upgrades during the Initial Term, the SIP Trunk Enterprise and Basic Session IQ SIP Trunk seat rates shown in the Exhibit C-1 Pricing document of DIR-TEX-AN-NG-CTSA-004 will apply. If Customer adds more IQ SIP Trunk seats or SIP Trunk Enterprise or Basic Sessions or additional SIP Trunk Standard Sessions are increased per site than can be accommodated by the CPE used Service, Customer will be responsible for renting or purchasing additional or replacement CPE to accommodate the additional seats and/or Sessions. The additional or replacement CPE must be on the CenturyLink Approved CPE list.

6.2 MACDs. Customer may also at any time request a move, addition, change or disconnect ("MACD") to its Service requiring configuration management, such as adding TNs. There is no charge for remote configuration. Charges for on-site configuration management will be quoted prior to dispatch of the technician to Customer's location, and will be at CenturyLink's then-agreed-to rates for on-site dispatch as stated in the Exhibit C-1 Pricing document of DIR-TEX-AN-NG-CTSA-004.

6.3 Routers. If necessary, Customer's existing routers may be replaced to support an Upgrade. If there is a replacement, any rental CPE routers associated with Customer's Service will be picked up by CenturyLink within 15 days of new router installation.

7. E-Mail Information/Updates. Customer acknowledges and agrees that CenturyLink may contact Customer via e-mail at the e-mail address provided to CenturyLink when Customer ordered the Service for any reason relating to the Service. Customer further agrees to provide CenturyLink with any and every change to its e-mail address by updating its e-mail address on the My Settings/My Profile tab of the MyAccount: VoIP portal.

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8. AUP. All use of the Services must comply with the AUP located at <http://www.centurylink.com/legal/>, which is subject to change. CenturyLink may reasonably change the AUP to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers. Any changes to the AUP will be consistent with the purpose of the AUP to encourage responsible use of CenturyLink's networks, systems, services, Web sites, and products.

9. SLA. Service is subject to the Managed Enterprise HCS Service Level Agreement ("SLA") each located at <http://www.centurylink.com/legal/>, which is subject to change. For Customer's claims related to Service deficiencies, interruptions or failures, Customer's exclusive remedies are limited to those remedies set forth in the DIR-TEX-AN-NG-CTSA-004 Agreement.

10. Definitions. Capitalized terms not defined in this Service Exhibit are defined in the Agreement.

"Enterprise Trunk" means an aggregation of Trunk Groups, primarily for the purpose of applying a routing policy to select a Trunk Group for a call terminating to the PBX from CenturyLink.

"Estimated Availability Date" means CenturyLink's target date for the delivery of that Service. CenturyLink will use commercially reasonable efforts to install each such Service on or before the Estimated Availability Date, but the inability of CenturyLink to deliver Service by such date is not a default.

"Ported TN" means an existing telephone number that is currently subscribed to a local exchange carrier for local, local toll and/or long distance telecommunications services and ported to CenturyLink for use with the Service.

"Start of Service Date" means the date Customer accepts the Service. Customer will have five days from CenturyLink's ready notification to test the Service. Within the five-day timeframe, if Customer neither informs CenturyLink about errors nor accepts the Service, Service will be considered to have been accepted, regardless of whether Customer placed traffic over the circuit. If Customer informs CenturyLink of Service errors within the five-day timeframe, CenturyLink will promptly take necessary, reasonable action to correct the errors, and upon correction, notify Customer that Service is ready.

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ATTACHMENT 1

1. 911 Emergency Service.



POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.

