

## SERVICES AND SERVICE RATES

### I. AUDIO CONFERENCING SERVICES

#### A. Standard Audio Services - The following charges apply to conferences hosted in the Contiguous U.S.

| Rate Code | Service  | Rate Per Minute Per Leg                         |
|-----------|--|---|
| RC8       | Reservationless – Express Continental U.S. Toll-Free<br>Reservationless-Express offers customers always available audio conferencing service, without the need to make a reservation or utilize an Operator and a limited feature set.   | \$0.09  |
| RC        | Reservationless – Express Continental U.S. Toll  | \$0.07  |
| R8        | Reservationless - Plus Continental U.S. Toll-Free<br>Reservationless-Plus (aka ResPlus or ResPro) offers customers always available audio conferencing service, without the need to make a reservation or utilize an Operator and is feature-rich giving call Leaders control over their conference via a touch-tone telephone and/or web interface. Maximum of 25 Conference Participants or Monthly Port Subscription charges apply. | \$0.09  |
| R         | Reservationless - Plus Continental U.S. Toll   | \$0.07  |
| A8        | Automated Continental U.S. Toll-Free<br>Automated is a reservation-based service that offers customers reservation based audio conferencing service without the assistance of an Operator.   | \$0.09  |
| A         | Automated Continental U.S. Toll  | \$0.07  |
| 8         | Operator Assisted Continental U.S. Toll-Free<br>Operator Assisted is a reservation-based service that offers customers audio conferencing service with the personal assistance of an operator and support personnel who manage high-touch features.  | \$0.21  |
| L         | Operator Assisted Continental U.S. Toll  | \$0.18  |
| E8        | Encore Digital Replay U.S. Toll-Free<br>Per minute charge for digital replay of an Operator Assisted call.   | \$0.21  |
| E         | Encore Digital Replay U.S. Toll  | \$0.18  |
| D8        | Direct Event Continental U.S. Toll-Free<br>Direct Event provides streamlined conference entry on event calls by allowing participants to join in an automated manner while continuing to offer conference leaders the high touch experience provided by an operator.   | \$0.21  |
| D         | Direct Event Continental U.S. Toll   | \$0.18  |
| P8        | Premium or Event Services Continental U.S. Toll-Free<br>Premium or Event Service is defined as Operator Assisted calls that have 25 or more attendees or one or more of the following Enhanced Services: Polling, Q & A, Event Plus Entry, Moderator and/or Communication Lines.   | \$0.22  |
| P         | Premium or Event Services Continental U.S. Toll  | \$0.19  |
| IO        | International Outbound   | \$ 0.59 + country surcharge<br>(see rate chart) |
| I         | Standard International Dial Out  | \$ 0.75 (if country is not<br>rated)            |
| ITL       | Local International Access   | \$0.09 per minute per line                      |

#### B. International Toll-Free Service (ITFS) Access to U.S

International Toll-Free Service (ITFS) allows the leader to provide international conference participants with toll-free access to Contiguous U.S. audio conferences from an area outside the Contiguous U.S. from which they are calling.

ITFS Services cannot be guaranteed from all locations via mobile telephones, pay phones or satellite phones due to

in-country, or carrier restrictions. You may obtain standard international dial in telephone numbers for use in such cases.

Notes: The following surcharges apply in addition to the applicable Audio Conferencing Services Contiguous U.S. toll-free per minute rate. ITFS access is not available for all Audio Conferencing Services. All countries with an asterisk (\*) in the table below, have ITFS service available as of 2.15.2009. This is subject to change at any time.

**C. International Dial Out**

Dial-Out allows the leader to have participants dialed out to and joined to the conference. Any dial out leg of a conference shall be charged based on the target location of the dial out at the applicable Audio Conferencing Services Contiguous US rate listed above.

International Dial Out (IO) is charged using the standard ITFS rate set forth above plus a \$0.59 per minute surcharge for Dial Outs outside the U.S., its territories, and Canada. The Country list below is subject to change. If a country is not listed in the surcharge table the Standard International Rate (I) of \$0.75 per minute will be assessed, **OR** as new countries are added the default country surcharge will apply. Therefore, check with your sales rep to see if a country is available, and what rate you may be charged.

| ITFS/Dial Out Table                                   |   |    |  |
|---|---|----|--|
| <b>Dial Out Surcharge</b><br>(International Outbound) | International Dial Out is charged using the standard ITFS rate set forth below plus a per minute surcharge for the Dial Outs outside of Continental North America.  | IO | \$ 0.59 + country surcharge (see rate chart) |
| <b>Standard International Dial Out rate</b>           | If a country is not listed in the surcharge table, the Standard International Rate per minute will be assessed.   | I  | \$ 0.75 (if country does not have a rate)    |
| <b>ITFS</b>   | Provides international conference participants with toll-free access to Contiguous U.S. audio conferences from an area outside the Contiguous U.S. from which they are calling. Countries available as of 2.15.09 are listed in the table with an asterisk (*). |    | Surcharge + Toll Free Audio Service Rate     |

| Intl. Surcharges<br>Country     | Country Code | Surcharge/min.<br>ITFS = surcharge +Toll Free Audio Service rate<br>(IO) Intl Dial Out = \$0.59 + surcharge |
|---------------------------------|--------------|---|
| International Dial Out          | IO           | 0.59  |
| All Locations Without Rating ** | I            | 0.75 flat rate per minute   |
| Andorra                         | AD           | 0.49  |
| United Arab Emirates            | AE           | 0.79  |
| Afghanistan                     | AF           | 9.52  |
| Antigua                         | AG           | 0.79  |
| Anguilla                        | AI           | 0.69  |
| Albania                         | AL           | 0.99  |
| Alaska                          | ALS          | 0.29  |

|                               |     |      |
|-------------------------------|-----|------|
| Armenia                       | AM  | 1.39 |
| Antilles                      | AN  | 1.99 |
| Angola                        | AO  | 1.19 |
| Antarctica (Aust)             | AQ  | 3.99 |
| Argentina *                   | AR  | 0.39 |
| Samoa (USA)                   | AS  | 1.29 |
| Ascension Island              | ASC | 1.19 |
| Austria *                     | AT  | 0.29 |
| Australia *                   | AU  | 0.19 |
| Aruba                         | AW  | 1.49 |
| Azerbaijan                    | AZ  | 0.89 |
| Azores                        | AZO | 3.99 |
| Bosnia - Herzegovina          | BA  | 0.59 |
| Barbados                      | BB  | 0.89 |
| Barbuda                       | BBD | 3.99 |
| Bangladesh                    | BD  | 1.29 |
| Belgium *                     | BE  | 0.29 |
| Burkina Faso                  | BF  | 2.29 |
| Bulgaria *                    | BG  | 4.49 |
| Bahrain                       | BH  | 4.29 |
| Burundi                       | BI  | 0.39 |
| Benin                         | BJ  | 1.49 |
| Bermuda                       | BM  | 0.59 |
| Brunei - Darussalam           | BN  | 1.49 |
| Bolivia *                     | BO  | 1.29 |
| Brazil *                      | BR  | 0.29 |
| Bahamas *                     | BS  | 0.29 |
| Bhutan                        | BT  | 1.79 |
| Bouvet Island                 | BV  | 3.99 |
| Botswana                      | BW  | 0.79 |
| Belarus *                     | BY  | 0.59 |
| Belize                        | BZ  | 1.29 |
| Canada                        | CA  | 0.09 |
| Caicos Islands                | CCS | 0.89 |
| Congo, Democratic Republic of | CD  | 3.89 |
| Central African Republic      | CF  | 1.99 |
| Congo                         | CG  | 0.49 |
| Switzerland *                 | CH  | 0.29 |
| Cote d'Ivoire                 | CI  | 0.39 |
| Cook Islands                  | CK  | 4.49 |
| Chile *                       | CL  | 0.29 |
| Cameroon                      | CM  | 0.99 |
| China *                       | CN  | 0.49 |

|                      |     |      |
|----------------------|-----|------|
| China (North)        | CNN | 0.49 |
| China (South)        | CNS | 0.49 |
| Canary Islands       | CNY | 3.99 |
| Colombia *           | CO  | 1.59 |
| Costa Rica *         | CR  | 0.59 |
| Cuba                 | CU  | 2.29 |
| Cape Verde Islands   | CV  | 0.49 |
| Christmas Island     | CX  | 3.99 |
| Cyprus *             | CY  | 0.29 |
| Czech Republic *     | CZ  | .039 |
| Germany *            | DE  | 0.19 |
| Djibouti             | DJ  | 1.29 |
| Denmark *            | DK  | 0.19 |
| Dominica *           | DM  | 0.39 |
| Dominican Republic * | DO  | 0.24 |
| Algeria              | DZ  | 0.89 |
| Ecuador              | EC  | 2.49 |
| Estonia              | EE  | 0.99 |
| Egypt *              | EG  | 1.39 |
| Western Sahara       | EH  | 3.99 |
| Eritrea              | ER  | 4.09 |
| Spain *              | ES  | 0.19 |
| Ethiopia             | ET  | 1.89 |
| Finland *            | FI  | .19  |
| Fiji                 | FJ  | 1.89 |
| Falkland Islands     | FK  | 1.99 |
| Micronesia           | FM  | 0.49 |
| Faroe Islands        | FO  | 0.39 |
| France *             | FR  | 0.19 |
| France Metropolitan  | FX  | 0.19 |
| Gabon                | GA  | 2.59 |
| Granada              | GD  | 0.89 |
| Georgia              | GE  | 0.89 |
| French Guiana        | GF  | 0.49 |
| Ghana                | GH  | 1.49 |
| Gibraltar            | GI  | 0.69 |
| Greenland            | GL  | 0.99 |
| Gambia               | GM  | 0.99 |
| Guinea               | GN  | 1.49 |
| Guadeloupe           | GP  | 0.59 |
| Equatorial Guinea    | GQ  | 0.89 |
| Greece *             | GR  | 0.29 |
| Grenadines           | GRD | 0.99 |

|                                |     |       |
|--------------------------------|-----|-------|
| S .Georgia - S. Sandwich Isles | GS  | 4.49  |
| Guatemala                      | GT  | 0.99  |
| Guam                           | GU  | 0.89  |
| Guinea Bissau                  | GW  | 1.69  |
| Guyana *                       | GY  | 6.69  |
| Hawaii                         | HAW | 0.39  |
| Hong Kong *                    | HK  | 0.19  |
| Hong Kong Dial-Out             | HKD | 0.19  |
| Hong Kong Parts                | HKT | 0.19  |
| Heard and McDonald Island      | HM  | 4.49  |
| Honduras                       | HN  | 2.89  |
| Croatia *                      | HR  | 28.89 |
| Haiti                          | HT  | 0.89  |
| Hungary *                      | HU  | 0.24  |
| Ibiza                          | IBZ | 3.99  |
| Indonesia *                    | ID  | 0.34  |
| Ireland *                      | IE  | 0.24  |
| Israel *                       | IL  | 0.29  |
| India *                        | IN  | 0.39  |
| British Indian Ocean Territory | IO  | 4.49  |
| Iraq                           | IQ  | 2.99  |
| Iran                           | IR  | 1.49  |
| Iceland *                      | IS  | 0.39  |
| Italy *                        | IT  | 0.19  |
| Jamaica *                      | JM  | 0.29  |
| Jordan                         | JO  | 4.49  |
| Japan *                        | JP  | 0.44  |
| Kenya *                        | KE  | 3.29  |
| Kirghizstan                    | KG  | 0.29  |
| Cambodia                       | KH  | 1.79  |
| Kiribati                       | KI  | 1.89  |
| Comoros                        | KM  | 4.49  |
| St. Kitts *                    | KN  | 0.49  |
| Korea                          | KP  | 0.65  |
| South Korea *                  | KR  | 0.29  |
| Kuwait                         | KW  | 4.49  |
| Cayman Islands                 | KY  | 0.59  |
| Kazakhstan                     | KZ  | 4.29  |
| Laos                           | LA  | 2.29  |
| Lebanon                        | LB  | 3.29  |
| St. Lucia                      | LC  | 0.79  |
| Liechtenstein                  | LI  | 0.79  |
| Sri Lanka                      | LK  | 6.59  |

