



VoIP

SERVICE LEVEL AGREEMENT

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This Voice over IP (VoIP) Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for VoIP Services and sets forth the specific terms and conditions under which C Spire Business shall supply the VoIP Services described herein to Customer (“Services”). The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

TERMINOLOGY

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement and Master Terms and Conditions.

- C Spire’s Network refers to the telecommunications network constructed, owned, or operated by C Spire.
- Circuit refers to a path or physical link between two points over which data is passed.
- Customer Network refers to the entire network Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- Customer Premise/Service Address refers to the physical address (as stated in the Quote) where C Spire Business has been requested to provide services.
- Customer Premise Equipment refers to Equipment that C Spire Business has deployed at Customer Premise to enable a service.
- Hardware as a Service (HaaS) refers to C Spire Business-owned equipment provisioned to a Customer for a monthly cost.

SERVICE DESCRIPTION

VoIP is an IP-based hosted phone solution that bundles local and long-distance service, providing a cost-effective, feature-rich alternative to on premises IP PBXs and traditional analog phone systems.

C Spire Business shall provide customers with voice connectivity Service to the Customer Prtemise. In most cases, Service shall be delivered in the form of a dedicated circuit(s) provided by C Spire Business, which will be dependent upon location, bandwidth, and/or Services requested. Service is typically delivered via managed equipment. Service shall be transported using SIP (Session Initiation Protocol). C Spire Business shall provide administrative access through a web portal so that the Customer’s primary contact can easily manage users on the VoIP Service.

SERVICE OFFERINGS

FEATURES

- Local Phone Numbers – C Spire Business shall provide a single local phone number per phone. Service shall be delivered to Customer via local Direct Inward Dial Numbers (DIDs) provisioned by C Spire Business.
- Monitoring – C Spire Business performs monitoring of Service availability as a whole. If Service is unavailable, C Spire Business support personnel are notified and shall begin efforts to restore service.

- Direct Inward Dial or DID – An individual Direct Inward Dial phone number may be provided by C Spire Business. C Spire Business may either provide a new DID or if the Customer has existing local phone numbers, C Spire Business shall port those numbers onto the Service. C Spire Business cannot guarantee the ability to port existing numbers.
- Directory Listing – C Spire Business will only be responsible for 1) transmitting the Directory Listing information in your order, or 2) transmitting your Directory orders “as is” to the publisher. Directory Listings may not be available for all DIDs. Customer may purchase additional Directory Listings through C Spire Business. C Spire Business has no liability for incorrect Directory Listing Assistance information provided.
- Calling Service (Inbound/Outbound) – C Spire Business shall provide access to calling plans as contracted by Customer.
 - o Local: Service includes local calling area calls. C Spire Business emulates the LEC’s existing local calling area. NOTE: C Spire Business is not authorized by the FCC to use this service as a toll bypass mechanism.
 - o Domestic/Contiguous 48 States Outbound Long Distance: Rate stated on the Service Quote Agreement; billed in six-second increments; no rounding on a per-call basis.
 - o International Long Distance: International Long Distance is available based on current rate tables. International calling is blocked by default unless specifically authorized by a primary Customer contact.
 - o Directory Assistance: Directory assistance is available for calls based on current rate tables.
 - o Operator Assistance: Operator assisted calls are available based on current rate tables.

SERVICE OFFERINGS

WEBEX CALLING UNIFIED COMMUNICATIONS SERVICE

Cisco Webex is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, whiteboard, and share, regardless of whether they’re together or apart — in one continuous workstream before, during, and after meetings. It is built to help teams work seamlessly. It provides a simple, secure, and complete space for people to work better together. The core capabilities of Webex are Meetings, Messaging, and Calling. The Cisco Webex platform, app-centric design, hybrid services, and architecture of Webex create a unique and differentiated service. (Full feature matrix can be found here: https://www.cspire.com/web/business/webex_calling_feature_comparison)

- It’s Simple: Webex is delivered entirely from the Cisco Collaboration Cloud, and each activity has been designed to help ensure that the user’s and administrator’s experience is simple and intuitive. This makes the service easy to use and easy to manage. The service is provided on a simple subscription basis, allowing services to be added on demand.
- It’s Secure: Security is integral to Webex. Cisco has used the extensive experience gained from securing the world’s largest networks to build the service, combining this knowledge with the hardware and software elements of our market-leading enterprise communications and cloud services. This helps ensure the security and reliability of the service.
- It’s Complete: With Webex, you get all the market-leading Cisco collaboration services wrapped up in a complete offering, providing users a great experience regardless of location or device and enabling them to create, meet, message, call, whiteboard, and share, whether they’re together or apart. Also,

because Cisco hosts the service in the Cisco Collaboration Cloud, the services are always up to date with the latest market-leading Cisco applications and services.

Webex Common Area Calling

This service level provides basic functionality for IP and Analog devices (alarms, overhead paging systems, door phones, Point of Sale machines, etc.)

Webex Enhanced Calling

This service level provides an extensive set of calling features for users who need calling on a desk phone, conference phone, cordless phone, or softphone app.

Features include the following:

- Call Hold
- Call Transfer
- Call Waiting
- Call Park
- Call History
- Call Forwarding
- Call Recording
- Call Queue Agent
- Voicemail
- Mobile app

Webex Calling

This service level provides a complete unified communications solution — Calling plus the Meetings and Messaging features of the Webex App.

Features include everything in Enhanced Calling plus:

- Personal Meeting Room: 100 participants
- Space Meetings: 100 participants
- 40 minute max meeting duration
- Single Number Reach
- Call Forward Not Reachable
- Sequential Ring
- Simultaneous Ring
- Executive Assistant
- Remote Office
- N-way Calling
- Inbound Fax to Email
- Multiple Line Appearance
- File Sharing
- Screensharing

Webex Suite

This service level provides the same complete unified communications solution as Webex Calling, with increased Meetings capacity and duration for users with advanced collaboration needs.