1.1 Required Federal Communications Commission (“FCC”) Warning. The FCC requires that CenturyLink inform Customer of potential limitations to 911 services using Service. The Service provides access to 911 emergency service only on stationary devices (and not mobile devices). The Service does not support any outgoing calls, including calls to 911 emergency service from HCS or SIP Trunk seats that are not associated to a stationary IP enabled device, unless another telephony device from which the call can be originated via the End User Portal is used. 911 emergency services will not be available or may not function properly (e.g., they may not route to the correct public safety answering point or “PSAP”) under the following circumstances: (a) if the Service is used at a location other than a CenturyLink-Approved 911 Location in the U.S. (not including U.S. territories), or if an IP-enabled stationary device is moved within the CenturyLink-Approved 911 Location and not reconfigured; (b) if Customer selects a telephone number that is not associated with the geographic area of the installed service and Customer neglects to ensure that the telephone number is registered for the installed CenturyLink-Approved 911 Location (e.g., if Customer chooses a California number for use in a Colorado location); (c) for initial installation of Service – on average 5 days, but for as long as 30 days after installation of Service due to time required to update 911 databases with customer information; (d) for use of Service at a temporary location – until CenturyLink has completed the 911 Update Interval and sent the 911 Update Confirmation to Customer’s e-mail address of record. “911 Update Interval” is approximately 15 minutes, unless further address verification is required, in which case the 911 Update Interval could be up to 72 hours (**Important:** Customer and End Users should always check for the 911 Update Confirmation before using 911 service after a temporary move); (e) if the Service fails or degrades for any reason, such as failures resulting from power outages, CPE failure (e.g., Internet connectivity routers, Customer’s data network and equipment, Customer premises switches and routers, phones, handsets, Soft Phones, and other IP-enabled devices), cable cuts, or any Service or broadband outage or degradation (including without limitation, failures caused by suspension or termination of the Service); or (f) while maintenance work is being performed. Additionally, CenturyLink does not support Remote BLAs or Remote SCAs on IP Devices used with the Service. If a Remote BLA or Remote SCA is enabled, and Customer or an End User make a 911 call from the Remote BLA or Remote SCA line, the 911 call will incorrectly route to the PSAP associated with the 911 location of the telephone number assigned to the Remote BLA or Remote SCA, and not to the 911 location of the calling party. For example, if an End User has a Remote BLA or Remote SCA for a colleague in Chicago on a phone located in San Francisco, and End User in San Francisco places a 911 call on the Remote BLA or Remote SCA line, emergency services will be routed to the 911 location in Chicago associated with the phone number of the Remote BLA or Remote SCA, not to the 911 location in San Francisco.

1.2 Additional Information Regarding the Limitations of 911 Services. When dialing 911 with the Service, End Users should always state the nature of the emergency, and include End User location and number. The default PSAP may not be able to call the End User back if the call is not completed, is dropped or is disconnected, or if End User is unable to tell the PSAP their number and physical location. **For HCS:** The PSAP to which the call is directed will be based on the street address and Calling Party Number for the CenturyLink-Approved 911 Location. The calling party number will be delivered to the PSAP with the 911 call and the PSAP will have the CenturyLink-Approved 911 Location associated with that calling party number. End User’s CenturyLink-Approved 911 Location may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the dispatcher the specific location of the emergency so the PSAP can locate the End User and assist with the emergency. **For SIP Trunk:** Unless Customer has purchased the 911 Emergency Service optional feature with SIP Trunk, the PSAP to which the call is directed will be based on the street address for the PPU where SIP Trunk is installed. The number delivered to the PSAP with the 911 call will have the TN for the PPU where SIP Trunk is installed and the address associated with that number. The number delivered to the PSAP may be different from the number from which an End User is calling 911 based on the options Customer has selected for its PBX and/or IAD, and the PPU address may not sufficiently pinpoint the specific location of the emergency; therefore, End Users must immediately tell the dispatcher their phone number and the specific location of the emergency so the PSAP can call the End User back if the call is not completed or is disconnected, and locate the End User and assist with the emergency. If Customer orders the 911 Emergency Service optional feature with SIP Trunk, the “For HCS” provisions of this section will apply in lieu of the “For SIP Trunk” provisions of this section.

CENTURYLINK RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.

