

## BUSINESS CLASS MANAGED VOICE SERVICES

### TRIAL SERVICES DESCRIPTION

**Description:** The Trial Services consist of bundled and individual feature voice applications on a VoIP platform. Three Trial Services packages are available to Customer during the Trial:

**EXTENSION**– This package provides PBX- like, multi-line desk phone features referenced in Appendix A. The calling plan for this package includes unlimited inbound and local calling. Long distance and/or international calling can be added upon request for an additional charge.

**BASIC** – This package provides PBX- like, multi-line desk phone features referenced in Appendix A. The calling plan for this package includes a local telephone number, unlimited inbound and local calling. Long distance and/or international calling can be added upon request for an additional charge.

**PREMIUM** - This package provides the same features as the Basic bundle, with the addition of Personal Web portal for features such as click-to-dial and Outlook Integration, reference Appendix A for a current list of features. The Premium line also includes the Microsoft® Outlook™, Internet Explorer™ and Mozilla Firefox™ Telephony Toolbar, which allows for call and feature control from a toolbar within these applications on a PC. The calling plan for this product includes unlimited inbound, local calling, domestic long distance (including a limited set of international destinations). Calls to other international locations are billed on a per minute basis.

	PREMIUM	BASIC	EXTENSION
<b>INCLUDED ITEMS</b>			
<b>Standard Features</b>	<b>Business Premium Features</b>	<b>Business Standard Features</b>	<b>Business Basic Features</b>
	+ Toolbar		
	+ Voicemail	+ Voicemail	
	+ Disaster Recovery	+ Disaster Recovery	+ Disaster Recovery
	+ Caller ID	+ Caller ID	+ Caller ID
<b>Voice Services</b>	Local DID	Local DID	
	SafeCall (911 support)	SafeCall (911 support)	SafeCall (911 support)
	Unlimited Inbound, Local, Domestic LD (limited Intl)	Unlimited Inbound, Local	Unlimited Inbound, Local
	Initial basic DL	Initial basic DL	Initial basic DL
	DA access	DA access	DA access
	CNAM	CNAM	CNAM
<b>Domestic Long Distance</b>	Included	Usage Based (activation required)	Usage Based (activation required)
<b>Extended International Calling</b>	Usage Based	Usage Based (activation required)	Usage Based (activation required)
<b>Billing &amp; OSS</b>	Included	Included	Included
<b>Suggested Seat Monthly MSRP</b>	<b>\$44.95</b>	<b>\$39.95</b>	<b>\$14.95</b>

**Local and Long Distance for the Services:** includes (a) unlimited inbound and outbound local and domestic long-distance VoIP communications via a DID; (b) allows for IP to IP hand-off or PSTN to IP (or vice-versa) hand-off using a net protocol conversion via SIP signaling using G.711, G.729A; (c) access to Telecommunications Relay Services (711), Operator Services, directory assistance, simple directory listing, and E911 services; and (d) telephone numbers may not be available in all markets. The Trial Services do not support the following call types: 976, 900, 700, and 1010xxx.

**International Termination Fees:** All international calls are billed on a per minute basis, unless otherwise noted. Please see to <http://business.comcast.com/welcome> for current international termination rates and a current list of the international calling destinations to which Comcast does not provide call termination to by its VoIP end-users.