Features include everything in Webex Calling plus:

- Personal Meeting Room capacity increased from 100 to 1,000
- Space Meetings capacity increased from 100 to 300
- Meeting duration increased from 40 minutes to Unlimited
- Cloud Meeting Recording: 10GB
- Direct Moderator Controls
- Announcement Mode
- Pro Pack
- Webex Assistant
- Live Polling
- Recording Transcriptions

Webex Meetings

This service level provides all the Meetings and Messaging functionality available in Webex Suite, but without the Calling portion.

WEBEX FOR BROADWORKS SERVICE

Cisco Webex for Broadworks provides the Meetings and Messaging functionality of the Cisco Webex App, alongside C Spire's own Broadworks-based hosted voice. Cisco Webex for BroadWorks is a solution that integrates the capabilities of Cisco Webex with the BroadWorks platform. This integration is designed to enhance and expand the communication and collaboration features available to organizations that use BroadWorks for their unified communications needs.

Key features and capabilities of Cisco Webex for BroadWorks include:

- **Meetings and Web Conferencing:** Users can schedule, host, and join online meetings and web conferences directly from their desktop using the Cisco Webex App. This includes features such as video conferencing, screen sharing, and chat.
- **Unified Messaging:** Integration with Webex allows for unified messaging, enabling users to access voicemail, email, and chat messages from a single interface.
- **Team Collaboration:** Users can collaborate in real-time with team members using Webex Teams (now known as Cisco Webex App). This includes the ability to create and manage teams, share files, and communicate through persistent chat rooms.
- **Video Calling:** Cisco Webex provides high-quality video calling capabilities, allowing users to make video calls to colleagues, clients, or partners.
- **Mobile Access:** Users can access Cisco Webex for BroadWorks from their mobile devices, enabling communication and collaboration on the go.
- **Integration with BroadWorks Services:** Integration with BroadWorks services, such as call control and telephony features, ensures a seamless experience for users who rely on BroadWorks for their phone services.
- **Security and Compliance:** Cisco Webex offers enterprise-grade security and compliance features, ensuring that sensitive data and communications are protected.
- **Scalability:** The integration is designed to be scalable, allowing organizations to expand their collaboration capabilities as needed.
- **Customization:** Cisco Webex can be customized to meet the specific needs and branding requirements of organizations.

Webex Basic

This service level provides (at no additional cost with every IP Voice Complete package) basic Meetings and Messaging functionality.

Features include the following:

- Personal Meeting Room: 100 participants
- Space Meetings: 100 participants
- 40 minute max meeting duration
- 2GB message storage
- Web Guest Experience
- Calling Presence
- Meeting Presence
- Whiteboarding
- Screensharing
- Meetings Recording

Webex Standard

This service level provides all the features of Webex Basic, plus increased Meeting duration, Message storage capacity, and additional Meetings features.

Features include everything in Webex Basic plus:

- Maximum Meetings duration increased to 24 hours
- Message storage increased to 5GB
- Personal Conference Number
- Password Protection
- Webex Assistant
- Closed Captions
- Real-Time Transcription
- Immersive Share
- Slido Integration
- Media Quality Statistics

Webex Premium

This service level provides all the features of Webex Standard, plus increased Meeting capacity and duration, Message storage capacity, Cloud Meeting Recording storage capacity, and additional power user Meetings features.

Features include everything in Webex Standard plus:

- Meetings participant capacity increased to 1,000
- Maximum Meetings duration increased to Unlimited
- Advanced Moderator Controls
- Remote Desktop Control
- Set Meeting Policies
- Message storage increased to 10GB
- Cloud Meeting Recording capacity: 10GB
- Presenter controls for all attendees
- Recording Transcriptions
- Allow Personal Meeting Room URL change

DUBBER

Dubber offers cloud-based call recording and communication capture solutions. Dubber's platform is designed to help organizations record, store, analyze, and access voice data from various communication channels, including phone calls, video calls, and other forms of audio communication. Here's a description of Dubber and its key features:

- **Cloud-Based Call Recording:** Dubber provides a cloud-based call recording service that allows organizations to automatically record and store all of their voice communications, including phone calls and video calls. These recordings are securely stored in the cloud for easy access and retrieval.
- **Multi-Channel Recording:** Dubber supports the recording of voice data from a wide range of communication channels, including fixed-line and mobile phones, softphones, video conferencing platforms, and unified communications systems. This multi-channel recording capability ensures that all forms of voice communication are captured.
- **Compliance and Regulatory Recording:** Dubber's solutions are designed to help businesses meet compliance and regulatory requirements related to call recording, especially in industries like finance, healthcare, and legal services where strict record-keeping rules apply.
- **Accessibility and Search:** Dubber offers advanced search and retrieval features, making it easy to find

and access specific recordings for purposes such as quality assurance, dispute resolution, or compliance audits.

- **AI-Powered Insights:** The platform may also utilize artificial intelligence and machine learning to analyze recorded conversations. This can provide valuable insights into customer interactions, sentiment analysis, and other metrics that can be used to improve customer service and business processes.
- **Integration:** Dubber can integrate with various communication systems and platforms, ensuring seamless recording and access to voice data. This integration often includes popular unified communications systems and cloud-based telephony solutions.
- **Security and Encryption:** Security is a top priority, and Dubber typically offers encryption and access controls to protect the sensitive voice data stored in its cloud platform.
- **Scalability:** The platform is designed to be scalable, making it suitable for businesses of all sizes, from small enterprises to large corporations.
- **Business Insights:** By analyzing recorded voice data, Dubber can provide businesses with valuable insights and trends, helping them make informed decisions and improve their operations.
- **Scalable Across All Communication Channels:** A single license that enables content to be captured across an unlimited number of communication & voice platforms that employees of an organization would use across their daily activities.
- **Consolidation of All Content:** The consolidation of all content captures from various communication channels into a unified experience for individual users, teams, or accounts.