|                   |     |        |
|-------------------|-----|--------|
| Liberia           | LR  | 0.69   |
| Lesotho           | LS  | 0.59   |
| Lithuania *       | LT  | 0.59   |
| Luxembourg *      | LU  | 0.29   |
| Latvia *          | LV  | 0.49   |
| Libya             | LY  | 1.79   |
| Morocco           | MA  | 1.49   |
| Monaco *          | MC  | 0.29   |
| Moldova           | MD  | 0.99   |
| Madeira           | MDR | 3.99   |
| Madagascar        | MG  | 0.49   |
| Marshall Islands  | MH  | 2.29   |
| Macedonia         | MK  | 0.69   |
| Mali              | ML  | 0.39   |
| Myanmar           | MM  | 0.99   |
| Mongolia          | MN  | 1.99   |
| Macau *           | MO  | 0.49   |
| Northern Marianas | MP  | 4.29   |
| Martinique        | MQ  | 0.59   |
| Mauritania        | MR  | 1.49   |
| Montserrat        | MS  | 0.99   |
| Malta             | MT  | 0.99   |
| Mauritius         | MU  | 0.99   |
| Maldives          | MV  | 0.49   |
| Malawi            | MW  | 2.89   |
| Mexico *          | MX  | 0.25   |
| Malaysia *        | MY  | 0.24   |
| Mozambique        | MZ  | 3.49   |
| Namibia           | NA  | 0.89   |
| New Caledonia     | NC  | 0.1.59 |
| Niger             | NE  | 1.49   |
| Norfolk Islands   | NF  | 4.29   |
| Nigeria           | NG  | 7.49   |
| Nicaragua *       | NI  | 0.79   |
| Netherlands *     | NL  | 0.19   |
| Norway *          | NO  | 0.24   |
| Nepal             | NP  | 5.29   |
| Nauru             | NR  | 5.29   |
| Niue              | NU  | 6.29   |
| New Zealand *     | NZ  | 0.24   |
| Oman              | OM  | 4.89   |
| Panama *          | PA  | 0.44   |
| Peru *            | PE  | 0.49   |

|                              |     |        |
|------------------------------|-----|--------|
| French Polynesia             | PF  | 0.1.49 |
| Papua New Guinea             | PG  | 1.49   |
| Philippines                  | PH  | 0.39   |
| Pakistan                     | PK  | 4.29   |
| Poland *                     | PL  | 0.19   |
| St. Pierre & Miquelon        | PM  | 0.69   |
| Pitcairn                     | PN  | 1.89   |
| Puerto Rico                  | PR  | 0.29   |
| Palestine                    | PS  | 0.69   |
| Portugal *                   | PT  | 0.29   |
| Palau                        | PW  | 1.49   |
| Paraguay                     | PY  | 0.59   |
| Qatar                        | QA  | 1.29   |
| Reunion                      | RE  | 2.49   |
| Romania *                    | RO  | 0.89   |
| Russia *                     | RU  | 0.29   |
| Rwanda                       | RW  | 3.49   |
| Saudi Arabia                 | SA  | 3.29   |
| Iridium Satellite            | SAT | 4.89   |
| Solomon Islands              | SB  | 5.29   |
| Seychelles                   | SC  | .69    |
| Scotland                     | SCT | 0.24   |
| Sudan                        | SD  | 4.49   |
| Sweden *                     | SE  | 0.24   |
| Singapore *                  | SG  | 0.21   |
| St. Helena                   | SH  | 2.89   |
| Slovenia                     | SI  | 0.49   |
| Svalbard and Jan Mayen Isles | SJ  | 4.49   |
| Slovakia *                   | SK  | 0.49   |
| Sierra Leone                 | SL  | 0.99   |
| San Marino                   | SM  | 0.29   |
| Senegal                      | SN  | 7.29   |
| Somalia                      | SO  | 1.29   |
| Surinam                      | SR  | 0.99   |
| Sao Tome and Principe        | ST  | 2.89   |
| EL Salvador *                | SV  | 0.55   |
| Syria                        | SY  | 3.89   |
| Swaziland                    | SZ  | 0.59   |
| Tobago *                     | TBG | 0.39   |
| Turks                        | TC  | 0.99   |
| Chad                         | TD  | 3.49   |
| French Southern Territory    | TF  | 4.29   |
| Togo                         | TG  | 1.29   |

|                         |    |      |
|-------------------------|----|------|
| Thailand *              | TH | 0.29 |
| Tadzhikistan            | TJ | 4.29 |
| Tokelau                 | TK | 4.19 |
| East Timor              | TL | 2.39 |
| Turkmenistan            | TM | 0.39 |
| Tunisia                 | TN | 3.89 |
| Tonga                   | TO | 0.89 |
| Turkey *                | TR | 4.89 |
| Trinidad *              | TT | 0.39 |
| Tuvalu                  | TV | 4.19 |
| Taiwan *                | TW | 0.24 |
| Tanzania                | TZ | 2.29 |
| Ukraine *               | UA | 0.89 |
| Uganda                  | UG | 4.89 |
| United Kingdom *        | UK | 0.18 |
| US Minor Outlying Isles | UM | 4.49 |
| Uruguay *               | UY | 0.59 |
| Uzbekistan              | UZ | 0.69 |
| Vatican City State      | VA | 0.79 |
| St. Vincent             | VC | 6.69 |
| Venezuela *             | VE | 0.29 |
| British Virgin Islands  | VG | 0.59 |
| US Virgin Islands       | VI | 0.29 |
| Vietnam                 | VN | 2.49 |
| Vanuatu                 | VU | 3.49 |
| Wallis and Futuna Isles | WF | 4.49 |
| Samoa (Western)         | WS | 2.29 |
| Yemen                   | YE | 3.99 |
| Mayotte                 | YT | 0.89 |
| Yugoslavia              | YU | 3.49 |
| South Africa *          | ZA | .39  |
| Zambia                  | ZM | 3.29 |
| Zimbabwe                | ZW | 1.89 |

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**D. International Local Access (ITL)**

International Local Access (ITL) is a dial in function that allows participant from various cities in the world to dial into their Reservationless-Plus, Operator Assisted or Direct Event conference using a local number as available.

The following charge applies:  
\$0.14 per minute/per line

**Note:** ITL numbers are subject to change. Prior to each conference call, it is recommended that the Leader contact an

InterCall representative to receive the most current list of ITL cities and their corresponding toll-free numbers

| Country        | City       |
|----------------|------------|
| Australia      | Sydney     |
| Austria        | Graz       |
| Austria        | Linz       |
| Austria        | Vienna     |
| Belgium        | Antwerp    |
| Belgium        | Brussels   |
| Denmark        | Copenhagen |
| France         | Lyon       |
| France         | Marseille  |
| France         | Paris      |
| France         | Toulouse   |
| Germany        | Berlin     |
| Germany        | Frankfurt  |
| Germany        | Hamburg    |
| Germany        | Munich     |
| Hong Kong      | Hong Kong  |
| Ireland        | Dublin     |
| Italy          | Milan      |
| Italy          | Rome       |
| Japan          | Tokyo      |
| Netherlands    | Amsterdam  |
| Netherlands    | Rotterdam  |
| Portugal       | Lisbon     |
| Singapore      | Singapore  |
| South Korea    | Seoul      |
| Spain          | Barcelona  |
| Spain          | Madrid     |
| Sweden         | Stockholm  |
| Switzerland    | Geneva     |
| Switzerland    | Zurich     |
| United Kingdom | London     |

### E. No Show, Minimum and Non-Cancellation Charges

- (a) \$7.00 per participant who does not show for operated assisted conferences greater than 24 participants (10% grace buffer applied);
- (b) \$9.50 minimum charge per conference call;
- (c) \$5.50 for any reserved operator-assisted conference cancelled within 24 hours of start;

### II. Standard Features (Not available on all Call Types)

| Rate Type                  | Description  | Rate      |
|----------------------------|--|-----------|
| <b>Branded Annunciator</b> | Participants are greeted by a branded message when they call InterCall. For example, "Welcome to ABC Company, may I help you?" | No Charge |

|   |   |            |
|---|---|------------|
| <b>Custom Scripting</b>                     | Custom Scripting may be provided by the customer to replace or augment any script available during the conference.  | No Charge  |
| <b>Direct Entry</b>                         | Participants are placed directly into the conference and may communicate with each other prior to the Leader joining.   | No Charge  |
| <b>Music Entry</b>                          | Participants are placed on music hold until the Leader joins the conference.  | No Charge  |
| <b>Name Announce</b>                        | Operator announces each Participant's name as they are joined to the conference.  | No Charge  |
| <b>Entry/Exit Tone</b>                      | Tone plays when each Participant joins or leaves the conference.  | No Charge  |
| <b>Roll Call</b>                            | Operator recites the names of Participants who are in the conference. Roll Call is executed after the Leader joins the call.  | No Charge  |
| <b>Leader First</b>                         | Leader is joined to the conference before any Participants.   | No Charge  |
| <b>Leader Last</b>                          | Leader is joined to the conference after all Participants have joined, at the request of the Leader, or at the conference's scheduled start time.   | No Charge  |
| <b>Email/Fax Confirmation</b>               | A confirmation is sent to the contact after the reservation is made.  | No Charge  |
| <b>Self Mute</b>                            | Participants can mute and un-mute their lines. Helpful when using cellular phones.  | No Charge  |
| <b>Group Mute</b>                           | Leader can mute and un-mute the group.  | No Charge  |
| <b>Password/ Passcode</b>                   | Participants are required to provide a valid password/passcode in order to join the conference.   | No Charge  |
| <b>Conference Lock</b>                      | A tool for the Leader to prevent additional participants from joining.  | No Charge  |
| <b>Polling</b>                              | Leader can survey participants by asking pre-determined questions, which participants may answer by "voting" with specific number on the telephone keypad. Results are sent to the Leader after the call. | No Charge* |
| <b>Q&amp;A-Question&amp; Answer Session</b> | Operator facilitates a Question and Answer session by recognizing and unmuting participants one at a time so they may ask a question in conference.   | No Charge* |
| <b>PAC Codes</b>                            | The ability to capture an expense center, department or location to easily bill clients.  | No Charge  |

\*Premium Op Assisted toll-free rate applies if there are 25 or more attendees or one or more of the following Enhanced Services: Polling, Q & A and/or Communication Lines. Attendees are determined by the greater of the reserved lines or the final attendee count.

### III. Enhanced Features & Charges (Not available on all Call Types)

#### A. Reservationless-Plus

| Rate Code | Rate Type                                    | Description  | Rate                              |
|-----------|--|--|-----------------------------------|
| P9        | <b>Post Conference Email</b>                 | Provides leader with participant list/connection times by email. Only charged to leaders who had usage during the month. | \$20 per month per owner          |
| WF        | <b>Archived Extension</b>                    | extension of recording after allotted 30 days  | \$10 daily min fee after 30 days  |
| SF        | <b>Presentation Storage Fee</b>              | upload/storage of a presentation to site   | \$10(per presentation upload)     |
| WS        | <b>Reservationless-Plus live with Slides</b> | Live audio in synch with slides on <a href="http://www.tcconline.com">www.tcconline.com</a>                              | \$0.19 per minute per participant |

|    |  |  |                                   |
|----|--|--|-----------------------------------|
| WD | <b>Reservationless-PlusPhone Playback</b>                | listen to Reservationless-Plus recording over the phone    | \$0.19 per minute per participant |
| WA | <b>Reservationless-Plus Streamed Playback</b>            | listen to Reservationless-Plus recording over the web      | \$0.19 per minute per participant |
| VG | <b>Reservationless-Plus Custom Greeting</b>              | customized greeting prompt monthly charge after the set up | \$60 per month                    |
| VH | <b>Reservationless-Plus Custom Greeting Setup Charge</b> | customized greeting prompt set up fee                      | \$525 per greeting                |
| P1 | <b>eResless-Plus Ports 1-25</b>                          | Port charge  | \$0                               |
| P3 | <b>eResless-Plus Ports 26-50</b>                         | port charge  | \$0                               |
| P4 | <b>eResless-Plus Ports 51-75</b>                         | port charge  | \$0                               |
| P5 | <b>eResless-Plus Ports 76-100</b>                        | port charge  | \$0                               |
| P6 | <b>eResless-Plus Ports 101-125</b>                       | port charge  | \$0                               |

\*\* All Reservationless-Plus recordings are charged at the Reservationless-Plus rate.

