

SCHEDULE R - TELECONFERENCING SERVICE
Verizon Best and Final Offer 4/11/2011

Telecommunication Equipment

11-X-21415 Hosted Telecommunications Services/Applications

Teleconferencing Service
 Section 3.4.4

Bidder to provide price list labeled Schedule R reflecting its Section 3.4.4 pricing.

Verizon

Audio Conferencing

Audio Conferencing services are billed on a per-minute, per-participant rate based on the service level and transport method for the call.

- Service levels include Premier and Standard, which are operator-attended calls; and Unattended/Instant Meeting, for which an operator is not present except for technical assistance. Service levels are determined individually for each call, based on the type of reservation or service used.
- Transport methods include an operator dialing out to add a participant (Dial Out), as well as participants using Toll Free access (8XX) and toll access in which the participant pays for their own transport (Toll).
- Charges are based solely on usage. There are no monthly fees except for Instant Meeting subscriptions larger than 50 ports.

Audio Conferencing Service	Per Minute Rate Per Participant		
	Tier 1	Tier 2	Tier 3
Unattended Toll Free Meet Me	\$0.0165	\$0.0165	\$0.0165
Unattended Toll Meet Me (bridging only)	\$0.0150	\$0.0150	\$0.0150
Instant Meeting Toll Free Meet Me/ Dial Out	\$0.0165	\$0.0165	\$0.0165
Instant Meeting Toll Meet Me (bridging only)	\$0.0150	\$0.0150	\$0.0150
Standard Dial Out	\$0.1170	\$0.1170	\$0.1170
Standard Toll Free Meet Me	\$0.1170	\$0.1170	\$0.1170
Standard Toll Meet Me (bridging only)	\$0.1170	\$0.1170	\$0.1170
Premier Dial Out	\$0.1590	\$0.1590	\$0.1590
Premier Toll Free Meet Me	\$0.1590	\$0.1590	\$0.1590
Premier Toll Meet Me (bridging only)	\$0.1590	\$0.1590	\$0.1590

(1) Instant Meeting provides a maximum of 50 ports per subscription, available in port increments of 10.

Instant Meeting Port Charges

The following table provides the pricing for port subscriptions up to 100 ports. The per minute rates noted above apply as well.

# Ports	Monthly Charge
10-port Subscription	\$0.00
20-port Subscription	\$0.00
30-port Subscription	\$0.00
40-port Subscription	\$0.00
50-port Subscription	\$0.00
60-port Subscription	\$30.00
70-port Subscription	\$35.00
80-port Subscription	\$40.00
90-port Subscription	\$45.00
100-port Subscription	\$50.00

Optional Audio Conferencing Features

Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Audio Streaming Replay / Per Call	\$700.00
Audio Conferencing	Audio Streaming 1-4 Participants / Per Call	\$775.00
Audio Conferencing	Audio Streaming 5-10 Participants / Per Call	\$800.00
Audio Conferencing	Audio Streaming 11-25 Participants / Per Call	\$850.00
Audio Conferencing	Audio Streaming 26-50 Participants / Per Call	\$900.00
Audio Conferencing	Audio Streaming 51-250 Participants / Per Call	\$1,000.00

Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Audio Streaming 251-500 Participants / Per Call	\$1,500.00
Audio Conferencing	Audio Streaming 501-1000 Participants / Per Call	\$2,000.00
Audio Conferencing	Audio Streaming Replay Additional Month	\$100.00

Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Instant Replay Plus / Per Set Up	\$0
Audio Conferencing	Instant Replay Plus - Fax Delivery / Per Delivered Page	\$0.25
Audio Conferencing	Instant Replay Plus - Special Development Request / Per Development Hour	\$125.00
Audio Conferencing	Instant Replay Plus - Survey Set Up (1 Segment) / Per Set Up	\$75.00

Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Instant Replay Plus - Survey Set Up (2 Segments) / Per Set Up	\$125.00
Audio Conferencing	Instant Replay Plus - Voice Response Audio Cassette / Per Audio Cassette	\$25.00
Audio Conferencing	Instant Replay Plus - Voice Response Information Charges / Per Caller (up to five pieces of caller information)	\$1.00
Audio Conferencing	Instant Replay Plus - Voice Response Information Charges / Per Caller (up to 15 minutes of caller information)*	\$50.00
Audio Conferencing	Instant Replay Plus - Voice Response Set Up / Per Set Up	\$50.00
Audio Conferencing	Instant Replay Plus - Voice Talent / Per 5 minutes of recorded professional voice talent	\$199.00
Audio Conferencing	Conference Recording / Per Audio Cassette	\$15.00

Audio Conferencing	Conference Recording / Per CD-ROM	\$15.00
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Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Conference Recording / Per .wav file on CD-ROM	\$45.00
Audio Conferencing	Conference Recording / Per .wav file or MP3 file downloaded from internet	\$45.00
Audio Conferencing	Conference Transcription / Per hour	\$200.00
Audio Conferencing	Premier Level Toll Free from Guam and CNMI (Off Peak) / Per Minute Per Participant	\$0.49
Audio Conferencing	Premier Level Toll Free from Guam and CNMI (Peak) / Per Minute Per Participant	\$0.68
Audio Conferencing	Premier Level US Dial Out to Guam and CNMI (Off Peak) / Per Minute Per Participant	\$0.49
Audio Conferencing	Premier Level US Dial Out to Guam and CNMI (Peak) / Per Minute Per Participant	\$0.68
Audio Conferencing	Participant List / Per List	\$25.00
Audio Conferencing	Pre-Notification - US / Per Participant	\$2.50
Audio Conferencing	Pre-Notification - Canada / Per Participant	\$3.50

Product Line	Charge Description and Billing Increment	Charge Per Billing Increment
Audio Conferencing	Pre-Notification - International, excluding Canada / Per Participant	\$5.00
Audio Conferencing	Cancellation Charge / Per reserved bridge port charges will apply for each pre-scheduled conference call either cancelled by the Customer within 30 minutes of the scheduled conference call time or during which fewer than two bridge ports participate	\$1.25
Audio Conferencing	Overbooking / Applies to each unused, reserved bridge port after the first 50 unused bridge ports per completed Conferencing Calling call.	\$1.25
Audio Conferencing	IP Access Engineering Charges / Per Customer Premise per hour, minimum of 5 hours.	\$200.00

Instant Meeting Replay and Instant Replay Plus Access

Per minute rates for access to Instant Replays

Toll and Toll Free Access	Rate per Minute
Instant Meeting Replay	\$0.1670
Instant Replay Plus	\$0.1670

International Global Access Transport Charges (U.S. Bridged). The following per-minute per bridge-port usage charges apply in the following countries based on availability of service, zone and origination access type. Audio charges are additional and are priced at Customer's applicable Toll Meet Meet-Me Access rate per minute.

Global Access Transport charges are not eligible for any additional discounts. The following rates per minute will be fixed for the Term.

Originating Access Method		
Zone	Local Toll	Local Freephone
A	\$0.0412	\$0.1450
B	NA	NA
C	\$0.0742	\$0.2208
D	\$0.0900	\$0.2408
E	\$0.1890	\$0.2705
F	NA	\$0.2834
G	NA	\$0.4524

Zone definitions will be provided upon request.

Net Conferencing

Net Conferencing Service	Rate Per Minute Per Participant Tiers 1,2,3
Instant or Reserved Net Conferencing	\$0.1350

If combined with an Audio Conference, the per minute rates for Instant Meeting, Standard or Premier audio conference also apply.

Additional Net Conferencing Charges

Net Conferencing	Cancellation Charge / Per reserved bridge port charges will apply for each pre-scheduled conference call either cancelled by the Customer within 30 minutes of the scheduled conference call time or during which fewer than two bridge ports participate.	\$5.00
Net Conferencing	Customized Net Set Up Fee: Enterprise Edition (12 month commit) / Per Customized Site	\$2,000.00
Net Conferencing	Customized Net Set Up Fee: Webex w/SSL Per Minute / Per Customized Site	\$6,000.00

