

## BUSINESS CLASS MANAGED VOICE SERVICES

### TRIAL SERVICES DESCRIPTION

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

**LINE**– This package provides a PBX- like, concurrent call path to the PSTN. The calling plan for this package includes unlimited inbound, local and domestic long distance calling. International calling can be enabled upon request, and is billed on a usage basis.

**STANDARD** – This package provides PBX- like, multi-line desk phone features with a 4-6 digit extension and a Personal Web portal for feature management. A list of included features is referenced in Appendix A.

**UNIFIED COMMUNICATION** - This package provides the same features as the Standard bundle, with the addition of one local telephone number, Call Forwarding, and the ability to use your service remotely. The Unified Communication 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. A list of included features is referenced in Appendix A.

	LINE	UNIFIED COMMUNICATIONS	STANDARD
<b>INCLUDED ITEMS</b>			
<b>Service Features</b>	Call Capacity Management	Business Unified Communication Features	Business Standard Features
	Call Path on the Voice Network	+ Standard Features	
		+ Toolbar	
		+ Voicemail	
		+ Disaster Recovery	+ Disaster Recovery
		+ Caller ID	+ Caller ID
<b>Voice Services</b>	-	Local DID	-
	-	SafeCall (911 support)	SafeCall (911 support)
	Unlimited Inbound, Local, Domestic LD	Unlimited Inbound, Local, Domestic LD	Unlimited Inbound, Local, Domestic LD
	-	Initial basic DL	Initial basic DL
	-	DA access	DA access
	-	CNAM	CNAM
<b>International Calling</b>	Usage Based (activation required)	Usage Based (activation required)	Usage Based (activation required)
<b>Billing &amp; OSS</b>	Included	Included	Included
Suggested Seat Monthly MSRP	<b>\$24.95-\$34.95</b>	<b>\$19.95</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/DOD; (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://www.comcast.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvbusiness.html> for current international termination rates and [www.business.comcast.com/welcome](http://www.business.comcast.com/welcome) for a current list of the

international calling destinations to which Comcast does not provide call termination to by its VoIP end-users.

**Services:**

ITEM	ONE-TIME	MONTHLY
<b>NUMBER OF LINES</b>		
Line – 5 lines or less	\$24.95	\$34.95
Line – 6-24 lines	\$24.95	\$29.95
Line –25+ lines	\$24.95	\$24.95
<b>SEATS</b>		
Standard Seat	-	\$14.95
Unified Communication Seat	-	\$19.95
<b>ADD-ON SERVICES</b>		
<b>OTHER SERVICES</b>		
Auto Attendant	\$12.00	\$24.95
Additional Hunt Group	\$12.00	\$19.95
Reception Console	\$12.00	\$29.95
Additional Voicemail Box	-	\$5.00
Desktop Fax (Usage Based)	\$9.95	-
<b>TELEPHONE NUMBER &amp; USAGE ITEMS</b>		
Toll-Free Number	\$9.95	\$5.00
Alternate/Additional Telephone Number	-	\$2.95
Domestic Long Distance Usage	-	-
International Termination Usage	-	-
Audio & Web Conferencing Usage	-	-
International Calling Activation	-	-
Audio & Web Conference Calling Activation	-	-
Directory Assistance per Call	-	\$1.50
Operator Assistance per Call	-	\$2.49
Payphone Surcharge	-	\$0.75
<b>CUSTOMER PREMISE EQUIPMENT</b>		
Polycom SoundPoint 335 HD	-	\$4.95
Polycom SoundPoint 560 HD	-	\$6.95
Polycom SoundPoint 670 HD	-	\$9.95
Polycom Sidecar	-	\$4.95
Cisco PAP2 ATA	-	\$4.95
Polycom Soundstation 5000	-	\$4.95
EdgeMarc 4550 (15 WAN Calls) - 1 per physical location	-	\$6.95
EdgeMarc 4550 - 15 to 30 WAN Call Upgrade	-	\$9.95
EdgeMarc 4550 - 30 to 75 WAN Call Upgrade	-	\$19.95
<b>INSTALLATION</b>		
Installation - 1 Year Term Commitment	\$199.00	-
Installation - 2 Year Term Commitment	\$99.00	-
Installation - 3 Year Term Commitment	\$49.00	-
Unreturned or Replacement Polycom SoundPoint 335 HD Fee	\$89.00/per device	-
Unreturned or Replacement Polycom SoundPoint 450 HD Fee	\$190.00/per device	-
Unreturned or Replacement Polycom SoundPoint 560 HD Fee	\$278.00/per device	-
Unreturned or Replacement Polycom SoundPoint 670 HD Fee	\$372.00/per device	-
Unreturned or Replacement Polycom Sidecar	\$204.00/per device	-
Unreturned or Replacement Polycom Soundstation 5000	\$410.00/per device	-
Unreturned or Replacement EdgeMarc 4550 Fee	\$398.00/per device	-

## APPENDIX A: Platform Feature Matrix

FEATURE	HOSTED			OPTIONAL SERVICES			
	LINE	STANDARD SEAT	UC SEAT	AUTOATT	ADDITIONAL HUNT GROUP	RECEP CONSOLE - ENTERPRISE	VOICEMAIL
	Prerequisite	LEAD EXT				UC SEAT	
Auto Attendant				x			
Call Capacity Management	x	x	x				
Call Park		x	x				
Call Pickup		x	x				
Enhanced Outgoing Calling Plan			x				
Hunt Group		x	x		x		
Incoming Calling Plan		x	x				
Intercept Group		x	x				
Music On Hold			x				
Outgoing Calling Plan		x	x				
Voice Messaging Group		x	x				
Alternate Numbers			x				
Anonymous Call Rejection		x	x				
Be Anywhere			x				
Authentication		x	x				
Automatic Callback (intragroup)		x	x				
Automatic Hold/Retrieve			x				
Barge-In Exempt		x	x				
Basic Call Logs		x	x				
Busy Lamp Field			***				x
Call Forwarding Always			x				
Call Forwarding Busy			x				
Call Forwarding No Answer			x				
Call Forwarding Not Reachable		x	x				
Call Forwarding Selective			x				
Calling Line ID Delivery Blocking*		x	x				
Call Notify			x				x
Call Return		x	x				
Call Transfer		x	x				
Call Waiting		x	x				
Charge Number		x	x				
Corporate Toolbar			x				
CommPilot Express			x				
Customer Originated Trace		x	x				
Directed Call Pickup		x	x				
Directed Call Pickup w/Barge-in		x	x				
Directory Number Hunting		x	x				
Diversion Inhibitor		x	x				
Do Not Disturb		x	x				
External Calling Line ID Delivery		x	x				
Flash Call Hold		x	x				
Hoteling Guest		x	x				
Hoteling Host			x				
Intercept User		x	x				
Internal Calling Line ID Delivery		x	x				
Last Number Redial		x	x				
Multiple Call Arrangement			x				
Outlook Integration			x				
Phone Status Monitoring							x
Priority Alert/Ringing		x	x				
Privacy			x				
Push to Talk			x				
Receptionist - Enterprise						x	
Remote Office			x				
Selective Call Acceptance		x	x				
Selective Call Rejection		x	x				
Sequential Ring			x				
Shared Call Appearance			x				
Simultaneous Ring Personal			x				
Speed Call 100		x	x				
Speed Call 8		x	x				
Three-Way Call		x	x				
Two Stage Dialing			x				
Voice Messaging User			x				x

\*\*\* means the feature, if needed and invoked, would work with the noted license type. E.g. the feature is condition