**B. Crisis Connect, Provided by Mir3**

| Rate Code   | Rate Type   | Description | Rate        |
|---|---|-------------|-------------|
|   | <b>Crisis Connect Reservationless-Plus Continerrtal N America Toll Free</b> |             | \$0.29      |
|   | <b>Crisis Connect Reservationless-Plus Continerrtal N America Toll</b>      |             | \$0.29      |
| CCOBS   | <b>CrisisConnect Online Base System Annual Subscription Fee</b>             |             | \$8200.00   |
| CCOES   | <b>CrisisConnect Online Enterprise Annual Subscription Fee</b>              |             | \$33,000.00 |
| <b>CrisisConnect Online Additional Recipients: 250 included</b> |   |             |             |
| <b>R300</b>   | 300 recipients  |             | \$57.50     |
| <b>R400</b>   | 400 recipients  |             | \$179.25    |
| <b>R500</b>   | 500 recipients  |             | \$259.50    |
| <b>R750</b>   | 750 recipients  |             | \$589.25    |
| <b>R1K</b>  | 1000 recipients   |             | \$725.75    |
| <b>R1500</b>  | 1500 recipients   |             | \$931.25    |
| <b>R2K</b>  | 2000 recipients   |             | \$1,326.25  |

|  |                       |  |           |
|--|-----------------------|--|-----------|
| <b>R3K</b>   | 3000 recipients       |  | \$1,685   |
| <b>R5K</b>   | 5000 recipients       |  | \$3,500   |
| <b>R7500</b>   | 7500 recipients       |  | \$4,500   |
| <b>R10K</b>  | 10,000 recipients     |  | \$6,500   |
| <b>R15K</b>  | 15,000 recipients     |  | \$8,500   |
| <b>R20K</b>  | 20,000 recipients     |  | \$9,500   |
| <b>R30K</b>  | 30,000 recipients     |  | \$14,500  |
| <b>R50K</b>  | 50,000 recipients     |  | \$22,500  |
| <b>R100K</b>   | 100,000 recipients    |  | \$29,500  |
| <b>R150K</b>   | 150,000 recipients    |  | \$34,500  |
| <b>R300K</b>   | 300,000 recipients    |  | \$45,500  |
| <b>R500K</b>   | 500,000 recipients    |  | \$65,500  |
| <b>R750K</b>   | 750,000 recipients    |  | \$85,500  |
| <b>R1M</b>   | 1,000,000 recipients  |  | \$95,500  |
| <b>CrisisConnect Online Additional Administrators:</b> |                       |  |           |
| <b>AA5</b>   | 5 administrators      |  | \$1,150   |
| <b>AA10</b>  | 10 administrators     |  | \$1,910   |
| <b>AA25</b>  | 25 administrators     |  | \$4,800   |
| <b>AA50</b>  | 50 administrators     |  | \$6,900   |
| <b>AA100</b>   | 100 administrators    |  | \$8,900   |
| <b>AA150</b>   | 150 administrators    |  | \$22,000  |
| <b>AA200</b>   | 200 administrators    |  | \$23,500  |
| <b>AA250</b>   | 250 administrators    |  | \$28,750  |
| <b>AA300</b>   | 300 administrators    |  | \$31,250  |
| <b>AA400</b>   | 400 administrators    |  | \$35,250  |
| <b>AA500</b>   | 500 administrators    |  | \$37,250  |
| <b>AA750</b>   | 750 administrators    |  | \$47,250  |
| <b>AA1K</b>  | 1,000 administrators  |  | \$58,250  |
| <b>A1500</b>   | 1,500 administrators  |  | \$78,250  |
| <b>AA2K</b>  | 2,000 administrators  |  | \$89,250  |
| <b>AA3K</b>  | 3,000 administrators  |  | \$124,250 |
| <b>AA5K</b>  | 5,000 administrators  |  | \$176,250 |
| <b>AA7K</b>  | 7,500 administrators  |  | \$233,250 |
| <b>AA10K</b>   | 10,000 administrators |  | \$289,250 |
| <b>AA15K</b>   | 15,000 administrators |  | \$409,250 |
| <b>AA500</b>   | 500 administrators    |  | \$43,250  |
| <b>AA750</b>   | 750 administrators    |  | \$49,250  |
| <b>CrisisConnect Online Shared Ports * 12 included</b> |                       |  |           |
| <b>SP23</b>  | 23 shared ports       |  | \$4,163   |
| <b>SP46</b>  | 46 shared ports       |  | \$4,163   |
| <b>SP92</b>  | 92 shared ports       |  | \$8,920   |

|   |   |  |            |
|---|---|--|------------|
| <b>SP184</b>                                | 184 shared ports  |  | \$15,433   |
| <b>SP276</b>                                | 276 shared ports  |  | \$21,551   |
| <b>SP368</b>                                | 368 shared ports  |  | \$27,795   |
| <b>SP552</b>                                | 552 shared ports  |  | \$38,283   |
| <b>SP736</b>                                | 736 shared ports  |  | \$50,023   |
| <b>SP920</b>                                | 920 shared ports  |  | \$55,015   |
| <b>SP1472</b>                               | 1472 shared ports   |  | \$85,487   |
| <b>SP1842</b>                               | 1842 shared ports   |  | \$96,070   |
| <b>SP2762</b>                               | 2762 shared ports   |  | \$126,650  |
| <b>CrisisConnect Online Reserved Ports</b>  |   |  |            |
| <b>RP12</b>                                 | 12 shared ports   |  | \$5,275    |
| <b>RP23</b>                                 | 23 shared ports   |  | \$10,626   |
| <b>RP46</b>                                 | 46 shared ports   |  | \$19,929   |
| <b>RP92</b>                                 | 92 shared ports   |  | \$39,787   |
| <b>RP184</b>                                | 184 shared ports  |  | \$69,007   |
| <b>RP276</b>                                | 276 shared ports  |  | \$99,479   |
| <b>RP368</b>                                | 368 shared ports  |  | \$124,455  |
| <b>RP552</b>                                | 552 shared ports  |  | \$185,407  |
| <b>RP736</b>                                | 736 shared ports  |  | \$209,367  |
| <b>RP920</b>                                | 920 shared ports  |  | \$239,335  |
| <b>RP1472</b>                               | 1472 shared ports   |  | \$349,223  |
| <b>RP1842</b>                               | 1842 shared ports   |  | \$399,555  |
| <b>RP2762</b>                               | 2762 shared ports   |  | \$525,877  |
| <b>CrisisConnect Online Dedicated Ports</b> |   |  |            |
| <b>DP12</b>                                 | 12 shared ports   |  | \$8,125    |
| <b>DP23</b>                                 | 23 shared ports   |  | \$169,65   |
| <b>DP46</b>                                 | 46 shared ports   |  | \$36,106   |
| <b>DP92</b>                                 | 92 shared ports   |  | \$58,393   |
| <b>DP184</b>                                | 184 shared ports  |  | \$99,723   |
| <b>DP276</b>                                | 276 shared ports  |  | \$149,43   |
| <b>DP368</b>                                | 368 shared ports  |  | \$199,89   |
| <b>DP552</b>                                | 552 shared ports  |  | \$248,823  |
| <b>DP736</b>                                | 736 shared ports  |  | \$298,263  |
| <b>DP920</b>                                | 920 shared ports  |  | \$349,215  |
| <b>DP1472</b>                               | 1472 shared ports   |  | \$499,047  |
| <b>DP1842</b>                               | 1842 shared ports   |  | \$579,545  |
| <b>DP2762</b>                               | 2762 shared ports   |  | \$825,028  |
| CCOCR                                       | <b>Custom Retrieval Number</b><br><i>(12 mo subscription)</i> | 1 Toll-free or Toll (US) number allowing callers to hear a branded greeting when accessing the standard DTMF initiation and retrieval. | \$5,702.50 |

|       |  |   |                      |
|-------|--|---|----------------------|
| CCOCI | <b>CCO Custom Retrieval Int'l</b><br><i>(12 mo subscription)</i> | A number that is Toll-free outside of the US allowing callers to hear a branded greeting when accessing the standard DTMF initiation and retrieval. Add on to existing customer retrieval number.         | \$337.50 per country |
| CCOBB | <b>Voice Bulletin Board</b><br><i>(12 mo subscription)</i>       | Toll-free Bulletin Board allowing caller to hear general announcements or situation updates. Up to 5 independent phone numbers (US & Canada) & notifications.   | \$5,702.50           |
| CCOBI | <b>Voice Bulletin Board Int'l</b><br><i>(12 mo subscription)</i> | A number that is Toll-free outside of the US allowing callers to hear general announcements or situation updates. Add on to existing Bulletin Board. Transaction fees of 3x the standard rate will apply. | \$337.50 per country |

**CrisisConnect Transaction Fee:**

- \_ Telephonic (outbound/inbound) notifications will be billed according to the Telephonic Notification Rate Table below. All other international telephonic notifications will be billed at the default rate.
- \_ Call Bridging and/or call forwarding is billed per minute, per line based on the connected destinations.
- \_ The Expedited Delivery option, if selected by the Initiator when creating notifications, allocates at 4 times the capacity (up to the purchased port capacity) then allocated for a standard notification and will be billed at 40% more per minute than the Standard Telephony Transaction rates.
- \_ All Telephonic Transactions will be billed in 30-second increments and the total monthly volume of all calls will be discounted according to the Telephony Transaction Volume Discount Matrix below.
- \_ Text Pages sent using the Telocator Alphanumeric Protocol (TAP) are sent via the telephony network and will be billed at the applicable telephony rate for the country to which the page is being sent.
- \_ All other notifications are billed according to the Non-Telephony Transaction Rate Table below.
- \_ SMS charges are per SMS message; lengthy notifications that are broken into multiple SMS messages will incur multiple charges, one charge for each message; responses via SMS will also incur charges, one charge for each response.
- \_ International toll-free numbers are charged at 3X the standard rate.

| <b>CrisisConnect Non-Telephonic Usage Fees</b> |  |                       |                    |
|--|--|-----------------------|--------------------|
| CCOF   | <b>CCO Usage - Fax per page US</b>       | Fax                   | \$0.19 per page    |
| CCOFC  | <b>CCO Usage - Fax per page Canada</b>   | Fax                   | \$0.29 per page    |
| CCOFI  | <b>CCO Usage - Fax per page Int'l</b>    | Fax                   | \$1.05 per page    |
| CCOS   | <b>CCO Usage - SMS per message</b>       | Short Message Service | \$0.07 per message |
| CCOSI  | <b>CCO Usage - SMS per message Int'l</b> | Short Message Service | \$0.29 per message |
|  | <b>Email</b>                             |                       | No charge          |
|  | <b>Text</b>                              |                       | No charge          |
| <b>CrisisConnect Telephonic Usage Fees</b>     |  |                       |                    |
| CCOVB  | <b>Voice Broadcast per min</b>           | Voice Broadcast       | \$0.09 per minute  |
| CCOVI  | <b>Voice Broadcast per min Int'l</b>     | Voice Broadcast       | \$1.90 per minute  |
| CCOT   | <b>Additional Training</b>               | Training              | \$712.50           |