Net Conferencing	Customized Net Storage - Live Meeting	Additional gigabytes beyond first gigabyte per Internet site per calendar month are charged \$100 per Internet site per calendar month
Net Conferencing	WebEx Hosted Net Replay - Advanced Storage Charge Per Month per 100 MB – 1G free	\$5.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge per GB (No Commit)	\$28.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge (5 GB Commit)	\$110.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge (10 GB Commit)	\$160.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge (20 GB Commit)	\$270.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge (50 GB Commit)	\$375.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Per Month Charge (100 GB Commit)	\$525.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Overage Per GB Per Month at 5 GB Commit	\$22.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Overage Per GB Per Month at 10 GB Commit	\$16.00
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Overage Per GB Per Month at 20 GB Commit	\$13.50
Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Overage Per GB Per Month 50 GB Commit	\$7.50

Net Conferencing	WebEx Hosted Net Replay - Customized Committed Storage Overage Per GB Per Month 100 GB Commit	\$5.25
Net Conferencing	Rebranding	\$650.00
Net Conferencing	File Download / Per Download	\$40.00
Net Conferencing	Operator Hosting / Per Session	\$100.00
Net Conferencing	Overbooking / Per each unused connection after the first 50 unused connections per completed call	\$3.50

Customized Net Conferencing

Verizon Business is offering Customized Net Conferencing in three pricing models. Advanced or Customized **WebEx** is offered on a "Named Host" basis for all WebEx applications below. In addition, Enterprise Edition is also available on a Committed Minutes plan. The pricing model for **Microsoft Live Meeting** is Live Meeting User Service License (LM USL).

Advanced/ Customized Net Conferencing w/WebEx - Named Host

Service - Concurrent Participant Cap	Number of Hosts Enrolled*	Price Per Month Per Host
Meeting Center Named Host - 25 Participant Cap	1-9	\$ 49.73
Meeting Center Named Host - 25 Participant Cap	10-24	\$ 49.73
Meeting Center Named Host - 25 Participant Cap	25-49	\$ 45.90
Meeting Center Named Host - 25 Participant Cap	50-74	\$ 38.25
Meeting Center Named Host - 25 Participant Cap	75-99	\$ 38.25
Meeting Center Named Host - 25 Participant Cap	100-199	\$ 34.43
Meeting Center Named Host - 25 Participant Cap	200-299	\$ 28.69
Meeting Center Named Host - 25 Participant Cap	300-399	\$ 28.69
Meeting Center Named Host - 25 Participant Cap	400-499	\$ 26.78
Meeting Center Named Host - 25 Participant Cap	500-749	\$ 21.04
Meeting Center Named Host - 25 Participant Cap	750-999	\$ 19.13
Meeting Center Named Host - 25 Participant Cap	1,000-1,499	\$ 17.21
Meeting Center Named Host - 25 Participant Cap	1,500-2,499	\$ 15.30
Meeting Center Named Host - 25 Participant Cap	2,500+	\$ 11.48