1.3 No Privacy Rights. Customer acknowledges that there is no right of privacy with respect to the transmission of number, name, or address when the Service is used to access 911 or other numbers used in conjunction with 911 or similar emergency services, either by Customer or End Users.

1.4 Customer Must Notify End Users of 911 Limits.

Customer will notify all End Users (a) of the limitations on access to 911 emergency service described in the Agreement and this Service Exhibit; and (b) that access to 911 emergency service and an appropriate PSAP is only available at the CenturyLink-Approved 911 Location and is not available using an IP enabled mobile device. CenturyLink will provide labels that will indicate that 911 service has limited availability and functionality when used with Service, and CenturyLink recommends that the labels be placed on or near the equipment associated with the Services. Additionally, when Customer End Users use a Soft Phone with CenturyLink-provided VoIP

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services, a 911 warning will appear on the Soft Phone device. The End User will need to click on the display to acknowledge the warning. Customer should direct its End Users to the following URL to review these 911 Emergency Service limitations: <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

1.5 Limitation of Liability. CENTURYLINK WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO THE USE, LACK OF ACCESS TO OR PROVISION OF, 911 EMERGENCY SERVICE.

1.6 Use of SIP Trunk Diversion Headers on 911 Calls (for SIP Trunk only). Customer may only use SIP Trunk Diversion Headers when using the call forwarding feature with Service. Customer shall not send SIP Trunk Diversion Headers on all calls, and in particular shall never send SIP Trunk Diversion Headers on 911 calls. Sending SIP Trunk Diversion Headers on a 911 call may cause the call to route to the incorrect PSAP, or to the correct PSAP but without the correct Customer phone number and location information.

1.7 911 Calls from Alien TNs (for SIP Trunk only). When a 911 call is made from an Alien TN (Unscreened Telephone Number), CenturyLink cannot identify the location of the caller to forward to the appropriate PSAP. Customer is responsible for configuring its CPE to send an Alien TN that correctly represents the physical location from which an Alien TN call is originating. If Customer fails to make such configurations, CenturyLink will send any Customer 911 calls originated from an Alien TN to a live operator at a third-party contracted national 911 center. CenturyLink is charged a fee for each such call (currently \$75.00 per call), and will pass the charges the rate charged at the time on to Customer. Customer and its End Users must configure its CPE as described above or not make 911 calls from Alien TNs. Failure to comply will constitute a material breach of the Agreement.

1.8 Acknowledgement of 911 Limitations. By initialing below, Customer acknowledges that CenturyLink has advised it of the 911 limitations set forth in this Service Exhibit, that Customer understands this information, and that Customer accepts the Service with these limitations. Using CenturyLink's electronic signature process for this Acknowledgment is acceptable.

PRINT CUSTOMER COMPANY NAME: _____
PRINT CUSTOMER REPRESENTATIVE'S NAME: _____
CUSTOMER REPRESENTATIVE'S INITIALS: _____

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PRICING ATTACHMENT

1. HCS Initial Service Ordered and Pricing:

1.1 HCS Initial Locations and Seat Quantities (Applicable to HCS Service Only). HCS seat MRCs are based on the total aggregate number of HCS seats Customer orders. The table shown below provides details for each Customer location. There is a minimum of five HCS seats at each Customer location and a minimum of 250 HCS seats at all Customer locations.

HCS – XX [36 or 60] MONTH INITIAL TERM	
Customer Location	Service Details per Location
[Insert Customer service location]	XX – Essentials Seats with CenturyLink provided IP Device XX – Basic Seats with CenturyLink provided IP Device XX – Foundation Seats with CenturyLink provided IP Device XX – Standard Seats with CenturyLink provided IP Device XX – Essentials Seats without CenturyLink provided IP Device XX – Basic Seats without CenturyLink provided IP Device XX – Foundation Seats without CenturyLink provided IP Device XX – Standard Seats without CenturyLink provided IP Device
[Add additional rows if needed, one per location]	[Include the same type of information for this location as included for the location in the row immediately above.]