**C. Encore**

| <b>Rate Code</b> | <b>Rate Type</b>      | <b>Description</b>                            | <b>Rate</b>          |
|------------------|-----------------------|---|----------------------|
| EN               | <b>Encore Minimum</b> | Encore is at standard rate listed above under | \$19 per day minimum |

|      |  |  |   |
|------|--|--|---|
|      | <b>Adjustment</b>                      | code E8, or a daily minimum of \$19 per day (A line charge to provide the recording during the call is added at the Operator Assisted rate )   | (\$60 restart fee is added if an Encore must be restarted within 30 days of end date.)  |
| EM03 | <b>Encore Edits</b>                    | edits to a recorded conference before placing on Encore  | \$29 per set of edits   |
| EP   | <b>Encore Digital Recording Studio</b> | Record, review and edit an audio message by dialing into the Encore recording system and using the telephone keypad to enter commands. (Usage based on Op Assist 800 Rate)   | \$29 per day min  |
| EP   | <b>Encore Emporium Set-Up Charge</b>   | Organize a “menu of recordings” (from Encore) that can be accessed from one toll-free number. (Usage based on Op Assist 800 rate)  | \$29 per day min<br>Tier1: Basic Encore Emporium \$75<br>Tier2: 1-5 Submenus \$139<br>Tier3: 6-10 Submenus \$189<br>Tier4: 11-15 Submenus \$249 |
| EP   | <b>Encore Plus Set-Up Charge</b>       | Enables customers to obtain participant feedback in the form of numeric polling responses (i.e. surveys or quizzes). Recorded questions with multiple choice answers can be inserted at the beginning or end of an Encore recording. (Usage based on Op Assist 800 rate) | \$29 per day min<br>\$89 per set up   |
| EC   | <b>Encore Program Change</b>           | restart of an encore within 30 days of end date  | \$29 per restart  |
| EM01 | <b>Encore Now</b>                      |  | \$0.29 per minute   |
| ET01 | <b>Basic Encore transcription</b>      | Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24-hour notice required   | <u>Level I - up to 3 pieces of information:</u><br>\$60.00  |
| ET02 | <b>Basic Plus Encore Transcription</b> | Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24-hour notice required   | <u>Level II – up to 7 pieces of information:</u><br>\$149.00  |
| ET03 | <b>Premium Encore Transcription</b>    | Captured information about anyone who accessed your Encore recording. The information is transcribed and sent to you for your records. 24-hour notice required   | <u>Level III – up to 7 pieces of info + 25 word comments:</u><br>\$189.00   |
| ET04 | <b>Encore Cancelation Fee</b>          |  |   |

- A line charge to provide the recording during the call is added at the Operator Assisted rate. There is a \$29 minimum daily charge (based on Op Assist 800 rate). (\$60 restart fee is added if an Encore must be restarted within 30 days of end date.)

#### **D. Taping**

| <b>Rate Code</b> | <b>Rate Type</b> | <b>Description</b>   | <b>Rate</b>              |
|------------------|------------------|--|--------------------------|
| TA               | <b>Taping</b>    | calls can be recorded on cassette or micro cassette (maximum of 49 per conference may be produced at one time) | \$30 per tape + shipping |

|     |  |   |                           |
|-----|--|---|---------------------------|
| DT  | <b>Digital Tape</b>                                | calls can be recorded on a digital audio tape (maximum of 49 per conference may be produced at one time)                          | \$30 per tape + shipping  |
| CB  | <b>CDA or Podcasting</b>                           | calls can be recorded on CD or D.A.T. (maximum of 24 CDs per conference may be produced at one time), or downloaded as a podcast. | \$30 per CD + shipping    |
| CM  | <b>CD Indexing</b>                                 | segmenting recordings on CD so they are separated as requested (topic, recording, etc)  | \$79 per index            |
| CJ  | <b>WAV</b>   | calls can be recorded on CD in WAV format (maximum of 24 CDs per conference may be produced at one time)                          | \$30 per CD + shipping    |
| CK  | <b>MP3</b>   | calls can be recorded on CD in MP3 format (compressed WAV file) maximum of 24 CDs per conference may be produced at one time      | \$30 per CD + shipping    |
| IC5 | <b>Custom Audio Edit</b>                           | Any edit that requires work outside of basic removal of music hold and end of call dead air.                                      | \$79 per hour             |
| TS  | <b>Tape Ship Fee</b>                               | Shipping for cassette tape  | \$15 per delivery address |
| S1  | <b>MediaShipping: Domestic-Standard</b>            | shipped domestic standard   | \$20 per shipment         |
| S2  | <b>Media Shipping: Domestic-Priority Overnight</b> | shipped priority overnight  | \$35 per shipment         |
| S3  | <b>Media Shipping: International Priority</b>      | shipped International Priority 2-3 days   | \$60 per shipment         |

## E. FACTS COMPLETE

### Facts Complete-Flat Rate – (20-characters per field max)

| Rate Code | Rate Type                         | Description  | Rate            |
|-----------|-----------------------------------|--|-----------------|
| FC        | <b>Facts Complete- Standard</b>   | report of participant name and line time   | \$15 per report |
| F1        | <b>Facts Complete - Enhanced</b>  | report of participant name, line time, phone # and 2 pieces of add'l information | \$30 per report |
| F2        | <b>Facts Complete – Premium</b>   | report of participant name, line time, phone # and 4 pieces of add'l information | \$45 per report |
| DP        | <b>Diskette Participants List</b> | facts complete sent in diskette format instead of email or fax                   | \$25 per report |

## F. Broadcast

| Rate | Rate Type | Description | Rate |
|------|-----------|-------------|------|
|------|-----------|-------------|------|

| Code |                                |  |  |
|------|--------------------------------|--|--|
| EB   | <b>E-Mail Broadcast</b>        | e-mail sent to multiple locations simultaneously, includes a single attachment at no charge        | \$0.29 per email   |
| VB   | <b>Voice Broadcast</b>         | message sent to multiple locations simultaneously-no charge if used with an Operator Assisted call | \$0.00 with reservation \$0.25 per US number, \$3.75 per Intl number |
| ES   | <b>Easy Send/Fax Broadcast</b> | document sent to multiple locations simultaneously   | \$0.29 per fax   |

### G. Transcription, Interpretation and Relay Services

| Rate Code | Rate Type  | Description   | Rate                   |
|-----------|--|---|------------------------|
| TH        | <b>Transcription Regular</b>                                   | transcribed on email, fax or hard copy w/diskette with 48 hour turnaround time                                | \$60 per 15 minutes *  |
| TE        | <b>Transcription Priority</b>                                  | transcribed on email, fax or hard copy w/diskette with 24 hour turnaround time                                | \$75 per 15 minutes *  |
| TU        | <b>Transcription Express</b>                                   | transcribed on email, fax or hard copy w/diskette with 12 hour turnaround time                                | \$89 per 15 minutes *  |
| EXTR      | <b>Transcription Expedite</b>                                  | transcribed on email, fax or hard copy w/diskette with 6 hour turnaround time                                 | \$99 per 15 minutes *  |
| TRUSH     | <b>Transcription Rush</b>                                      | transcribed on email, fax or hard copy w/diskette with 3 hour turnaround time                                 | \$115 per 15 minutes * |
| TSPAN     | <b>Spanish to Spanish</b>                                      | Translation of Spanish to Spanish   | \$145 per 15 minutes * |
| TQA       | <b>Transcription - Q&amp;A Session Only</b>                    | transcribe Q&A session only, and not entire call  | \$30 per Q&A session * |
| ET04      | <b>Transcription Cancellation Fee</b>                          | applies if call is not canceled at least 15 minutes prior to start time                                       | \$25 per cancellation  |
| TV        | <b>Transcription Translation</b>                               | translation of transcription  | \$0.49 per minute *    |
| DF        | <b>Transcription Delivery Via Fax</b>                          | Fax delivery of transcription   | \$30/fax               |
| CP        | <b>Consecutive Interpretation Japanese (Op Assist)</b>         | Conversion of spoken word into another language, immediately after it is spoken (Japanese)                    | \$6.00 per minute      |
| CS        | <b>Consecutive Interpretation Other Languages (Op Assist)</b>  | Conversion of spoken word into another language, immediately after it is spoken (other languages)             | \$4.50 per minute      |
| SP        | <b>Simultaneous Interpretation Japanese (Op Assist)</b>        | Conversion of spoken word into another language, simultaneously as it is spoken in real time (Japanese)       | \$10.00 per minute     |
| SS        | <b>Simultaneous Interpretation Other Languages (Op Assist)</b> | Conversion of spoken word into another language, simultaneously as it is spoken in real time (other language) | \$9.50 per minute      |

|         |  |   |  |
|---------|--|---|--|
|         | <b>Interpretation Rush</b>                   | If request is received in less than 4 business days notice, a rush fee will be applied.   | \$199 per request  |
|         | <b>Interpretation Cancellation Late</b>      | If customer cancels 5 business days before the scheduled call start time, a cancellation fee is applied of 50% of the interpretation conference value.  | 50% of reserved call   |
|         | <b>Consecutive Interpretation (Res Plus)</b> | Conversion of spoken word into another language, immediately after it is spoken.  | \$2.85 per minute in addition to regular audio fees.   |
| IC6/IC7 | <b>Relay Conference Captioning</b>           | Relay Conference Captioning (RCC) is a unique service that provides live, real-time text streamed captions to Deaf or hard-of-hearing participants through the web. RCC is available on any type audio conference call. Cancellation Fee – If notification of cancellation is not provided within 24 hours of the scheduled event, charges for the scheduled duration will apply. | \$4.50 per minute real time captioning (text only) <i>IC6</i><br>\$0.35 per minute add on for Voice Relay <i>IC7</i> |

\*Prices based on time and length of call. Requires an Encore recording that includes a one-time Daily Fee of \$20 + line fee charged at Op Assist 800 rate. Turnaround based on 8:00a.m –5:00p.m., Mon-Fri. EST business hours. A \$26 cancellation fee will apply if the call is not cancelled at least 15 min prior to call start time. If transcription is shipped, shipping fees are as follows: Shipping Standard: \$25; Shipping Overnight: \$35; shipping International Priority: \$60.

## H. Event Services

| Rate Code | Rate Type            | Description  | Rate            |
|-----------|----------------------|--|-----------------|
| EV03      | <b>Event Premium</b> | Pre-event support<br>*Event planning and preparation<br>*Scheduling<br>*Best practices and tips (checklists by request)<br>*Content management (upload presentation, polling questions, etc.)<br>*Registration support<br>*Custom event scripting<br>*Presenter training and event walk-through<br>*Event rehearsals<br>Live event support<br>*Event moderation, speaker introductions and transitions (based on your request)<br>*Presenter and attendee technical support<br>*Q&A/chat management<br>Post-event support<br>*Conduct post-event speaker debrief<br>*Report compilation and delivery | \$836 per event |

|                             |   |  |                        |
|-----------------------------|---|--|------------------------|
| EV02                        | <b>Event Express</b>                    | Pre-event support<br>*Event planning and preparation<br>*Scheduling<br>*Content management (upload presentation, polling questions, etc.)<br>*Event walk-through<br>Live event support<br>*Event moderation (based on your request)<br>*Presenter and attendee technical support<br>*Q&A/chat management<br>Post-event support<br>*Conduct post-event speaker debrief<br>*Report compilation and delivery                | \$596 per event        |
| EV13                        | <b>Event Ready</b>                      | Pre-event support<br>*Event coordination - initial needs assessment and plan<br>*Scheduling<br>Live event support<br>*Event moderation (based on request)<br>*Presenter and attendee technical support<br>Post-event support<br>*Report compilation and delivery   | \$596 per hour         |
| <b>Value Added Services</b> |   |  |                        |
| EV04                        | <b>Event Prep Session (1hr)</b>         | Special assistance available if you are not using an Event Services package.<br>*Training<br>*Walk-through<br>*Dress rehearsal<br>Presenter training   | \$476 per hour         |
| EV08                        | <b>Additional Session (1hr)</b>         | Extra assistance if you are using Event Ready, Event Express or Event Premium.<br>*Training<br>*Walk-through<br>*Dress rehearsal<br>Presenter training   | \$256 per hour         |
| EV11                        | <b>Event Extension</b>                  | For events lasting over 60 minutes   | \$180 per 1/2 hour     |
| EV07                        | <b>Event Management 24-Hr Turn Time</b> | Expert assistance if you have a last minute event that must go well.<br>*Event Premium management package  | \$3396 per event       |
| EV22                        | <b>Recording Support</b>                | Offered in conjunction with Event Ready, Event Express or Event Premium packages for Microsoft® Office Live Meeting and InterCall Centers.   | \$196 per 60 min event |
| EV24                        | <b>Live Event Pre-Record</b>            | Provides you with a fully pre-recorded event for seamless playback to a live web event audience.<br>*Event Express management package<br>*Media engineer records presenter via telephone conference<br>*Scripting synchronization of recorded voice with slide content For playback within the event<br>*Two hours of media engineering<br>*Two post-recorded edits<br>*Audio recording of presenter or other audio clip | \$989 per 60 min event |