Meeting Center Named Host - 200 Participant Cap	50-74	\$ 49.73
Meeting Center Named Host - 200 Participant Cap	75-99	\$ 45.90
Meeting Center Named Host - 200 Participant Cap	100-199	\$ 39.78
Meeting Center Named Host - 200 Participant Cap	200-299	\$ 33.66
Meeting Center Named Host - 200 Participant Cap	300-399	\$ 32.90
Meeting Center Named Host - 200 Participant Cap	400-499	\$ 30.60
Meeting Center Named Host - 200 Participant Cap	500-749	\$ 26.01
Meeting Center Named Host - 200 Participant Cap	750-999	\$ 24.48
Meeting Center Named Host - 200 Participant Cap	1,000-1,499	\$ 22.95
Meeting Center Named Host - 200 Participant Cap	1,500-2,499	\$ 19.89
Meeting Center Named Host - 200 Participant Cap	2,500+	\$ 16.07
Training Center Named Host - 30 Participant Cap	1-4	\$ 191.25
Training Center Named Host - 30 Participant Cap	5-9	\$ 191.25
Training Center Named Host - 30 Participant Cap	10-24	\$ 153.00
Training Center Named Host - 30 Participant Cap	25-49	\$ 114.75
Training Center Named Host - 30 Participant Cap	50-74	\$ 95.63
Training Center Named Host - 30 Participant Cap	75-99	\$ 95.63
Training Center Named Host - 30 Participant Cap	100-199	\$ 76.50
Training Center Named Host - 50 Participant Cap	1-4	\$ 344.25
Training Center Named Host - 50 Participant Cap	5-9	\$ 344.25
Training Center Named Host - 50 Participant Cap	10-24	\$ 306.00
Training Center Named Host - 50 Participant Cap	25-49	\$ 229.50
Training Center Named Host - 50 Participant Cap	50-74	\$ 191.25
Training Center Named Host - 50 Participant Cap	75-99	\$ 191.25
Training Center Named Host - 50 Participant Cap	100-199	\$ 153.00
Training Center Named Host - 100 Participant Cap	1-4	\$ 497.25
Training Center Named Host - 100 Participant Cap	5-9	\$ 497.25
Training Center Named Host - 100 Participant Cap	10-24	\$ 420.75
Training Center Named Host - 100 Participant Cap	25-49	\$ 344.25
Training Center Named Host - 100 Participant Cap	50-74	\$ 306.00
Training Center Named Host - 100 Participant Cap	75-99	\$ 306.00
Training Center Named Host - 100 Participant Cap	100-199	\$ 267.75
Support Center Named Host - 5 Participant Cap	1-9	\$ 114.75
Support Center Named Host - 5 Participant Cap	10-24	\$ 103.28
Support Center Named Host - 5 Participant Cap	25-49	\$ 91.80
Support Center Named Host - 5 Participant Cap	50-74	\$ 84.15
Support Center Named Host - 5 Participant Cap	75-99	\$ 84.15
Support Center Named Host - 5 Participant Cap	100-199	\$ 76.50
Support Center Named Host - 5 Participant Cap	200-299	\$ 76.50
Support Center Named Host - 5 Participant Cap	300-399	\$ 65.03
Support Center Named Host - 5 Participant Cap	400-499	\$ 53.55
Support Center Named Host - 5 Participant Cap	500-749	\$ 53.55
Support Center Named Host - 5 Participant Cap	750-999	\$ 38.25

Support Center Named Host - 5 Participant Cap	1,000-1,499	\$ 38.25
Support Center Named Host - 5 Participant Cap	1,500-2,499	\$ 38.25
Support Center Named Host - 5 Participant Cap	2,500+	\$ 38.25
Enterprise Edition Named Host - 200 Participant Cap	50-74	\$ 60.44
Enterprise Edition Named Host - 200 Participant Cap	75-99	\$ 52.79
Enterprise Edition Named Host - 200 Participant Cap	100-199	\$ 45.14
Enterprise Edition Named Host - 200 Participant Cap	200-299	\$ 37.49
Enterprise Edition Named Host - 200 Participant Cap	300-399	\$ 35.96
Enterprise Edition Named Host - 200 Participant Cap	400-499	\$ 34.43
Enterprise Edition Named Host - 200 Participant Cap	500-749	\$ 30.60
Enterprise Edition Named Host - 200 Participant Cap	750-999	\$ 29.07
Enterprise Edition Named Host - 200 Participant Cap	1,000-1,499	\$ 27.54
Enterprise Edition Named Host - 200 Participant Cap	1,500-2,499	\$ 24.48
Enterprise Edition Named Host - 200 Participant Cap	2,500+	\$ 20.66
Enterprise Edition Named Host - 1,000 Participant Cap	50-74	\$ 72.68
Enterprise Edition Named Host - 1,000 Participant Cap	75-99	\$ 63.50
Enterprise Edition Named Host - 1,000 Participant Cap	100-199	\$ 54.32
Enterprise Edition Named Host - 1,000 Participant Cap	200-299	\$ 45.14
Enterprise Edition Named Host - 1,000 Participant Cap	300-399	\$ 43.61
Enterprise Edition Named Host - 1,000 Participant Cap	400-499	\$ 41.31
Enterprise Edition Named Host - 1,000 Participant Cap	500-749	\$ 36.72
Enterprise Edition Named Host - 1,000 Participant Cap	750-999	\$ 35.19
Enterprise Edition Named Host - 1,000 Participant Cap	1,000-1,499	\$ 33.66
Enterprise Edition Named Host - 1,000 Participant Cap	1,500-2,499	\$ 29.84
Enterprise Edition Named Host - 1,000 Participant Cap	2,500+	\$ 25.25

* Enrollment Thresholds are determined by Service and are not aggregate across multiple Services.