Dubber Go

This service level is included by default as the fully integrated call recording solution for Cisco Webex Calling. Dubber Go is available to all users and gives access to unlimited recordings. Each recording is stored for 30 days. Only users can access and manage their recordings from their Dubber portal.

Features include the following:

- 30 days storage retention
- Recording
- Playback
- Pause and Resume
- Tagging
- Search
- Automated Recording
- Data Sovereignty

Dubber Recording

This service level provides an unlimited storage retention period (for the length of the active service subscription), as well as exportation and shareability of recordings.

Features include everything in Dubber Go plus:

- Unlimited storage retention
- Recording Share
- Bulk Download and Deletion
- Data Exporter

Dubber Unified Capture

This service level collects and integrates content from various channels, including voice, video, and text-based interactions. It consolidates this data into a single platform, enabling organizations of all sizes to maintain comprehensive records for individuals or teams. This solution is ideal for meeting regulatory requirements and provides a robust dataset that can be leveraged to enhance customer satisfaction, accelerate internal training initiatives, and dispute resolution.

- **Scalable & Flexible:** Dubber Unified Capture leverages Dubber’s advanced multi-tenancy technology infrastructure to ensure the accommodation of the changing needs of a business while maintaining the highest levels of data controls and security.

Features include the following:

- API-enabled secure and compliant recording across multiple services and endpoints
- Unlimited compliant and unified storage
- Record, replay, and share any conversation
- Bulk controls for easy administration
- Automated recording, Enterprise-grade controls – manage and enforce centrally
- Unlimited recordings, no recording length caps
- Keyword search across user and teams

Dubber Unified Capture + Insights

This service level is designed to address real-world business challenges but harnessing the power of cutting-edge AI to identify and comprehend key Moments within conversations, going beyond simple data extraction and delving into the context of entire conversations.

- **Scalable Across All Communication Channels:** With Dubber Insights, advanced AI algorithms dive deep into the fabric of entire conversations, uncovering hidden insights that traditional methods simply cannot capture. By analyzing the context of the entire conversation, it provides a comprehensive view that helps the user make informed decisions.
- **Tailored Solutions for Real Business Challenges:** Dubber Insights offers a selection of Moments specifically crafted to address common business challenges. From complaints, abuse, sales engagement, the Insights dashboards equip the user with the knowledge needed to stay ahead.

Features include everything in Dubber Unified Capture plus:

- AI Generated Insights (Moments)
- Chapters, topics, and transcriptions
- AI-powered alerts and notifications
- Sentiment Analytics
- AI Notifications
- Advanced Keyword Search
- Insights Dashboard
- User-level, admin, and group access
- Transcription
- Tone Analysis
- Chapters, topics, and transcription
- Advanced features for legal hold and discovery & compliance

WEBEX CONTACT CENTER

Cisco Webex Contact Center is a comprehensive cloud-based solution designed to enhance customer engagement and optimize contact center operations. It combines advanced communication tools, intelligent routing, and analytics to deliver a seamless and efficient customer experience. Webex Contact Center provides a versatile and robust solution that empowers organizations to deliver exceptional customer service, optimize operations, and stay agile in a dynamic business environment. By leveraging advanced communication and analytical tools, this platform becomes a cornerstone for customer-centric contact center operations.

- **Multi-Channel Communication:** Cisco Webex Contact Center supports various communication channels, including voice, email, chat, and social media, enabling customers to connect through their preferred medium.

- **Intelligent Call Routing:** The system uses sophisticated algorithms to intelligently route incoming calls to the most suitable and available agents, improving efficiency and reducing customer wait times.
- **Unified Agent Desktop:** Agents benefit from a unified desktop interface that provides a consolidated view of customer interactions, allowing for quick and informed responses.
- **Analytics and Reporting:** Robust analytics tools offer insights into contact center performance, customer satisfaction, and agent productivity. Customizable reports enable data-driven decision-making.
- **Integration Capabilities:** Cisco Webex Contact Center seamlessly integrates with various customer relationship management (CRM) systems, allowing for a unified view of customer data and interactions.
- **Scalability:** The solution is scalable to accommodate the evolving needs of contact centers, whether expanding operations or adapting to seasonal fluctuations in call volume.
- **Security and Compliance:** Cisco Webex Contact Center prioritizes security, ensuring the protection of sensitive customer data. The platform complies with industry regulations and standards.
- **Enhanced Customer Experience:** Provide a personalized and efficient customer experience across multiple communication channels.
- **Data-Driven Decision Making:** Leverage analytics and reporting to make informed decisions, optimize processes, and enhance overall contact center performance.

Service Delivery

- **Implementation:** The implementation process includes system and user configuration and onboarding, and user training. Additional integrations and customer needs may be satisfied by professional services.
- **Training and Support:** Comprehensive training programs for administrators and agents, coupled with ongoing support, ensure effective utilization of the platform.
- **Service Updates:** Regular updates and patches are delivered seamlessly to ensure the platform remains current and secure.