|                                 |   |  |                                   |
|---------------------------------|---|--|-----------------------------------|
|                                 |   | pressed on a<br>*CD for playback during an event   |                                   |
| EV25                            | <b>On-Demand File Editing</b>                       | Extend your live event investment by having a media engineer remove unexpected gaffes or other flaws from your existing recording.<br>*Three hours of media engineering<br>*Two edits<br>*Flash or WMV format<br>*One CD/DVD copy of the recording<br>*90 days of hosting  | \$936 per on-demand file          |
| EV26                            | <b>One-Demand File Creation</b>                     | Create a fully pre-recorded event that can be viewed by your audience anytime. The on-demand session will enable you to reach people who can't attend a live event or only need access to your recorded information under certain circumstances.<br>*Company-branded playback wrapper<br>*Recording segmentation<br>*Media engineer records presenter via telephone conference<br>*Synchronization of recorded voice with slide content for playback<br>*Produced in Flash or Shockwave format<br>*Three hours of media engineering<br>*Two post recorded edits<br>*90 days of hosting<br>*One CD or DVD copy of recording | \$2436.80 per on-demand file      |
| EV27                            | <b>On-Demand File Hosting</b>                       | Host recorded files and edited recordings for your audiences to view. Hosting is offered month-to-month and Flash format is recommended for maximum visibility.  | \$336 per on-demand file per year |
| EV28                            | <b>Media Engineer</b>                               |  | \$256 per hour                    |
| EV75                            | <b>Event Recreation</b>                             | *Sync back-up recording with the original PowerPoint<br>*Slide transition schedule provided by you   | \$596 per event                   |
| EV76                            | <b>File Conversion</b>                              | *Converting .wrf or .wmv files to .flv<br>*No edits  | \$180 per hour                    |
| EV31                            | <b>Expedite Fee</b>                                 |  | \$249                             |
| EV50                            | <b>After Hours Support</b>                          |  | \$249 per event per hour          |
| EV32                            | <b>Rescheduling Fee</b><br><i>(See Terms Below)</i> |  | \$140.00                          |
| EV33                            | <b>Cancellation Fee</b><br><i>(See Terms Below)</i> |  | \$250.00                          |
| <b>Event Service Guidelines</b> |   |  |                                   |

*You Agree to Provide:*

**Advanced Notice** (all timelines subject to availability and scope of project):

\*At least 10 business days notice to schedule Event Services

\*Other service timelines will be quoted on a case-by-case basis

**Content** (created by you for each event):

\*Draft content must be ready by the event walk-through

\*Final content must be ready 24 hours before live event start time

**Service Description and General Terms**

\*Event Support Hours: InterCall’s Event Services group supports events and event-related professional sessions between 5:00 AM and 6:00 PM Pacific. Events and/or professional sessions which occur outside support hours will be subject to an additional charge of \$250.

\*Expedite Fee: Ordering Event Services to be delivered within 10 business days will be charged an expedite fee of \$200.

\*Rescheduled Event Fee: Events can be rescheduled. You will be charged a reschedule fee of \$150.

Events must be rescheduled within the current calendar year or event cancellation fees will be applied.

\*Cancellation Fees: Events may be cancelled at any time. Cancelled events will be subject to a cancellation fee of \$200 and the full amount of services delivered up to the point of cancellation. No refunds will be given. All credits must be used within 12 months of the original order.

**I. Event Registration**

| Rate Code | Rate Type   | Description   | Rate                         |
|-----------|---|---|------------------------------|
| EV19      | <b>Managed Registration</b>                       | *Promotion code tracking<br>*Event- or profile-based<br>*One confirmation and three reminder emails<br>*Thank you and sorry emails<br>*Catalog page for multiple events<br>*Landing registration page<br>*Event profile or user profile<br>*18 standard demographic fields<br>*Five custom demographic fields<br>*Two surveys with unlimited questions per survey<br>*Event entry page<br>*Up to 500 registrants per event<br>*Real-time access to registration and attendee data reports | \$596/event                  |
| EV39      | <b>Registration – Additional Registrants</b>      |   | \$1.9/registrant (above 500) |
| EV20      | <b>Registration set up design and first event</b> | *Fine grain branding for event registration site<br>*HTML email templates for all invitation, confirmation, reminder and we missed you/thank you emails   | \$2596 (one time fee)        |

|      |   |  |                      |
|------|---|--|----------------------|
|      |   | *Five business day turnaround<br>*Up to three edits from time we receive final content from customer<br>*Includes first event (registration)   |                      |
| EV21 | <b>Branding updates</b>                                     |  | \$256/hour           |
| EV14 | <b>Additional Pages</b>                                     | *Survey<br>*Email (reminder, thank you, sorry)   | \$296/page           |
| EV16 | <b>Annual license fee (self server)</b>                     |  | quote                |
| EV17 | <b>Annual language localization (self serve)</b>            |  | \$2,596              |
| EV15 | <b>Training package-registration self serve</b>             | *Two one-hour training sessions (instructor led)<br>*Maximum of eight attendees for each session   | \$496                |
| EV10 | <b>Annual eCommerce</b>                                     | *Integration with payment provider (Authorize.net)<br>*Does not include set-up and monthly fees with provider  | \$5,596              |
| EV05 | <b>Registration Set up design Self-Serve</b>                | *Fine grain branding for event registration site<br>*HTML email templates for all confirmation, reminder and we missed you/thank you emails<br>*Five business day turnaround<br>*Up to three rounds of edits | \$2,996              |
| EV66 | <b>Lead Scoring</b>   | *Assigning point values to both questions and answers, then rating responses   | \$220/hourly         |
| EV67 | <b>Integration with CRM/SFA</b>                             |  | \$2,996              |
| EV68 | <b>Additional Round of Edits - Registration Site</b>        |  | \$220/hourly         |
| EV69 | <b>Additional Branded Sub-site (current brand)</b>          |  | \$256                |
| EV70 | <b>Additional Branded Sub-site (unique brand)</b>           |  | \$996                |
| EV73 | <b>Site Branding</b>  |  | \$676                |
| EV74 | <b>Standard Event Registration Set-Up &amp; First Event</b> |  | \$676                |
| EV31 | <b>Expedite Fee</b>   |  | \$300                |
| EV50 | <b>After Hours Support</b>                                  | Events that fall outside the hours of 6AM and 6PM Pacific time or Weekends or Holidays   | \$300 per event hour |
| EV32 | <b>Rescheduling Fee</b>                                     | (See terms below)  | \$220                |
| EV33 | <b>Cancellation Fee</b>                                     | (See terms below)  | \$300                |

#### Service Description and General Terms

\*Event Support Hours: InterCall's Event Services group supports events and event-related professional sessions between 5:00 AM and 6:00 PM Pacific. Events and/or professional sessions which occur outside support hours will be subject to an additional charge of \$200.

\*Expedite Fee: Ordering Event Services to be delivered within 10 business days will be charged an expedite fee of \$200.

\*Rescheduled Event Fee: Events can be rescheduled. You will be charged a reschedule fee of \$150. Events must be rescheduled within the current calendar year or event cancellation fees will be applied.

\*Cancellation Fees: Events may be cancelled at any time. Cancelled events will be subject to a

cancellation fee of \$200 and the full amount of services delivered up to the point of cancellation. No refunds will be given. All credits must be used within 12 months of the original order.

**J. Streaming**

| Rate Code                             | Rate Type                       | Description  | Rate         |
|---------------------------------------|---------------------------------|--|--------------|
| <b>Streaming Services Core Events</b> |                                 |  |              |
| SS1                                   | <b>Audio Streaming</b>          | <ul style="list-style-type: none"> <li>• 60 streaming min; 250 viewers</li> <li>• 1 connection to source feed; RealPlayer &amp; WMP viewing formats</li> <li>• Q&amp;A Field; 1 PPT Presentation; Enlarge Slides, Help &amp; Download Buttons in Console*</li> <li>• Stream connected &amp; encoding 30 min in advance of Event Start</li> <li>• 3 Mo Archive Creation &amp; Hosting; Reporting</li> <li>• Basic Registration (first and last name, company &amp; email address fields)</li> <li>• Registration confirmation, Event Reminder Email &amp; Post Event Email (3)</li> <li>• Live or Pre-Recorded</li> <li>• Audio=16k bit rate; Video=56k/150k multi bit rate</li> <li>• Event Support Includes (does not apply to audio streaming):               <ul style="list-style-type: none"> <li>○ Event Review-confirm selected features &amp; go over Event flow</li> <li>○ Scheduling (audio/video)</li> <li>○ Provide Event details, presenter &amp; participant links</li> <li>○ Conduct event run-through with presenter(s) (one hour) in practice mode (*this is not a dress rehearsal or streaming test)</li> <li>○ Live event stream monitoring and Presenter chat support available (up to 2 hours)</li> </ul> </li> </ul> | \$690        |
| SS57                                  | <b>Slides Streaming</b>         |  | \$2050       |
| SS2                                   | <b>Audio + Slides Streaming</b> |  | \$2400       |
| SS3                                   | <b>Video Streaming</b>          |  | \$2960       |
| SS4                                   | <b>Video + Slides Streaming</b> |  | \$3310       |
| SS5                                   | <b>Video Production</b>         | <p>A complete package of production related services are available including:</p> <ul style="list-style-type: none"> <li>- Studio production facilities and professional personnel</li> <li>- Remote production services</li> <li>- Signal transmission services</li> <li>- Digital editing and effects</li> <li>- Audio/video production</li> <li>- Encoding services</li> </ul>  | Custom Quote |
| SS6                                   | <b>Custom Streaming</b>         | Enhanced features and services related to  | Custom Quote |

|   |  |   |  |
|---|--|---|--|
|   |  | Streaming are available including:<br>- Project management services<br>- Enhanced registration options<br>- Pre- and post-email notifications<br>- Customized registration-lobby-event console<br>- Transcribed and translated notes  |  |
| <b>Streaming Services Event Extensions</b>  |  |   |  |
| SS7   | <b>Audio Streaming-Additional Viewers</b>    | Each additional 250 streaming viewers.  | \$275  |
| SS58  | <b>Slides Streaming-Additional Viewers</b>   | Each additional 250 streaming viewers.  | \$275  |
| SS8   | <b>Video Streaming-Additional Viewers</b>    | Each additional 250 streaming viewers.  | \$450  |
| SS59  | <b>Video Streaming-Additional 30 Minutes</b> | Each additional 250 streaming viewers.  | \$275  |
| SS9   | <b>Audio Streaming-Additional 30 Minutes</b> | Each additional 30 minute increment.  | \$275  |
| SS10  | <b>Video Streaming-additional 30 Minutes</b> | Each additional 30 minute increment.  | \$525  |
| SS11  | <b>Audio Streaming-Extended Archive</b>      | Extended hosting of the stream and reporting capabilities.  | \$34.50  |
| SS60  | <b>Slides Streaming – Extended Archive</b>   | Extended hosting of the stream and reporting capabilities.  | \$34.50  |
| SS12  | <b>Audio Streaming-Extended Archive</b>      | Extended hosting of the stream and reporting capabilities.  | \$52   |
| <b>Streaming Services Enhanced Features</b> |  |   |  |
| SS15  | <b>Agenda Slides</b>                         | Agenda text which highlights where the audience is in the presentation. In archive version, this allows the audience to jump around/navigate through presentation.  | \$222.00   |
| SS16  | <b>Audio &amp; Video Attendee Option</b>     | Give attendees the options to choose between an audio or video stream.  | \$450.00   |
| SS17  | <b>Campaign Referral Tracking</b>            | Includes feature for tracking multiple instances of the webcast URL and EST services to create the URLs. Includes tracking of up to 10 locations.   | \$275.00   |
| SS14  | <b>Streaming-Late Cancellation Fee</b>       | Non-expedited Events may be cancelled at any time. Such cancelled events are subject to payment of the following percentage cancellation fee of the retail rate of the Services to be rendered based on the numbers of hours that have passed since scheduling the Event.<br>Expedited Events(those with less than 5 business days notice to schedule the Event) are subject to 100% retail rate upon any cancellation as well as any applicable Expedite fees. | 24 hrs after scheduling=25%<br>48 hrs after scheduling=50%<br>72 hrs after scheduling=100% |
| SS18  | <b>Event Contents on CD Rom</b>              | Event on CD   | \$600  |
| SS6   | <b>Continuing Education</b>                  | Custom option for pre- and post-testing, online certificates, and condition entry/eligibility   | Custom Quote   |