**Additional add-on services:**

ITEM	ONE-TIME	MONTHLY
<b>LINE TYPES</b>		
1 year Term Contract - Basic Line	\$40.00	\$36.95
2 year Term Contract - Basic Line	\$40.00	\$34.95
3 year Term Contract - Basic Line	\$40.00	\$32.95
1 year Term Contract - Premium Line	\$40.00	\$49.95
2 year Term Contract - Premium Line	\$40.00	\$44.95
3 year Term Contract - Premium Line	\$40.00	\$39.95
<b>ADD-ON SERVICES</b>		
<b>TELEPHONE NUMBER &amp; USAGE ITEMS</b>		
Toll-Free Number	\$9.95	\$5.00
Alternate/Additional Telephone Number	\$0.00	\$2.95
Domestic Long Distance Usage	-	-
Unlimited Domestic Long Distance Bundle for Basic Line, HG, AA	\$0.00	\$7.00
International Calling Activation	\$0.00	\$0.00
International Termination Usage	-	-
<b>OTHER SERVICES</b>		
Auto Attendant - with Unlimited Local Calling	\$12.00	\$24.95
Hunt Group - with Unlimited Local Calling	\$12.00	\$19.95
Reception Console	\$12.00	\$29.95
Extension Line	\$24.95	\$14.95
Shared Call Appearance or BLF	\$10.00	-
Additional Voicemail Box	\$0.00	\$5.00
Directory Assistance per Call	-	\$1.50
Operator Assistance per Call	-	\$2.49
Payphone Surcharge	-	\$0.75
<b>CUSTOMER PREMISE EQUIPMENT</b>		
Polycom SoundPoint 450 HD - 1 per Basic Line	\$0.00	\$4.95
Polycom SoundPoint 550 HD - 1 per Premium Line	\$0.00	\$4.95
EdgeMarc 4550 - 1 per physical location	\$0.00	\$0.00
EdgeMarc 4550 - WAN Call 30 Upgrade	\$0.00	\$4.95
<b>INSTALLATION</b>		
Installation - 1 Year Term Commitment	\$0.00	-
Installation - 2 Year Term Commitment	\$0.00	-
Installation - 3 Year Term Commitment	\$0.00	-
Unreturned or Replacement Polycom SoundPoint 450 HD Fee	\$190.00/per device	-
Unreturned or Replacement Polycom SoundPoint 550 HD Fee	\$213.00/per device	-
Unreturned or Replacement EdgeMarc Fee	\$345.00/per device	-

### APPENDIX A: Feature Matrix

FEATURE NAME	HOSTED				EXTRAS		
	PREMIUM	BASIC	EXTENSION	ADDITIONAL VOICEMAIL*	RECEPTION CONSOLE	HUNT GROUP	AUTO ATTENDANT
	7.0	7.0	7.0	7.0	7.0	7.0	7.0
Prerequisite	LEAD EXT			PREM			
Auto Attendant							x
Enhanced Outgoing Calling Plan	x						
Hunt Group	x	x				x	
Incoming Calling Plan	x	x	x				
Intercept Group	x	x	x				
Music On Hold	x						
Outgoing Calling Plan	x	x	x				
Voice Messaging Group	x	x	x				
Alternate Numbers	x						
Anonymous Call Rejection	x	x					
Authentication	x	x	x				
Automatic Hold/Retrieve	x						
Barge-In Exempt	x						
Basic Call Logs	x	x	x				
Busy Lamp Field	x						
Call Forwarding Always	x	x					
Call Forwarding Busy	x	x					
Call Forwarding No Answer	x	x					
Call Forwarding Not Reachable	x	x					
Call Forwarding Selective	x						
Calling Line ID Delivery Blocking	x	x	x				
Call Notify	x			x			
Call Return	x	x	x				
Call Transfer	x	x	x				
Call Waiting	x	x	x				
Corporate Toolbar	x						
Reception Console					x		
CommPilot Express	x						
Directed Call Pickup	x						
Directed Call Pickup w/Barge-in	x						
Directory Number Hunting	x	x	x				
Diversion Inhibitor	x	x					
Do Not Disturb	x	x					
External Calling Line ID Delivery	x	x	x				
Flash Call Hold	x	x	x				
Internal Calling Line ID Delivery	x	x	x				
Last Number Redial	x	x	x				
Multiple Call Arrangement	x						
Outlook Integration	x						
Phone Status Monitoring					x		
Priority Alert/Ringing	x						
Privacy	x						
Remote Office	x						
Selective Call Acceptance	x						
Selective Call Rejection	x						
Sequential Ring	x						
Shared Call Appearance Supported	x						
Simultaneous Ring Personal	x						
Speed Call 100	x	x					
Speed Call 8	x	x					
Three-Way Call	x	x	x				
Voice Messaging User	x	x		x			x

\* Additional voicemail. Voicemail is already an included item in the Premium and Basic seats.