Agent Types

STANDARD AGENT

Standard Agent provides core contact center functionality including a browser-based agent desktop, agent-assisted chat and email channels, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors

PREMIUM AGENT

Premium Agent includes all Standard Agent features and adds additional digital communication channels such as text / SMS, social, multi-channel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

NAMED VS CONCURRENT AGENTS

Concurrent Agent is the maximum quantity of Contact Center users who are simultaneously logged in to use Webex Contact Center software or services. Named Agent is a unique Contact Center user who logs in in any given month to use the Webex Contact Center software or services.

LEGACY BROADWORKS SERVICE

IP Voice Utility

This service level provides basic digital phone functionality. Service is primarily used for breakroom and hallway phone service. Features include the following:

- Authentication
- Intercept User
- Flash Call Hold
- Internal Calling Line ID Delivery
- Calling Party Category
- Connected Line Identification Presentation
- Calling Name Delivery
- Calling Line ID Delivery Blocking
- Calling Name Retrieval
- External Calling Line ID Delivery
- Call Waiting
- Basic Call Logs
- Connected Line Identification Restriction
- Calling Number Delivery

IP Voice Conference

This service level provides a line to be used for conference room phone models only. This service level includes the same feature functionality as IP Voice Utility.

IP Voice Complete

This service level provides a more comprehensive feature set, which includes all of the feature functionality of IP Voice Utility in addition to the features listed below. This service level is intended for the standard business user.

FEATURES

- Anonymous Call Rejection
- Call Forwarding Busy
- Call Notify
- CommPilot Call Manager
- Last Number Redial
- Priority Alert
- Remote Office
- Call Forwarding Selective
- Simultaneous Ring Personal
- Alternate Numbers
- Customer Originated Trace
- Client Call Control
- Speed Dial 100
- Third-Party Voice Mail Support
- Automatic Callback
- Preferred Carrier User
- Hoteling Host
- Voice Messaging User - Video
- Multiple Call Arrangement
- Custom Ringback User - Video
- Busy Lamp Field
- Call Transfer
- Physical Location
- N-Way Call
- External Custom Ringback
- BroadWorks Anywhere
- Polycom Phone Services
- Music On Hold User
- Communication Barring User-Control
- Virtual On-Net Enterprise Extensions
- Call Center Monitoring
- Call Me Now
- Sequential Ring
- Anonymous Call Rejection
- Call Forwarding Busy
- Call Notify

- CommPilot Call Manager
- Last Number Redial
- Priority Alert
- Remote Office
- Call Forwarding Selective
- Simultaneous Ring Personal
- Alternate Numbers
- Customer Originated Trace
- Client Call Control
- Speed Dial 100
- Third-Party Voice Mail Support
- Automatic Callback
- Preferred Carrier User
- Hoteling Host
- Voice Messaging User - Video
- Multiple Call Arrangement
- Custom Ringback User - Video
- Busy Lamp Field
- Call Transfer
- Physical Location
- N-Way Call
- External Custom Ringback
- BroadWorks Anywhere
- Polycom Phone Services
- Music On Hold User
- Communication Barring User-Control
- Virtual On-Net Enterprise Extensions
- Call Center Monitoring
- Call Me Now
- Sequential Ring
- Call Forwarding Always
- Call Forwarding No Answer
- CommPilot Express
- Do Not Disturb
- Outlook Integration
- Call Return
- Selective Call Acceptance
- Selective Call Rejection
- Voice Messaging User
- Speed Dial 8
- Third-Party MWI Control
- Shared Call Appearance 5
- Directed Call Pickup
- Directed Call Pickup with Barge-in
- Barge-in Exempt
- Push to Talk
- Hoteling Guest
- Diversion Inhibitor
- Custom Ringback User
- Automatic Hold/Retrieve
- Three-Way Call
- Privacy
- Charge Number
- Call Forwarding Not Reachable
- In-Call Service Activation
- Zone Calling Restrictions
- Custom Ringback User - Call Waiting
- Video On Hold User
- Classmark
- Pre-alerting Announcement
- Location-Based Calling Restrictions
- Group Night Forwarding

ADD-ON OPTIONS FOR BROADWORKS SERVICE

The following options may be added to the Legacy VoIP Service Platform. Description of Service options in no way entitles Customer to the feature, unless specified by C Spire Business and Customer in the signed Quote or signed evaluation of a Service Change request. A separate Order or Statement of Work may apply to such options and may have additional costs associated with them. Options below may not be compatible with all variants of VoIP Service.

Standard Agent

Browser-based agent desktop, inbound and outbound voice, call recording, touch-tone IVR, web and voice callbacks, and standard CRM connectors.

Premium Agent

Premium Agent browser-based agent desktop, inbound and outbound voice, chat, email, call recording, touchtone IVR, web and voice callbacks, standard CRM connectors, multichannel reporting and analytics, and supervisor monitoring and barge-in for all types of agents.

FAX TO EMAIL

The Fax to Email service allows users to retrieve fax messages from their voice mailboxes and/or e-mail accounts. Fax messages delivered to email are converted to TIFF format only and attached to the email. The service is an add-on to the Voice Messaging service included with IP Voice Complete. Limitations may apply to message size and volume.

Fax To Email Limitations

Fax Messaging is an incoming only feature that must be sold in conjunction with IP Voice Complete and one additional DID number per Fax Messaging seat. Limitations may apply to message size and volume. Faxes are delivered as TIFF files only.

EMAIL FAX SERVICE

Email Fax service offers inbound and outbound delivery of faxes via email. Up to 5 email addresses can be associated with a number. Service includes a DID in the price – that DID can be a local or non-local number.

IP FAX

IP Fax allows users to send and retrieve fax messages by using the C Spire IP Voice network.