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|      |  | requirements. Available on a custom basis, by quote based on a mutual discussion of requirements.  |         |
| SS19 | <b>Custom Bit Rate</b>                             | Option to have a custom bit rate for the video or audio streams. Includes option for a larger frame size (for example, 320x240) and higher bitrates. Depending on use, it may also require an advanced customized console.   | \$450   |
| SS20 | <b>Customized Console-Advanced</b>                 | Pages & console are customized to customer's specs, including logo, font, color, template layout, addtl registration fields, speaker bio & document links. Customized registration page, lobby page and attendee console. 2 hours of design for custom template design; 1 round of revision. | \$900   |
| SS13 | <b>Customized Console-Basic</b>                    | Pages & console are customized to customer's logo, font, colors. Customized registration page, lobby page and attendee console. Built to predefined specs, 1 hour of design; 1 round of revision.  | \$275   |
| SS21 | <b>Email Domain Blocking</b>                       | Restricts access to referring page, or blocking specific email addresses or domains.   | \$275   |
| SS22 | <b>Emails-Customized</b>                           | 1 hour of design for custom registration confirmation, event reminder and post-event follow-up. Includes set up of emails in the system and 1 round of revisions. Includes option for text or HTML email; in either case, client responsible for providing text or HTML for email.           | \$310   |
| SS23 | <b>Event Bookmark</b>                              | Allows an attendee to bookmark a spot in the recorded event for future reference when returning to the event.  | \$205   |
| SS24 | <b>Event Passcode</b>                              | Attendees must enter an event passcode to register. The passcode needs to be provided ahead of time to all attendees.  | \$62.50 |
| SS26 | <b>Event Support-Addtl Support</b>                 | Event support in addition to Event Express or Event Premium package. Billed in ¼ hour increments. Min 1 hour.  | \$305   |
| SS27 | <b>Flash Clip Long (&gt;1 minute)-First Clip</b>   | FLV file video in a presentation.  | \$550   |
| SS28 | <b>Flash Clip Long (&gt;1 minute)-Addtl Clips</b>  | FLV file video in a presentation.  | \$300   |
| SS29 | <b>Flash Clip Short (&lt;1 minute)-First Clip</b>  | FLV file video in a presentation.  | \$400   |
| SS30 | <b>Flash Clip Short (&lt;1 minute)-Addtl Clips</b> | FLV file video in a presentation.  | \$97.50 |
| SS31 | <b>Flash media Player (Flash Console)</b>          | Option to have an entirely flash-based streaming interface. Available for live audio only and live audio with slides event types.  | \$625   |
| SS32 | <b>Hyperlinks/URLs/Doc Links</b>                   | Up to 5 custom hyperlinks (text or graphics) or download document buttons. The links will be created on a basic console interface unless an advanced customized console option is also selected/required.  | \$62.50 |
| SS33 | <b>Invite a Friend</b>                             | Allows an attendee to invite a friend via email  | \$275   |

|      |   |  |              |
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|      |   | once in the event console.   |              |
| SS34 | <b>Expedite Fee</b>                         | Less than 5 business days received for event notification.   | \$450        |
| SS6  | <b>Lead Scoring</b>                         | Allows the ability to score individual registrants for events based on questions answered in registration, viewing duration and interactivity. This enables the client to filter the registrants into the highest quality leads. | Custom quote |
| SS35 | <b>Lobby-Advanced</b>                       | Option to have custom text display on the lobby/launch page. Includes one round of revisions.  | 222.50       |
| SS36 | <b>Manage Registrants</b>                   | This can be used to upload registrants data to an event to validate against via a registration form.   | 222.50       |
| SS6  | <b>Multi-Dimensional Player</b>             | Available when both custom streaming and additional streaming options in use. Provides option to tie different stream launch links to different media player frame sizes to optimize video quality based on encoding rates.      |              |
| SS37 | <b>Multi-Event Registration</b>             | Page allows for multiple events to be displayed; 50 event limit.   | \$625        |
| SS38 | <b>Non-Streaming Options</b>                | Allows attendees to view the slides without the audio or video feed. Must be used in conjunction with Audio + Slides streaming or Video + Slides streaming.  | \$300        |
| SS39 | <b>Participant Cap</b>                      | Puts a max capacity on an event.   | \$62.50      |
| SS40 | <b>Pay-Per-View (eCommerce)</b>             | Includes up to three months of hosting. Based on VeriSign/PayPal flow and requires customers merchant account information. This feature currently supports USD only.   | \$745        |
| SS41 | <b>Podcast</b>                              | Up to 60 minutes, MP3 Format. Up to 3 months hosting included.   | \$275        |
| SS42 | <b>Podcast-Enhanced</b>                     | An MP4 capture of the event. For audio events, a file consisting of the slide images with audio voiceover. For video events, an MP4 video file without slides. Up to 60 min. Up to 3 mos hosting included.                       | \$380        |
| SS43 | <b>Portrait Slides</b>                      | Secondary slide area on console that allows for headshot of presenter to be displayed while the presenter is speaking. Can also be used as just a secondary slide area, but slides can not be enlarged or downloaded.            | \$275        |
| SS44 | <b>Presentations (Multiple PowerPoints)</b> | The ability to have up to 3 PowerPoint presentations uploaded to an Event.   | \$80         |
| SS45 | <b>Referrer Page Security</b>               | Option to limit access to those coming from a pre-specified URL/site.  | \$175        |
| SS46 | <b>Registration-Advanced</b>                | Up to 10 registration fields (free text, radio button, single multi-choice and multiple multi-choice). Includes option to customize field name, required/option status, etc.   | \$275        |
| SS47 | <b>Registration API</b>                     | Allows integration between customer registration application and InterCall streaming console. Reports would accurately reflect information gathered from both applications.  | \$292.50     |

|   |   |  |              |
|---|---|--|--------------|
| SS48  | <b>Rescheduling Fee</b>                     | Subject to when rescheduling the event date.   | \$205        |
| SS6   | <b>Signal Acquisition-Advanced</b>          | Video signal acquisition that is not ISDN, IP, or basic satellite feed.  | Custom Quote |
| SS49  | <b>Single File Archive</b>                  | Choice of formats (FLV, MPG, WMV) where slides occupy the video window, and the audio from the presentation is synched with the slides. This is used for clients who want to host the archive on their servers. Can include just the slide area or the entire console.         | \$625        |
| SS50  | <b>Slide Chapter Indexing</b>               | Archive only-drop menu of chapter points or slides to allow audience to jump around/search/navigate through the presentation. Up to 10 thumbnail points. May require an advanced console.  | \$310        |
| SS51  | <b>Slide Thumbnail Indexing</b>             | Archive only-Thumbnails of slides on console which allow audience to jump around/search/navigate through presentation. Up to 10 thumbnail points. May require an advanced console.   | \$275        |
| SS52  | <b>Speaker Bio</b>                          | Insert a biography of the speaker on the event console. Up to 3 bios.  | \$275        |
| SS53  | <b>Speaker Portrait-Multiple Speakers</b>   | Option to have a secondary slide area for changing speaker images during a live presentation. Requires an advanced customized console option. The speaker slide images are changed using Presentation Manager during the live event.   | \$275        |
| SS54  | <b>Survey</b>                               | Up to 10 question survey.  | \$310        |
| SS55  | <b>Test</b>                                 | Performing a streaming test; max 15 min & 5 participants; must have an event scheduled.  | \$450        |
| SS6   | <b>Transcription &amp; Translated Notes</b> |  | Custom Quote |
| SS56  | <b>User Controlled Slides</b>               | Allows attendee to control the slides on their own computer.   | \$275        |
| SS5   | <b>Video Production</b>                     | A complete package of production related services are available including: studio production facilities and professional personnel, remote production services, signal transmission services, digital editing and effects, audio/video production, encoding services and more. |              |
| SS61  | <b>Transcription</b>                        |  | Custom Quote |
| SS62  | <b>Translated Transcription</b>             |  | Custom Quote |
| <b>Streaming Services-Customer Managed Offering</b> |   |  |              |
| SS63-95   | <b>Customer Managed Offer</b>               |  | Custom Quote |
| <b>Streaming Services-Virtual Show</b>              |   |  |              |
| SS96  | <b>Virtual Show</b>                         |  | Custom Quote |

## J. MeetingSense

| <b>Rate Code</b> | <b>Rate Type</b>                            | <b>Description</b>  | <b>Rate</b> |
|------------------|---|---|-------------|
| MSDM             | <b>MeetingSense Desktop Monthly</b>         | Software that can capture, distribute, archive and manage all information shared during meetings, while allowing you to assign and track action items. Monthly license. | \$19.99     |
| MSS              | <b>MeetingSense 3.0 Monthly</b>             | Monthly license.  | \$19.99     |
| MSS25            | <b>MeetingSense 3.0 Packs Monthly 25</b>    | Monthly license.  | \$19.39     |
| MSS50            | <b>MeetingSense 3.0 Packs Monthly 50</b>    | Monthly license.  | \$19.10     |
| MS100            | <b>MeetingSense 3.0 Packs Monthly 100</b>   | Monthly license.  | \$19.79     |
| MS250            | <b>MeetingSense 3.0 Packs Monthly 250</b>   | Monthly license.  | \$19.47     |
| MS500            | <b>MeetingSense 3.0 Packs Monthly 500</b>   | Monthly license.  | \$19.55     |
| M1000            | <b>MeetingSense 3.0 Packs Monthly 1000</b>  | Monthly license.  | \$19.28     |
| M2500            | <b>MeetingSense 3.0 Packs Monthly 2500</b>  | Monthly license.  | \$19.00     |
| M5000            | <b>MeetingSense 3.0 Packs Monthly 5000</b>  | Monthly license.  | \$15.74     |
| M1X00            | <b>MeetingSense 3.0 Packs Monthly 10000</b> | Monthly license.  | \$14.46     |
| MSA              | <b>MeetingSense 3.0 Annual</b>              | Annual license.   | \$189.61    |
| MSA25            | <b>MeetingSense 3.0 Packs Annual 25</b>     | Annual license.   | \$189.79    |
| MSA50            | <b>MeetingSense 3.0 Packs Annual 50</b>     | Annual license.   | \$189.97    |
| MA100            | <b>MeetingSense 3.0 Packs Annual 100</b>    | Annual license.   | \$189.14    |
| MA250            | <b>MeetingSense 3.0 Packs Annual 250</b>    | Annual license.   | \$189.32    |
| MA500            | <b>MeetingSense 3.0 Packs Annual 500</b>    | Annual license.   | \$179.38    |
| M100X            | <b>MeetingSense 3.0 Packs Annual 1000</b>   | Annual license.   | \$184.09    |
| M250X            | <b>MeetingSense 3.0 Packs Annual 2500</b>   | Annual license.   | \$168.81    |
| M500X            | <b>MeetingSense 3.0 Packs Annual 5000</b>   | Annual license.   | \$153.52    |
| MX100            | <b>MeetingSense 3.0 Packs Annual 10000</b>  | Annual license.   | \$138.22    |

## J. GoldMail

| Rate Code | Rate Type                                 | Description  | Rate          |
|-----------|---|--|---------------|
| GMBP      | GoldMail Branded Player                   | Create a personal message by adding your voice and a visual message while delivering greater impact of communication over the traditional email or voice mail. | \$230         |
| GM1       | GoldMail License 1-10 Users               | Monthly  | \$18.55/month |
| GM2       | GoldMail License 11-25 Users              | Monthly  | \$17.75/month |
| GM3       | GoldMail License Over 25                  | Monthly  | \$16.85/month |
| GMA1      | GoldMail Annual License Fee 1-10 Users    | Annual   | \$185/year    |
| GMA2      | GoldMail Annual License Fee 11-25 Users   | Annual   | \$178/year    |
| GMA3      | GoldMail Annual License Fee Over 25 users | Annual   | \$168/year    |