Set Up Fee for - Named Host Net	Waived
Optional One-Time Private Branding Fee	\$199

Enterprise Edition Committed Minutes Plan

Domestic Net Conferencing Enterprise Edition ("EE"): The following rates are for the procurement of WebEx EE Services on a Committed Minutes plan. In order to utilize EE, Customer must sign an EE Enrollment Form ("Enrollment Form"). The effective date of any Enrollment Form will be no later than the first day of the second full billing cycle following Customer's submission of the Enrollment Form to Verizon. No back credits will be available. Customer will be responsible for all other charges associated with EE, including, but not limited to, Set-Up charges and Overage charges. The per minute charges will be fixed for the Term. *A minimum order term of 12-months may apply.*

US Enterprise Edition Committed Minutes Range per Month	Rate Per Minute/Overage Rate Per Minute
1,500 to 4,999	\$0.3550
5,000 to 9,999	\$0.3300
10,000 to 24,999	\$0.3000
25,000 to 49,999	\$0.2750
50,000 to 99,999	\$0.2500
100,000 to 249,999	\$0.2300
250,000 to 499,999	\$0.2100
500,000 to 999,999	\$0.1800
1,000,000 to 2,499,999	\$0.1700
2,500,000 to 4,999,999	\$0.1600
5,000,000 +	\$0.1500

WebEx Presentation Studio

Presentation Slots:

Each online presentation can be made available simultaneously and utilizes a "Presentation Slot". A "Presentation Slot" is an allocated space on the Customer's assigned Presentation Studio internet site where a single presentation can be made available. The number of simultaneous Participants, minute usage, and duration of the recorded presentation(s) is unlimited. In order to utilize Presentation Studio, Customer must commit to at least 10 Presentation Slots per month for a minimum of six months.

Monthly Charges: The following monthly recurring charges apply per Presentation Slot, based on the number of Presentation Slots.

Number of Presentation Slots	Monthly Recurring Charge per Presentation Slot
10 – 40	\$ 84.15
41 – 100	\$ 76.50
101 – 150	\$ 68.85
151 +	\$ 61.20

Set-Up Charges: If the creation of a new site (URL) is necessary, Customer will pay a set-up fee per new URL site of \$1,500.

WebEx LiveStream

Due to the nature and scope of the events for which this product is intended, as well as the varied components that could comprise a WebEx LiveStream design, pricing is offered on an Individual Case Basis (ICB). Some of the factors that will contribute to the final pricing are --

- Length of event
- Number of attendees
- General Information
 - Number of events in the next 12 months
 - Number of attendees/event
 - Event duration/each event
 - Event dates
 - Locations: City/Venue
 - Is there a dedicated T1 line internet connection at each venue?
- Pre-session Information
 - Attendee registration required?
 - eCommerce required (i.e. pay to view)
 - Video crew – do you need a Video Engineer/camera provided?

- Live Production Experience
 - Recording required?
 - Interaction required?
 - Polling, yes/no: _____ Chat, yes/no: _____ Q & A, yes/no: _____
 - Content formats?
 - Video, yes/no: _____
 - Live demonstration, yes/no: _____
 - Powerpoint, yes/no: _____
 - Venue –
 - Number of speakers
 - Speaker physical location, same location
 - Will there be an audience at the venue location? If so, how many people?
- Post Session
 - If the event is to be recorded...
 - Is editing needed? _____
 - Will hosting be needed? _____
 - If hosted, for how long? _____

Customized Net Conference w/Microsoft Live Meeting – Live Meeting User Service License

Live Meeting User Service License (“LM USL”) Option. The LM USL pricing option provides licensed Customer-identified users (“LM USL Users”) the ability to conduct or access a Verizon Net Conference with Live Meeting hosted by a LM USL Leader on a Customer-dedicated site. The “LM USL Leader” schedules the LM USL net conference, enters it as a presenter, and acts as host of the Live Meeting conference through use of the leader login. An LM USL Leader must be an LM USL User. Each LM USL may only be assigned to one individual and cannot be shared among multiple individuals. Two LM USL types are available to LM USL Users:

(1) The Professional Edition LM USL allows up to 1,250 concurrent meeting participants per conference and offers additional features beyond those offered in the Standard Edition (see below).