1.2 HCS Seat Pricing. (Applicable to HCS Service Only). The following seat charges apply to HCS seats initially ordered and for HCS seats added to the above locations during the Initial Term. The charges are based on the Initial Term length, whether the HCS seat includes a CenturyLink provided IP Device and the total number of HCS seats type across all Customer locations within the applicable category shown below. Customer may increase the number of HCS seats if at least 12 months remain in the Service Term. Customer is also allowed to decrease the number of seats up to an amount that is 25% less than the original number of HCS seats. If Customer increases or decreases the number of HCS seats within a category that results in the Customer being in a different tier, Customer will begin receiving the new MRCs the following billing cycle.

Seat Type	Seat MRC for Locations with XX [36 or 60] Month Initial Term with CenturyLink provided IP Devices				Seat NRC*
	250 – 500 Seats	501 – 1000 Seats	1001 - 1500 Seats	1501 - 4999 Seats	
Essentials with CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Basic with CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Foundation with CenturyLink provided IP Device**	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Standard with CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00

Seat Type	Seat MRC for Locations with XX [36 or 60] Month Initial Term without CenturyLink provided IP Devices				Seat NRC*
	250 – 500 Seats	501 – 1000 Seats	1001 - 1500 Seats	1501 – 4999 Seats	
Essentials without CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Basic without CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Foundation without CenturyLink provided IP Device**	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00
Standard without CenturyLink provided IP Device	\$XX.00	\$XX.00	\$XX.00	\$XX.00	\$XX.00

*Provided Customer is in compliance with its obligations under the Agreement, the HCS seat NRCs shown above are waived so long as the Service remains installed and used by Customer for the Service Term.

**Customer may not have more than 5% of total seat count to be Essentials seats

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Handset Model	Upgrade MRC per Handset	
	Foundation	Standard
[insert handset model]	\$XX	\$XX
[insert handset model]	\$XX	\$XX

1.3 HCS Seat to SIP Trunk Standard Session Ratio. The following per HCS seat charge will apply for a lower HCS seat to SIP Trunk Standard Session ratio other than the standard 10:1 ratio.

SIP TRUNK STANDARD SESSION RATIO CHANGE PRICING – XX [36 or 60] MONTH INITIAL TERM		
Session Type	HSC Seat to Session Ratio	Additional Seat MRC (per Seat)
SIP Trunk Standard Session	XX:XX	\$XX

2. Additional Service Features. Customer may purchase the following optional features for an additional charge.

Component	MRC	NRC
[Additional Rental CPE (e.g. Router/switch)]		
[Network Management of additional managed CPE]		
[Installation and maintenance of additional CPE other than IP Devices]		
[Voice mail]		

3. CenturyLink IQ SIP Trunk Initial Service Ordered and Pricing:

3.1 CenturyLink IQ SIP Trunk Initial Locations and Seat Quantities (Applicable to SIP Trunk Only).

SIP TRUNK – XX [36 or 60] MONTH INITIAL TERM			
Service Location	Service Details per Location		
[Insert location]	XX -- SIP Trunk Basic Seats	XX – SIP Trunk Premium Seats	
	XX – SIP Trunk Standard Seats	XX – SIP Trunk Mobility Seats	
		XX – Virtual Seats	
[Add additional lines as needed]			

3.2 CenturyLink IQ SIP Trunk – Session and Seat Pricing for Initial Locations (Applicable to SIP Trunk Only). The following charges will apply for SIP Trunk Enterprise and Basic Sessions and IQ SIP Trunk seats initially ordered and for SIP Trunk Sessions and IQ SIP Trunk seats added to the above locations during the Initial Term. The charges are based on the Initial Term length, and the total number of Enterprise or Basic Sessions and IQ SIP Trunks seats across all locations.