## K. Web Tools

| Rate Code | Rate Type                        | Description  | Rate   |
|-----------|----------------------------------|--|--|
|           | Custom Website                   | InterCall's Custom Web Site offering will allow customers to have customized access to InterCall's products. Customers will have a unique web address(ex.ww.intercall.com/companyname123). | \$1,500 per site, \$700 per additional region added to site. |
| IC1       | Custom Website Updates           | Updates or changes to custom website   | \$250 per hour   |
| LD        | LeaderView Participant Downloads | download "optional" attendee list in .CSV file format  | \$25 per download  |
| L1/L2     | Leader View Standard Level       | web application that displays a private, real-time view of participant information   | \$250 per call   |
| UR        | Online Reports                   | Web reporting tool.  | \$225 per month or \$0                                       |

|     |  |   |                |
|-----|--|---|----------------|
| IC2 | <b>InterCall Online Customization-Basic</b>      | IOL/TCC Online basic customization – logo and background color  | \$1900 per URL |
| IC3 | <b>InterCall Online Customization-Enhanced</b>   | IOL/TCC Online Enhanced customization – logo and background color and/or make changes to addtl fields and/or text that are enabled by IOL’s branding capabilities | \$6000 per URL |
| IC4 | <b>InterCall Online Additional Customization</b> | IOL/TCC Online basic customization to IOL that meets or exceeds basic or enhanced customizations  | \$250 per hour |

**K. Miscellaneous**

| <b>Rate Code</b> | <b>Rate Type</b>                            | <b>Description</b>   | <b>Rate</b>                |
|------------------|---|--|----------------------------|
| AJ               | <b>Approved Participant List</b>            | requires each participant to be validated against a list of approved participants before joining call  | \$1.50 per participant     |
| AF               | <b>Automated Reservation Fee</b>            | fee associated with making a reservation over the phone for the Automated Meet Me service              | \$7.50 per reservation     |
| CF               | <b>Cancellation Fee</b>                     | scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)     | \$4.50 per call            |
| CFAM             | <b>Cancellation Fee – Automated Meet Me</b> | scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)     | \$4.50 per call            |
| CFDE             | <b>Cancellation Fee - Direct Event</b>      | scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)     | \$4.50 per call            |
| CFOA             | <b>Cancellation Fee – Operator Assisted</b> | scheduled calls that did not take place and were not canceled in at least 24 hours in advance (ET)     | \$4.50 per call            |
| 8 or P8          | <b>Communication Line</b>                   | Leader communicates with the Operator outside of the main conference on a separate communication line. | Audio per min rate applies |
| C5               | <b>Conf Cassette Playback</b>               | live feed of a cassette recording into a live audio conference   | \$95 per call              |
| C4               | <b>Conf CD Playback</b>                     | live feed of a CD recording into a live audio conference   | \$95 per call              |
| C7               | <b>Conf DAT Playback</b>                    | live feed of a DAT recording into a live audio conference  | \$95 per call              |

|          |  |   |   |
|----------|--|---|---|
| C8       | <b>Conf Encore Playback</b>                          | live feed of an encore recording into a live audio conference   | \$95 per call                           |
| C6       | <b>Conf Micro Cassette Playback</b>                  | live feed of a micro cassette recording into a live audio conference  | \$95 per call                           |
| CMRX     | <b>Conference Minimum - Reservation Less Express</b> | minimum conference fee assessed if call is less than \$10 on Reservationless Express platform   | \$10.50 per call                        |
| CMA<br>M | <b>Conference Minimum – Automated Meet Me</b>        | minimum conference fee assessed if call is less than \$10 on Automated Meet Me platform   | \$10.50 per call                        |
| CMDE     | <b>Conference Minimum – Direct Event</b>             | minimum conference fee assessed if call is less than \$10 on Direct Event platform  | \$10.50 per call                        |
| CMOA     | <b>Conference Minimum – Operator Assisted</b>        | minimum conference fee assessed if call is less than \$10 on Operator Assisted platform   | \$10.50 per call                        |
| CMRP     | <b>Conference Minimum – Reservation Plus</b>         | minimum conference fee assessed if call is less than \$10 on Reservationless Plus platform  | \$10.50 per call                        |
| CH       | <b>Conference Minimum Adjustment</b>                 | minimum conference fee assessed if call is less than \$10   | \$10.50 per call                        |
| DB       | <b>Diskette Billing</b>                              | monthly invoice requested to be sent via diskette   | \$40 per month                          |
| DM       | <b>Dynametrics Boxes</b>                             | adapter for connecting your computer to your phone, used in recording web conferences   | \$225                                   |
| IV       | <b>International Voice Broadcast</b>                 | Message sent to multiple international locations simultaneously   | \$4.50 per message                      |
| IF       | <b>International Fax Broadcast</b>                   | Message sent to multiple international locations simultaneously   | \$4.50 per fax                          |
| NS       | <b>No Show Fee</b>                                   | Per participant charge for no shows on operated assisted conferences greater than 24 participants with a 10% buffer. \$15 min charge per conference call. | \$10 per unused line, with a 10% buffer |
| ED       | <b>PR Distribution</b>                               | a customers Investor Relations call will be distributed to specific Investor Relations websites, media outlets, and investment companies                  | \$200 per call                          |
| M2       | <b>Promo Cassette Playback</b>                       | allows you to replace InterCall’s standard Music Hold recording with a recorded message or music that you provide   | \$125per call                           |
| M1       | <b>Promo CD Playback</b>                             | allows you to replace InterCall’s standard Music Hold recording with a recorded message or music that you provide   | \$125per call                           |

|         |                                     |   |                            |
|---------|-------------------------------------|---|----------------------------|
| M4      | <b>Promo DAT Playback</b>           | allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide   | \$125 per call             |
| M5      | <b>Promo Encore Playback</b>        | allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide(\$20 Encore fee applies if Encore used as playback method + line fee at Op Assist 800 rate) | \$125 per call             |
| M3      | <b>PromoMicroCassette Playback</b>  | allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide   | \$125 per call             |
| PM      | <b>Promo Tape</b>                   | allows you to replace InterCall's standard Music Hold recording with a recorded message or music that you provide   | \$125 per call             |
| 8 or P8 | <b>Sub conference</b>               | Pre-selected participants and/or Leader can talk together in a sub-conference without Participants in the main conference hearing them.   | Audio per min rate applies |
| VT      | <b>Voice Talent</b>                 | trained operators provide voice-over quality talent to add professionalism to a call  | \$275 per call             |
| IMF1    | <b>Invoice Delivery Fee Detail</b>  | Hard copy of detailed invoice is mailed each month  | \$22 per invoice           |
| IMF2    | <b>Invoice Delivery Fee Summary</b> | Hard copy of summary invoice is mailed each month   | \$10 per invoice           |

#### IV. Web Products

##### A. Unified Meeting

| Unified Meeting Per Minute | Feature Code | Rate |
|----------------------------|--------------|------|
|----------------------------|--------------|------|

|   |    |        |
|---|----|--------|
| Unified Meeting Participant Web Connection (per minute) | UM | \$0.22 |
|---|----|--------|

| Additional Fees | Feature Code | Rate |
|-----------------|--------------|------|
|-----------------|--------------|------|

|  |       |          |
|--|-------|----------|
| Unified Meeting Unified Meeting Archive - Hosted (90 days) | UMAH  | \$260.00 |
| Unified Meeting Archive - Hosting Renewal (90 days)        | UMAHR | \$160.00 |
| Unified Meeting Archive - Zip File                         | UMZIP | \$160.00 |
| Unified Meeting Audio Broadcast Connection (per minute)    | UMAB  | \$0.19   |

| <b>Unified Meeting Named Users</b>             | <b>Feature Code<br/>(Monthly/Annual)</b> | <b>Rate<br/>(Monthly/Annual)</b> |
|--|--|----------------------------------|
| Unified Meeting Named User<br>(2-24 Users)     | UMMNU/UMANU                              | \$90/\$920                       |
| Unified Meeting Named User<br>(25-49 Users)    | UMMNU/UMANU                              | \$98/\$976                       |
| Unified Meeting Named User<br>(50-199 Users)   | UMMNU/UMANU                              | \$80/\$880                       |
| Unified Meeting Named User<br>(200- 499 Users) | UMMNU/UMANU                              | \$48/\$636                       |
| Unified Meeting Named User<br>(500-999 Users)  | UMMNU/UMANU                              | \$40/\$540                       |
| Unified Meeting Named User<br>(1000+ Users)    | UMMNU/UMANU                              | \$36/\$392                       |
| Unified Meeting Named User<br>minute overage   | UMNUO                                    | \$0.49                           |
| Unified Meeting Named User Set<br>Up Fee       | UMSUF                                    | \$2,600.00                       |

### **B. Live Meeting**

| <b>Live Meeting - Per Minute Pricing</b> |                                      |   |                                   |
|--|--------------------------------------|---|-----------------------------------|
| <b>Rate Code</b>                         | <b>Rate Type</b>                     | <b>Description</b>  | <b>Buy Rate</b>                   |
| CV100/PR                                 | <b>Live Meeting Per Minute</b>       | Web conferencing solution that integrates audio controls, application sharing, web touring, slides                          | \$0.25 per min per connection     |
| PR/N2                                    | <b>Professional Edition Per Min</b>  | Per archive charge does not apply with Branded Per Min site purchase. Recording Enabled Branded Site includes 1GB storage.  | \$0.35 per min per connection     |
|  | <b>Recording/Archive Storage Fee</b> | Per archive charge does not apply with branded per min site purchases. Recording enabled branded site includes 1 GB storage | \$300 per archive                 |
|  | <b>Additional Storage</b>            |   | \$2200 GB per year                |
| CP15/N14                                 | <b>Branded Per Min Site Set Up</b>   |   | \$2500 one time fee paid up front |

### **Committed Minutes**

| <b>Annual Minutes Commitment</b> | <b>Buy Rate (per minute)</b> | <b>Codes</b>    |
|----------------------------------|------------------------------|-----------------|
| 12,000 to 29,999                 | \$0.34                       | N15/N16/N17/N41 |
| 30,000 to 59,999                 | \$0.31                       |                 |
| 60,000 to 119,999                | \$0.29                       |                 |
| 120,000 to 299,999               | \$0.26                       |                 |
| 300,000 to 599,999               | \$0.24                       |                 |
| 600,000 to 1,199,999             | \$0.22                       |                 |
| 1,200,000 to 2,999,999           | \$0.20                       |                 |
| 3,000,000 to 5,999,999           | \$0.19                       |                 |
| 6,000,000 to 11,999,999          | \$0.16                       |                 |
| 12,000,000 to 29,999,999         | \$0.15                       |                 |
| 30,000,000 to 59,999,999         | \$0.14                       |                 |
| 60,000,000 to 119,999,999        | \$0.13                       |                 |

| <b>Additional Fees</b>       |  |          |
|------------------------------|--|----------|
| Set Up Fee (required)        | 12 month agreement - \$2,200           | CP15/N14 |
| Additional Minutes (Overage) | Same cost per minute (see chart above) | N18      |
| Recording Storage 1 GB       |  | included |

\*Note: Customer shall be charged for all minutes selected in the applicable tier regardless of actual usage.

|  |   |
|--|---|
| <b>Live Meeting Named User: Professional Version</b> | <i>Note: Requires a min of 12 month order form. Monthly charges are due for the entire Order Form term.</i> |
|--|---|

| <b>Number of Named user Licenses</b> | <b>Annual Price Per Named User License (Buy Rate)</b> |
|--------------------------------------|---|
| 5 - 100                              | \$268.00  |
| 101 - 250                            | \$260.00  |
| 251 - 1,000                          | \$252.00  |
| 1,001 - 2,399                        | \$244.00  |
| 2,399 - 5,999                        | \$236.00  |
| 6,000 - 14,999                       | \$224.00  |
| 15,000 +                             | \$216.00  |

|                         |   |
|-------------------------|---|
| <b>Standard Version</b> | <i>Note: Requires a min of 12 month order form. Monthly charges are due for the entire Order Form term.</i> |
|-------------------------|---|

| <b>Number of Named user Licenses</b> | <b>Annual Price Per Named User License (Buy Rate)</b> |
|--------------------------------------|---|
| 5 - 100                              | \$96.00   |
| 101 - 250                            | \$92.00   |
| 251 - 1,000                          | \$78.00   |
| 1,001 - 2,399                        | \$74.00   |
| 2,399 - 5,999                        | \$70.00   |
| 6,000 - 14,999                       | \$56.00   |

15,000 +

\$44.00

**Important Notes:**

A customer must buy a named users license for anyone within their organization who will be leading or participating in conferences.