(2) The Standard Edition LM USL allows up to two hundred fifty (250) concurrent meeting participants per conference.

Customer is responsible for monitoring and maintaining its use of the LM USL option within the foregoing parameters.

All Internal Participants (a Customer-authorized employee who rightfully accesses the conference) must be LM USL Users, specifically either Standard or Professional. External Participants (a Customer-authorized non-employee who rightfully accesses the conference) are not required to be LM USL Users and may join at no additional cost.

There are no per-minute charges for Live Meeting usage on conferences set up by an LM USL Leader.

Encryption services and initial branding will be provided for both Standard and Professional LM USL at no additional cost. Storage will be available at no additional cost for up to 90 days for Standard LM USL and 365 days for Professional LM USL. These time limitations cannot be extended. A list of features associated with LM USL is set forth below.

LM USL Features List: Features associated with Standard and Professional LM USL are subject to change from time to time.

Feature	User Service License	
	Standard	Professional
Meeting Size (max. # participants)	250	1250
Storage (days) no extensions	90	365
Shared Recordings		√
Registration		√
Virtual Breakout Rooms		√
Advanced Testing/Grading		√
Pre-meeting Handouts		√
Live Meeting Web Access		√
End-user Support	√	√
Reporting	√	√
Client (Windows based)	√	√
Audio Integration	√	√
Video (Webcam & Roundtable)	√	√
In-meeting File Transfer	√	√
Rich Media Presentations	√	√
Outlook Integration	√	√

USER - Professional

Product	Customer License Count ***	RATE Per Month Per License
Professional	1 - 250	\$15.00
Professional	251 - 2,399	\$14.50
Professional	2,400 - 5,999	\$13.50
Professional	6,000 - 14,999	\$12.30
Professional	15,000 +	\$11.40

USER - Standard		
Product	Customer License Count ***	RATE Per Month Per License
Standard	1 - 250	\$4.50
Standard	251 - 2,399	\$4.30
Standard	2,400 - 5,999	\$4.00
Standard	6,000 - 14,999	\$3.65
Standard	15,000 +	\$3.40

*** In aggregate across both Standard and Professional Licenses.

In order to utilize LM USL Net Service, Customer must sign Verizon's Enrollment Form for a 12-month term and return it to Verizon by 5/31/2010. Verizon reserves the right to accept the Enrollment Form after the deadline stated. Customer's order via an Enrollment (or order) Form constitutes Customer's binding commitment to purchase an amount equal to the number of LM licenses it orders on a specific Platform multiplied by the associated Monthly Recurring Cost ("MRC") per license multiplied by the greater of 12 months or the actual number of months to which it commits. During the enrollment period to which Customer subscribes, the Customer may increase, but not decrease, any committed quantities for which it submits an Enrollment (or order) Form. Upon the expiration of the Enrollment Form's initial term, the Enrollment Form will automatically renew for additional 12-month terms, unless Customer notifies Verizon of cancellation not later than forty-five (45) days prior to the end date of the expiring term.

Any additions or modifications to Customer's LM USL Net Service during the Term will be

controlled by the submission of a completed change form. The effective date of any Enrollment Form and/or change form and the rates listed below will be no later than the first day of the second full billing cycle following Customer's submission of the Enrollment Form to Verizon. **No back credits will be available.**

LM USL Net Service will not incur any per-minute participant charges.