IP FAX LIMITATIONS

IP Fax is for non-emergency fax machine lines and may not be used for alarms for elevators. IP Fax is an incoming feature and the account must be a hosted voice customer with IPV Complete services. Customer acknowledges that due to the nature of conversion of IP FAX from analog to VoIP, the Service will not function in the event of a loss of power. Customer acknowledges that an analog line will not be provided for IP Fax service and if Customer requests an analog line, it may be purchased by Customer at an additional cost.

DOMESTIC 800 SERVICE

Domestic 800 services will be billed monthly at usage rates described in the Services Quote Agreement.

CONFIGURATION, STAGING AND SHIPMENT

C Spire Business offers Configuration, staging, and shipping of Customer Equipment used to terminate Service. Configuration includes configuration of Equipment to support C Spire Business Service. C Spire Business reserves the right to bill Customer at current hourly rates for configuration requests that are not required to provide Service outlined herein. Shipping of equipment includes standard ground shipping. C Spire Business reserves the right to bill Customer if any alternative shipping method is requested by Customer.

PBX REPLACEMENT

This option provides a single line shared by multiple phones, essentially mirroring a traditional PBX (Private Branch Exchange). A user can answer a call on Line 1, place it on hold, and pick up on another phone by pressing Line 1 again. This option may not be compatible with other IP Voice services.

HUNT GROUP

The Hunt Group service allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy. The Hunt Group service allows for the processing of a high volume of calls to a single phone number by distributing the incoming calls to multiple users according to a selected Hunting policy. Based on the chosen policy, an incoming call hunts for an idle user in the group to terminate the call to that user.

Hunting Policies

When a hunt group is created, the users are provisioned on an ordered list. The hunting process essentially determines how to process that list to find an idle user where the call can be terminated. C Spire Business supports the following Hunting policies:

- Regular (linear) – The incoming calls to the group start hunting on the first user on the list and hunt all the provisioned users sequentially, until an idle user is found, or the end of the list is reached.
- Circular – The incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user on the list. The hunting ends when an idle user is found, or all the users have been visited.
- Uniform – The incoming calls to the group are presented with the user who has been idle for the longest time.
- Simultaneous – The incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.
- Weighted – The incoming calls alert agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights.

A hunt group can redirect calls to the next agent if not answered in a specific number of rings by the previous agent, or forward calls to a specified number if not answered within a specific number of seconds. However, if all agents are found to be unreachable before the forwarding timer expires, then the call is provided with busy treatment. In all cases, if all users in the hunt group are busy, the incoming call is provided with the busy processing that applies to the hunt group.

This feature provides the capability to enable Call Waiting for hunt group agents.

ANALOG LINE SERVICE

C Spire Business provides analog line service for use with alarm systems, modems, credit card, and high-traffic fax machines. This service is currently only available in Mississippi and Mobile, AL. C Spire Business does not have the ability to port existing DID service to copper lines.

ANALOG LINE – OUT OF REGION

C Spire Business provides analog line service for use with alarm systems, modems, credit card, and high-traffic fax machines. This service is available in U.S. states outside of Mississippi and Mobile, AL.

VOICE ONLY ANALOG LINE

C Spire Business offers an option for a Voice Only Analog Line, an analog port provided through an analog adaptor to be used by fax machines or other analog devices. Analog extension can also be used to connect to an external paging system. C Spire Business makes no guarantees or provisions for the Customer's external paging system.

PRI

This option provides a Primary Rate Interface (PRI) to meet high capacity needs. Customer's PBX must be PRI-enabled.

VIRTUAL EXTENSION

This option provides a voice-only number with no device connection, typically used for a voicemail-only line.

RECEPTIONIST CONSOLE

C Spire Business Receptionist is a carrier-class SaaS hosted on the Broadworks platform and allows you to manage a high volume of calls from a web browser. This option is designed to support the needs of front-office personnel in any environment. It supports the full set of call control options, large-scale line monitoring, queuing, multiple directory options, and views, and other features required in large or distributed organizations.

GO INTEGRATOR

Seamlessly integrate your VoIP system and over 300 CRM platforms with Go Integrator, powered by C Spire Business. Bridge the gap between employee's voice interactions and workflows, and boost productivity like never before.

AUTO ATTENDANT

Auto Attendants are used to route calls to various destinations, employees within your company, specific groups of employees, voicemail, or other outside numbers. They provide callers with your company greeting and dialing menu options

INTERNATIONAL DIALING

Customer may authorize C Spire Business to allow international dialing on a per-location basis. Customer can sign an International Dialing disclaimer to authorize at the point of sale or an authorized Customer contact can submit a service ticket to enable international dialing. International rates apply.

ADDITIONAL PHONE NUMBER

This option allows Customers to add additional phone number(s) when more phone numbers than existing extensions are needed.

MUSIC ON HOLD

The C Spire Business Music on Hold feature allows any .wav file to be played throughout the organization when a call is placed on hold. Standard copyright laws apply for any music used with this feature. The file can be all music or any combination of music and script. Multiple files can be created and stored for uploading to the system. When a .wav file is uploaded it becomes immediately available to calls placed on hold. The C Spire Business Music on Hold system is fully integrated requiring no additional equipment.

TOLL FREE LINE

This option allows the Customer to add a toll-free 800 number.

CALL QUEUEING

Simple queueing of inbound calls. A supervisor who also answer calls will need an agent license plus a supervisor license.

CALL RECORDING – AGENT EVALUATION

The Agent Evaluation module provides contact center managers a tool to evaluate and monitor agent performance.

CALL RECORDING

Call recording options allow Customers to record customer service calls. The following storage options are available at different price points:

- 30-day retention
- 90-day retention
- 1-year retention

All Call Recording options include the following features:

- 100% or selective call recording
- On-demand recording w/ LookBack Technology
- Search, playback, and download of audio files
- Call Notes
- Tags/categories
- Role-based access controls
- Basic Call Reporting
- Custom fields
- Bulk export/backup
- File integrity check (watermarking)
- Single-Sign On

CALL RECORDING – LIVE MONITORING

The live monitoring feature allows authorized users (i.e., supervisors) to listen to active calls in real-time. This feature helps monitor customer service, train new employees, and alleviate problems as soon as possible.