SIP TRUNK ENTERPRISE OR BASIC SESSION PRICING – XX [36 or 60] MONTH INITIAL TERM				
Session Type	Session Quantity	Session MRC (per Session)	Extended Session MRC (Per Session MRC times Quantity)	Session NRC (per Session)
SIP Trunk Enterprise Session (add on session type)	XX	\$XX	\$XX	\$XX
SIP Trunk Basic Session (add on session type)	XX	\$XX	\$XX	\$XX

SIP TRUNK SEAT PRICING – XX [36 or 60] MONTH INITIAL TERM				
Seat Type	Seat Quantity	Seat MRC (per Seat)	Extended Seat MRC (Per Seat MRC times Quantity)	Seat NRC (per Seat)
SIP Trunk Basic Seats	XX	\$XX	\$XX	\$XX
SIP Trunk Standard Seats	XX	\$XX	\$XX	\$XX
SIP Trunk Premium Seats	XX	\$XX	\$XX	\$XX

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SIP Trunk Mobility Seats	XX	\$XX	\$XX	\$XX
SIP Trunk Virtual Seats	XX	\$XX	\$XX	\$XX

3.3 CenturyLink IQ SIP Trunk Additional Charges. Please see additional charges for SIP Trunk and Upgrade/MACD charges below.

Component	MRC/Rate	NRC
Hunt Groups (per Hunt Group)	\$4.95	\$10.00
Voice Mail for Hunt Groups (per Hunt Group)	\$5.95	N/A
Auto Attendant (per Auto Attendant)	\$14.95	\$10.00
Business Communicator (Soft Phone for PC with Windows or MAC, iOS or Android tablets or mobile devices) (per Business Communicator) – Voice and Video Calling only	\$2.95	N/A
Receptionist Web Console (per console)	\$49.00	N/A
Voice Mail Only Seat (per Voice Mail Only Seat) <i>911 calls cannot be made from a voice mail only seat.</i>	\$5.95	N/A
Available TN (new and ported) (per Available TN) ¹ <i>An available TN is an unallocated TN Customer retains in a pool for later use.</i>	\$0.25	N/A
Anywhere TN (find me/follow me) (per Anywhere TN)	\$21.95	\$10.00
Enhanced E911 service (per TN)	\$1.00	N/A
Alien TN 911 Service Call (per Incident)	N/A	\$75.00
International Off-Net Calls (per minute)	See the international Off-Net Call price list at the rates specified in Appendix C-1 to DIR Contract DIR-TEXAN-NG-CTSA-004	
PAC/VPAC (per Product Account ¹)	N/A	\$15.00
Basic business white page listing (MRC per listing) ²	\$1.95	N/A
Directory Assistance (per call)	\$1.99	N/A
VoIP Expedited Installation Charge (per Enterprise ³)	N/A	\$500.00
Extended Wiring NRC (per circuit) (if provided by CenturyLink) ⁴	N/A	\$276 per circuit
SIP REFER (per Session) ⁵	N/A	N/A

¹ Per Product Account means per CenturyLink IQ Networking Private Port or primary host location.

² Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation d/b/a CenturyLink QC In-Region locations only. "In-Region" means CenturyLink QC's 14-state local service territory.

³ Per Enterprise means company-wide across all Customer locations.

⁴ CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.

⁵ CenturyLink is not currently charging for the SIP REFER feature. However, CenturyLink reserves the right to begin charging for this feature in the future.

3.4 SIP Trunk Upgrade/MACD/On-Site Installation Pricing. The following charges apply to upgrades, moves, adds, and changes, and for on-site installation for IQ SIP Trunk Service added after the initial Service is installed.

Promo Code	Upgrade/MACD Options/On-Site Seat Install	Upgrade/MACD NRC ⁶
iQVOIPRMTEMAC	Non-Premise Dispatched – Remote Configuration Support – (i.e. – Changes to the switch configuration to support Session and TN adds/changes/deletions) and other configuration work, such as support for Customer moves – billable per hour	\$100.00 per hour

⁶ CenturyLink reserves the right to modify the Upgrade and MACD charges shown above at any time without notice to Customer.