Customer Responsibilities. Customer must comply with the following responsibilities:

- Monitor its account for the Live Meeting services to ensure compliance with your and our Live Meeting services policies and procedures.
- Notify Verizon of any unauthorized use of customer's account.
- Use the Live Meeting services according to all applicable local, state, national and international laws and regulations.
- Accept and comply with the TOS.
- "TOS" means Microsoft's then current terms of service, Live Meeting privacy policy, and acceptable use policy under which we provide the Live Meeting services to end users. Microsoft may revise the terms and conditions of the TOS from time to time (including the countries where we make available the Live Meeting services and any of the policies which may be applicable to customers' usage of such Live Meeting services). If Microsoft does so, Verizon will send Customer notice.

Miscellaneous Charges

Billing Reports:

Net Conferencing billing details are provided for free on the Online Invoice Protocol tool. However customers may request additional Billing Reports which provide Audio Conferencing and Net Conferencing invoice detail to Customer's designated address. Customer may request a Billing report on either a one-time or a monthly recurring basis. Standard Reporting provides invoice detail sorted by Customer Reference Codes and leader last name. Global Reporting provides invoice detail sorted by Customer Reference Codes and leader last name and consolidates invoices from one or more regions into one Billing Report.

Charges:

Standard Reporting: A \$150 charge applies per Standard Reporting Billing Report provided on a one-time basis. A \$100 monthly recurring charge applies per Standard Reporting Billing Report provided on a monthly recurring basis.

Global Reporting: A \$350 charge applies per Global Reporting Billing Report provided on a one-time basis. A \$100 monthly recurring charge applies per Global Reporting Billing Report provided on a monthly recurring basis.

Cartridge Billing: Customer can receive invoices via cartridge in addition to Customer's paper copy. A \$300 installation charge and a \$100 monthly recurring charge applies per cartridge.

Duplicate Billing: Customer may have duplicate invoices produced and sent to a Customer designated address. The request may be a one-time request, or occur on a monthly recurring basis. A \$10 per invoice, per location charge applies.

Operational Reports

Operational Reports provides Audio Conferencing, Net Conferencing and Video Conferencing invoice detail reports for Customers whose combined Audio Conferencing, Net Conferencing and Video Conferencing usage exceeds \$50,000 per monthly period. Customer may request Operational Reports on either a one-time or a monthly recurring basis. Standard Reporting provides customized call and session detail information. Global Reporting consolidates Standard Reporting for two or more regions.

Charges

Standard Reporting: A \$150 charge applies per Standard Reporting Operational Report provided on a one-time basis. A \$100 monthly recurring charge applies per standard Reporting Operational Report provided on a monthly recurring basis.

Global Reporting: A \$350 charge applies per Global Reporting Operational Report provided on a one-time basis. A \$100 monthly recurring charge applies per Global Reporting Operational Report provided on a monthly recurring basis.

Remote Access

Remote Access is an optional **WebEx** service that allows Customer-designated computers to remotely access previously registered end-user's computers and other devices (Host Machines) without the end-user being present. Remote Access allows the designated-computer to download software and to remotely make modifications to the Host Machine. Host machines limit access to users that come from a specified IP address range. Customer administrators may define up to three IP address ranges. When

initiating a Remote Access session, the Host Machine requires an access code or phone authentication to access the machine. This code is stored on the server and can be accessed only by administrators with proper authentication. Remote Access sessions are completely transient, storing no session data on the server.

In order to utilize Remote Access, Customer must commit to a specified term of service at a specified number of Host Machines per month for a minimum of six months via an enrollment form or order form.

Monthly Charges: The following monthly recurring charges apply per Host Machine enrolled, based on the total number of computers enrolled.

Number of Host Machines Enrolled	Monthly Recurring Charge per Host Machine
10 - 19	\$13.50
20 - 49	9.00
50 - 99	8.00
100 - 199	7.50
200 - 299	7.00
300 - 399	6.50
400 - 499	6.00
500 - 999	5.25
1000 - 1999	4.50
2000 - 2999	4.00
3000 - 3999	3.75
4000 - 4999	3.50
5000 - 7499	3.25
7500 - 9999	2.75
10000+	2.50

Set-Up Charges: If the creation of a new site (URL) is necessary, a set-up fee per new URL site of \$1,500 will apply.