CALL DETAIL REPORTING

This option provides details on incoming calls. Reports are accessible via a web portal and can be exported into Excel, PDF, or Word formats. Data is available for 18 months.

This feature is available at two different levels: for 30 lines or less, or for 31+ lines.

Two different reports are available:

- In/Out Report – Timestamped list of calls (in and out), their duration, the dialed number or the receiving number.
- Calls by Hour Report – Call counts by hour of the day, including a graph.

Note: The only reportable phone numbers are IP Voice package extensions. Virtual extensions, DIDs, toll free, and other non-IP Voice package numbers are not eligible and cannot be submitted.

AVAILABILITY DEPENDENCIES

The availability of Service is dependent on the following:

- Existence of a suitable network transport from C Spire Business to User(s). C Spire Business also reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to C Spire Business.
- C Spire Business' ability to provide services is dependent upon Customer-provided information. Service delivery may be delayed if all information is not provided based on timelines set by the VoIP project manager.
- It is the Customer's responsibility to ensure that all devices at Customer Premise are able to connect to Equipment and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, workstations, servers and operating systems.
- The availability of this service is dependent on available space, power, hardware and available network connectivity within a given Customer location.

LIMITATIONS

The following limitations apply to this Service.

REMOTE PHONES

C Spire Business phone sets have the capability to be connected at a location other than the Customer's main location or designated service location (e.g., an employee's personal residence). Some features are not available with remote phones. Quality of service cannot be guaranteed for the Remote Phone service option. The SLA does not apply to this scenario. C Spire Business will not dispatch engineering services to a location that is not the Customer's main location or a designated service location (e.g., an employee's personal residence).

PRIVACY AND SECURITY

Services utilize in whole or in part, the public Internet and third-party networks to transmit voice and other communications. Customer acknowledges and understands that C Spire Business cannot guarantee that Services are private and secure. C Spire Business is not liable for any lack of privacy or security that Customer may experience with regard to the Service. Customer is responsible for taking precautions and providing security that best suits the intended use of the Service.

LOSS OF SERVICE

Customer acknowledges and understands that Services do not function in the event of a power failure. Customer also acknowledges and understands that the Services require a fully functional broadband connection to the Internet (which may or may not be provided by C Spire Business) and that, accordingly, in the event of an outage of, or termination of Services with or by, Customer's Internet service provider ("ISP") and/or broadband provider, the Services will not function, but that Customer will continue to be billed for the Services unless and until Customer or C Spire Business terminate the Services in accordance with this Agreement. Should there be an interruption in the power supply or ISP outage, the Services will not function until power is restored or the ISP outage is cured. A power failure or disruption may require Customer to reset or reconfigure Equipment prior to utilizing the Services. Should C Spire Business suspend or terminate Services, the Services will not function until C Spire Business restores Services (which may require the payment of all invoices and reconnection fees owed by Customer to cure any breach of this Agreement by Customer).

SECURITY SYSTEMS AND OTHER NON-VOICE COMMUNICATIONS EQUIPMENT

All non-voice communications equipment including, but not limited to, security systems that are set up to make automatic phone calls and medical monitoring devices are not compatible with C Spire Business' Services, and fax machines and modems may not be compatible with C Spire Business' Services. By accepting this Agreement, Customer waives any claim against C Spire Business for interference with or disruption of such systems due to the Services.

EQUIPMENT

Customer understands and acknowledges that for C Spire Business to provide Services, the Customer must have a broadband service connection and Voice Over IP ("VoIP") Equipment. Customer acknowledges that the foregoing minimum requirements are subject to change depending upon the specific installation environment provided by Customer, and C Spire Business makes no representation or warranty that additional VoIP Equipment will not be needed. Customer agrees to purchase, provide, and maintain in good working condition and repair, at Customer's sole cost and expense, the minimum requirements for each Service provided by C Spire Business. C Spire Business may, at Customer's request, install the Equipment at the Origination and Termination Locations. If Customer is not purchasing or leasing the VoIP Equipment from C Spire Business, then C Spire Business must certify and approve whether the Customer-provided VoIP Equipment will work in conjunction with the Service. If it does not, then Customer must purchase or lease VoIP Equipment from C Spire Business in order to receive the Service. Customer premise equipment leased/furnished by C Spire Business remains the property of C Spire Business. For C Spire Business-furnished customer premise equipment that cannot be recovered from Customer's site, Customer will pay C Spire Business the purchase price for such Customer premise equipment.

EXCESSIVE USAGE

If any Customers on a specific VoIP Service plan have usage exceeding by ten (10) times the average usage of all the customers on the same VoIP Service plan subscribing to the same number of lines, the Customer may be charged an additional fee of \$50.00 per month per line.

PROHIBITED USES OF THE SERVICE

Customer is prohibited from using Services for any uses that result in excessive usage inconsistent with normal business usage patterns. Specifically, if C Spire Business determines, in its sole discretion, that Customer is reselling or transferring Services or that Services are being used for excessive auto dialing, call forwarding, telemarketing, fax broadcasting, or fax blasting, C Spire Business reserves the right to immediately terminate Services without advance notice and to assess additional charges for each month in which the excessive usage occurred.

NO CREDIT ALLOWANCE FOR INTERRUPTION OF VOIP SERVICE

Customer acknowledges and agrees that the Services are provided "as is." Credit allowances for interruption of Services shall not be provided.

TOLL FRAUD

VoIP and SIP fraud is becoming more and more common and C Spire Business deploys real-time fraud monitoring to provide protection for our customers. All calls are monitored for possible fraud, and if the system determines fraud is taking place it will automatically block calls and alert engineers. All calls from the offending number will be blocked during analysis. All calls terminated across the Voice network will be billed at standard rates.

C Spire Business will not be responsible for additional/excessive charges or overages incurred by the customer due to toll fraud, employee abuse, or improper business practices related to use of telephone services we provide, including but not limited to:

- Any customer owned equipment not managed by C Spire Business that the customer has directed us to be included in their call setup/teardown paths.
- Any customer owned platform or operating system vulnerabilities or improper configuration that could allow toll fraud or improper use.
- Any misconfigured or accidental call forwarding conditions placed on customer owned equipment resulting in overages or excessive charges.

DISCONNECTING EXISTING NON-C SPIRE BUSINESS SERVICE

It is the Customer's responsibility to disconnect any service with the losing/existing service provider. C Spire Business is in no way responsible for disconnecting any existing Customer service.

911 SERVICE

The 911 emergency service provided in connection with C Spire Business' VoIP Service is different from traditional 911 service. When the Customer dials 911 on their phone using the VoIP Service, the call may be routed to a different dispatcher than that used for traditional 911 dialing. The dispatcher may be located at a public safety answering point ("PSAP") designated for the address Customer listed at the time they registered for the Service or other back-up emergency answering services. C Spire Business relies on third parties for the forwarding of information underlying such routing, and accordingly C Spire Business and its third-party providers disclaim any and all liability and responsibility in the event such information or routing is incorrect. In addition, the 911 emergency service available in connection with VoIP Service is only available at the street address registered with C Spire Business for the specific area code and phone number. Customer acknowledges and agrees that 911-type services shall only be available at the physical street address associated with the specific area code and phone number assigned to the Customer. Customer further acknowledges and agrees that 911-type services will not be available to a particular customer and neither C Spire Business nor its underlying service providers shall have any liability to Customer or any third party for failure to provide 911 services to Customer in the event of the assignment of an area code and phone number to Customer located outside of the exchange area associated with Customer's street address or relocation of the telephone device to a location other than Customer's physical street address as registered with C Spire Business.

IF CUSTOMER DOES NOT CORRECTLY IDENTIFY THE ACTUAL CURRENT AND CORRECT PHYSICAL STREET ADDRESS LOCATION WHERE EQUIPMENT WILL BE LOCATED AT THE TIME CUSTOMER REGISTERS FOR SERVICE, 911 COMMUNICATIONS MAY BE MISDIRECTED TO AN INCORRECT LOCAL EMERGENCY SERVICE PROVIDER. When activating this Service, Customer must provide the actual physical street address where Equipment will be located, not a post office box, mail drop, or similar address. Customer acknowledges and understands that 911 dialing does not function properly or at all if Customer moves or otherwise changes the physical location of Equipment to a different street address. Any change in the Equipment's physical address must be coordinated with C Spire Business for the Service and 911 to work properly.

CUSTOMER ACKNOWLEDGES AND ACCEPTS THAT 911 SERVICE WILL NOT FUNCTION IF VOIP SERVICE IS NOT FUNCTIONING FOR ANY REASON, INCLUDING, BUT NOT LIMITED TO, POWER OUTAGE, BROADBAND SERVICE OUTAGE, OR SUSPENSION OR DISCONNECTION. IF THERE IS A POWER OUTAGE, THE SERVICE AND 911 DIALING WILL NOT FUNCTION UNTIL POWER IS RESTORED AND CUSTOMER MAY BE REQUIRED TO RESET OR RECONFIGURE THE EQUIPMENT PRIOR TO RESUMING USE OF SERVICE, INCLUDING FOR 911 DIALING PURPOSES.

911 dialing as described herein is not the same as traditional 911 or E911 dialing, and at this time does not include all of the capabilities of traditional 911 dialing. CUSTOMER ACKNOWLEDGES AND UNDERSTANDS SUCH LIMITATIONS AND AGREES TO RELEASE, DEFEND, INDEMNIFY, AND HOLD HARMLESS C SPIRE BUSINESS, ITS OFFICERS, DIRECTORS, SHAREHOLDERS, EMPLOYEES, AFFILIATES, AND AGENTS, AND ANY OTHER OF ITS UNDERLYING PROVIDERS OF SERVICES IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES, FROM ANY AND ALL LIABILITIES, CLAIMS, ACTIONS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEYS' FEES) BY, OR ON BEHALF OF, CUSTOMER OR ANY THIRD PERSON OR PARTY OR USER OF THE SERVICE RELATING TO OR ARISING OUT TO THE ABSENCE, FAILURE, OR OUTAGE OF THE SERVICE, INCLUDING 911 DIALING AND/OR INABILITY OF CUSTOMER OR ANY THIRD PERSON OR PARTY OR USER OF THE SERVICE TO BE ABLE TO DIAL 911 OR TO ACCESS EMERGENCY SERVICE PERSONNEL AND/OR MISROUTES OF 911 CALLS, INCLUDING, BUT NOT LIMITED TO, MISROUTES RESULTING FROM CUSTOMER'S PROVISION TO C SPIRE BUSINESS OF INCORRECT ADDRESSES OR INFORMATION IN CONNECTION THEREWITH. FURTHER, CUSTOMER HEREBY WAIVES ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION RESULTING FROM THE FOREGOING EVENTS OR CONDITIONS UNLESS IT IS PROVEN THAT THE ACT OR OMISSION PROXIMATELY CAUSING THE CLAIM, DAMAGE, OR LOSS CONSTITUTES GROSS NEGLIGENCE OR INTENTIONAL MISCONDUCT ON THE PART OF C SPIRE BUSINESS.

VOICEMAIL ON LEGACY BROADWORKS

- Voicemail length is limited to 2 minutes.
- VoIP mailbox limit is 30 minutes of audio.
- Voicemails will only be stored for 15 days and will then be deleted.
- Due to the high risk of fraud, C Spire Business will not enable voice portal calling for VoIP users.

VOICEMAIL ON WEBEX CALLING

- Voicemails over 180 days old are archived automatically. Access to archived voicemails requires a service request ticket.

AUTHENTICATION POLICIES

VM PORTAL AUTHENTICATION POLICIES

The following authentication policies apply for Legacy Broadworks Service:

- Failed Sign-in attempts = 5
- Lockout Duration = Requires Admin reset
- Minimum Credential Length = 4
- Stored Number of Previous Credentials = 1

Non-Trivial Pins

A non-trivial phone PIN has the following attributes:

- The PIN cannot contain the phone number, primary extension, or alternate extensions of the user.

WEB PORTAL AUTHENTICATION POLICIES

The following authentication policies apply:

- Cannot contain the login ID
- Cannot contain the old password
- Cannot be the last password

- Must contain at least 1 number
- Must contain at least 1 uppercase
- Must contain at least 1 lowercase
- Must be at least 6 characters
- Expires after 60 days
- Disabled after 5 failed login attempts, and requires an admin reset

SERVICE DELIVERY

Upon receipt of the signed Quote, C Spire Business will provision the Services as follows:

- A Project Manager will be assigned to every Service installation. The Project Manager will contact the client once the order is received and assign all appropriate C Spire Business personnel.
- C Spire Business will order all required hardware based on review of quote for service.
- If numbers are porting, a Letter of Authorization (LOA) to pull a Customer Service Record (CSR) will be completed by a Solutions Engineer. The LOA to pull CSR will list all associated Billing Telephone Numbers (BTNs) and associated service addresses. A corresponding phone bill that associates to all Service Addresses and/or BTNs is required. The LOA to pull CSR will be signed by the Customer and Solutions Engineer on behalf of C Spire Business.
- The Provisioning Department will submit the LOA to pull a CSR to the losing service provider.
- The Project Manager will review the CSR provided by the losing service provider and compile a list of all telephone numbers associated with each BTN and create a LOA to port. The LOA to port will allow C Spire Business to port/move existing service. A separate LOA will be provided for toll free service versus DID service.
- Note about Porting Times: C Spire Business will request porting dates and times from the losing service provider between 8:00 AM to 4:30 PM Monday through Friday Central Standard Time. We highly recommend not porting on a Friday because staffing levels for the carrier will be much less available after hours and on weekends.
- The Project Manager will email the LOA to port to the client for review and signature.
- The Provisioning Department will submit the signed LOA along with a port request to our Carrier requesting a Firm Order Commitment (FOC) from the losing service provider.
- If new DIDs or toll-free numbers have been ordered, the Provisioning Department will request the numbers from our carrier. Once the assigned numbers are received, the Provisioning Department will send a list of new numbers to the Customer.
- C Spire Business will contact Customer to schedule a site visit to perform a site survey, which will determine physical and provisioning requirements.
- The Project Manager will contact the Customer to schedule the port time once the Provisioning Department has obtained an FOC date from our Carrier. Port orders are scheduled between 8:00 AM – 3:00 PM CST Monday through Friday on the FOC date.
- The Project Manager will coordinate with all parties involved by sending out a confirmation to the Customer, Engineers, Provisioning and Field Engineering (if one is assigned to Customer). A conference call will be scheduled for all involved parties during the port when deemed necessary.
- On the scheduled port date, the Engineer and Provisioning will install the Service.
- The Customer-approved configuration will not be changed until 30 business days after the installation. At that time the Customer may submit a “punch list” of any and all changes they would like made to the VoIP Service.
- Once all associated telephone numbers have been added/porting and tested, Provisioning will change

the implementation ticket to a status of Provisioning Complete.

- Once the Implementation ticket is changed to Provisioning Complete status, Engineering will make all appropriate changes and change the status to Service Review.
- Once the ticket is set to Service Review status, the Project Manager will send a welcome email to Customer detailing the completion of services provided by C Spire Business along with instructions on how to contact support.
- C Spire Business reserves the right to bill Customer at current market rates for any cabling required to support service. C Spire Business reserves the right to use outside cabling contractors to perform cabling work.
- C Spire Business offers configuration, staging, and shipping of equipment used to terminate Service. Configuration only includes configuration of equipment to support C Spire Business Service. C Spire Business reserves the right to bill customer at current hourly rates for configuration requests that are not required to provide the Service outlined herein.
- Shipping of equipment includes standard ground shipping. C Spire Business reserves the right to bill customer if any alternative shipping method is requested by Customer.
- If additional configuration work is required due to limitations of the Customer network, C Spire Business reserves the right to bill customer at current hourly rates for additional configuration time.
- C Spire Business is NOT responsible for and shall not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment into Customer's internal network. C Spire Business is NOT responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or hardware application or integration of such software or hardware application into the Customer network.

REQUEST FULFILLMENT

Moves, adds, and changes will be worked in the order in which they are received. C Spire Business will attempt to complete moves, adds, and changes within seven business days from the submission of the ticket, not including time that may be required to order and receive equipment. If the Customer would like to change phone systems, C Spire Business will charge a restocking fee.

DISCONNECTION OF SERVICES

C Spire Business has a minimum 30-day disconnect policy for the disconnection of Services. A ticket must be generated to request a disconnection of service.