If customer purchases a combination of professional and standard version licenses, then the pro and standard licenses will be provisioned to separate sites.

Standard version licenses do not include full functionality. Please contact your sales representative for more information.

| Value Added Services |  |                             |
|----------------------|--|-----------------------------|
| Rate Code            | Rate Type  | Buy Rate                    |
|                      | Dedicated Leader Support   | \$250/hour                  |
| EVLM1                | Archive Creation Support   | \$300/hour                  |
| EVLM2                | Archive Creation Support Expedite Fee (24 hrs or less notice)                    | \$300/hour                  |
| EVLM3                | Archive Creation Support After Hours (outside business hours of 5am-6pm Pacific) | \$300/hour                  |
|                      | Custom Registration Pages  | \$500                       |
|                      | Custom development/edits to a standard registration pages                        | \$250/hour                  |
|                      | Modifications to an existing registration page                                   | \$250/hour                  |
|                      | Expedite Fee (delivered in less than 3 business days)                            | \$850                       |
|                      | Custom Survey Pages  | \$500                       |
|                      | Custom Development/edits to a standard survey pages                              | \$250/hour                  |
|                      | Modifications to an existing survey page   | \$250/hour                  |
|                      | Expedite Fee (delivered in less than 7 business days)                            | \$850                       |
|                      | CD Archive (shipping charges apply)  | \$60 per CD                 |
|                      | Additional Archives per CD   | \$35 per each addtl archive |
|                      | Relay Conference Captioning -Real Time Captioning(text only)                     | \$4.50 per min              |

|  |   |                |
|--|---|----------------|
|  | Relay Conference Captioning -Voice Relay Add On | \$0.50 per min |
|--|---|----------------|

### **C. Cisco WebEx MeetingCenter**

| <b>MeetingCenter - Per Minute Pricing</b> |                                     |  |                 |
|---|-------------------------------------|--|-----------------|
| <b>Rate Code</b>                          | <b>Rate Type</b>                    | <b>Description</b>   | <b>Buy Rate</b> |
| MC/VS                                     | <b>Professional Version per min</b> | Web conferencing solution that integrates audio controls, application sharing, web touring, slides | \$0.25 per min  |

| <b>MeetingCenter Pro</b>          |                                    | <b>Seat License Pricing Options</b> |
|-----------------------------------|------------------------------------|-------------------------------------|
| <b>Number of Concurrent Seats</b> | <b>Buy Rate Per Seat Per Month</b> |                                     |
| 2 to 20                           | \$260.00                           |                                     |
| 21-30                             | \$244.00                           |                                     |
| 31-50                             | \$228.00                           |                                     |
| 51-70                             | \$212.00                           |                                     |
| 71-200                            | \$204.00                           |                                     |
| 201+                              | \$196.00                           |                                     |

| <b>Additional Fees</b>                            |                         |
|---|-------------------------|
| Set Up Fee (includes branding)                    | \$2,500 per site        |
| Seat Overage                                      | \$9.00 per quarter hour |
| SSL Encryption Set Up Fee (optional)              | \$4,000 per site        |
| SSL Monthly Hosting Fee                           | Included                |
| Site Branding Changes                             | \$2,000 per change      |
| Network based Recording Storage (1 GB) (optional) | 1 GB included           |
| Network Based Recording Storage Fee - addtl GBs   | \$30 per GB             |

Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| <b>Cisco WebEx MeetingCenter Value Added Services</b> |   |                 |
|---|---|-----------------|
| <b>Rate Code</b>                                      | <b>Rate Type</b>  | <b>Buy Rate</b> |
|   | Dedicated Leader Support                                      | \$220 per hour  |
| EVWX1   | Archive Creation Support                                      | \$350 per hour  |
| EVWX2   | Archive Creation Support Expedite Fee (24 hrs or less notice) | \$350 per hour  |

|       |   |                         |
|-------|---|-------------------------|
| EVWX3 | Archive Creation Support After Hours<br>(outside business hours of 5am-6pm Pacific) | \$350 per hour          |
| EVWX4 | Transfer Archive File to Windows Media Player Format                                | \$200 per hour          |
|       | Custom Registration Pages   | \$600                   |
|       | Custom Development/edits to a standard registration page                            | \$220 per hour          |
|       | Modifications to an existing registration page                                      | \$220 per hour          |
|       | Expedite Fee-Custom Survey Pages  | \$700                   |
|       | VoIP per min (available only on branded microsites)                                 | \$0.04 per min per part |
| MC164 | Network based Recording Fee<br>(MeetingCenter pay per min site only)                | \$300 per archive       |
|       | Relay Conference Captioning -Real Time Captioning (text only)                       | \$4.50 per min          |
|       | Relay Conference Captioning -Voice Relay Add On                                     | \$0.60 per min          |

### Committed Minutes

*Includes any one or combination of MeetingCenter, TrainingCenter, SupportCenter, or EventCenter and/or SupportCenter. Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.*

| Monthly Minutes Commitment | Buy Rate Per Minute<br>(MC204,205,207,212,69) |
|----------------------------|---|
| 1,000 to 2,499             | \$0.4120                                      |
| 2,500 to 4,999             | \$0.3800                                      |
| 5,000 to 9,999             | \$0.3640                                      |
| 10,000 to 24,999           | \$0.3400                                      |
| 25,000 to 49,999           | \$0.3240                                      |
| 50,000 to 99,999           | \$0.3000                                      |
| 100,000 to 249,999         | \$0.2840                                      |
| 250,000 to 499,999         | \$0.2680                                      |
| 500,000 to 999,999         | \$0.2360                                      |
| 1,000,000 to 2,499,999     | \$0.2280                                      |
| 2,500,000 to 4,999,999     | \$0.2200                                      |
| 5,000,000 - 9,999,999      | \$0.2120                                      |

**Note: Customer will be charged for all minutes selected in the applicable tier regardless of actual usage.**

### Additional Fees

|  |   |
|--|---|
| Set Up Fee (includes branding and SSL) | \$5,000 per site                          |
| Additional Minutes (overage)           | Same as per minute rate (see chart above) |

|   |                    |
|---|--------------------|
| Site Storage-1 GB                                       | Included           |
| Additional Site Storage - 1 GB                          | \$199/month        |
| Site Branding Changes                                   | \$1,900 per change |
| Network Based Recording Storage                         | Included           |
| Network Based Recording Storage Fee<br>- Additional GBs | \$30 per GB        |

|                                      |   |
|--------------------------------------|---|
| <b>TrainingCenter-Seat Licensing</b> | Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |
|--------------------------------------|---|

| <b>Number of Concurrent Seats</b> | <b>Buy Rate Per Seat Per Month</b> |
|-----------------------------------|------------------------------------|
| 5 to 20                           | \$280.00                           |
| 21-30                             | \$268.00                           |
| 31-50                             | \$244.00                           |
| 51-70                             | \$228.00                           |
| 71-100                            | \$220.00                           |

|                        |
|------------------------|
| <b>Additional Fees</b> |
|------------------------|

|  |                         |
|--|-------------------------|
| Set Up (includes branding)                               | \$3,000 per site        |
| Overage  | \$7.25 per quarter hour |
| SSL Encryption   | \$4,000 per site        |
| SSL Monthly Hosting Fee                                  | Included                |
| Site Storage - 1GB                                       | Included                |
| Additional site Storage Space<br>(1 GB)                  | \$250 per month per GB  |
| Site Branding Changes (MC33)                             | \$2,000 per change      |
| Network Based Recording Storage                          | 1 GB included           |
| Network Based Recording Storage<br>Fee - 1 GB (optional) | \$30 per GB             |

|                                 |                |
|---------------------------------|----------------|
| <b>TrainingCenter On Demand</b> | add-on product |
|---------------------------------|----------------|

| <b>Number of Archives</b> | <b>Buy Rate per Archive, Per Month</b> | MC113, 114, 115, 116,<br>117 |
|---------------------------|--|------------------------------|
| 10 to 40                  | \$98.00                                |                              |
| 41-100                    | \$90.00                                |                              |
| 101-150                   | \$82.00                                |                              |
| 151+                      | \$74.00                                |                              |

|                                   |   |
|-----------------------------------|---|
| <b>EventCenter-Seat Licensing</b> | Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |
|-----------------------------------|---|

| <b>Number of Concurrent Seats</b> | <b>Buy Rate Per Seat Per Month</b> | MC38,39,40,41,42 |
|-----------------------------------|------------------------------------|------------------|
| 25-50                             | \$82.00                            |                  |
| 51-200                            | \$64.40                            |                  |
| 201-400                           | \$57.20                            |                  |
| 401-751                           | \$50.00                            |                  |
| 751+                              | \$38.80                            |                  |

|                        |
|------------------------|
| <b>Additional Fees</b> |
|------------------------|

|                                 |                         |
|---------------------------------|-------------------------|
| Set Up (includes branding) MC39 | \$3,000 per site        |
| Overage MC42                    | \$9.25 per quarter hour |
| SSL Encryption MC40             | \$4,000 per site        |
| SSL Monthly Hosting Fee         | Included                |
| Site Storage - 1GB              | Included                |

|   |                        |
|---|------------------------|
| Additional Site Storage Space (1 GB) MC49             | \$250 per GB per month |
| Site Branding Changes MC51                            | \$2,000 per change     |
| Network Based Recording Storage                       | 1 GB included          |
| Network Based Recording Storage Fee - Addtl GBs MC161 | \$30 per GB per month  |

| SupportCenter              |                             | Seat License Pricing Options |  |
|----------------------------|-----------------------------|------------------------------|--|
| Number of Concurrent Seats | Buy Rate Per Seat Per Month |                              |  |
| 4 to 20                    | \$220.00                    |                              |  |
| 21-30                      | \$212.00                    |                              |  |
| 31-50                      | \$204.00                    |                              |  |
| 51-70                      | \$196.00                    |                              |  |
| 71-100                     | \$188.00                    |                              |  |
| 101+                       | \$180.00                    |                              |  |

| Additional Fees                                       |                             |  |                          |
|---|-----------------------------|--|--------------------------|
| Set Up Fee (required)                                 | 6-month agreement \$2600;   |  | 12 month agreement \$0   |
| Overage (required)                                    | \$9.00 per quarter hour     |  |                          |
| SSL Set Up Fee (optional)                             | 6-month agreement - \$3400; |  | 12-month agreement - \$0 |
| Additional Site Storage Space (1 GB) (optional)       | \$220 per month per GB      |  |                          |
| Network Based Recording Storage Fee - 1 GB (optional) | \$34.00 per gigabyte        |  |                          |

| EventCenter  |                     |
|--|---------------------|
| Campaign Minutes Commitment (max term is 6 months) | Buy Rate Per Minute |
| 1,000 to 9,999                                     | \$0.42              |
| 10,000 - 24,999                                    | \$0.37              |
| 25,000 - 49,999                                    | \$0.36              |
| 5,000 - 99,999                                     | \$0.34              |
| 100,000 - 249,999                                  | \$0.33              |
| 250,000 - 499,999                                  | \$0.32              |
| 500,000 or more                                    | \$0.30              |

**Note: This pricing model does not auto-renew. Monthly charges are due for the entire Order Form term.**

| Additional Fees                           |  |
|---|--|
| Set Up Fee (includes branding) MC17       | \$3,000 per site                                 |
| Overage MC46                              | Same as retail rate per minute (see chart above) |
| SSL Encryption MC40                       | \$4,000 per site                                 |
| SSL Monthly Hosting Fee                   | Included   |
| Site Storage - 1GB                        | Included   |
| Additional Site Storage Space (1 GB) MC49 | \$250 per GB per month                           |

Network Based Recording Storage 1 GB included  
 Network Based Recording Storage  
 Fee - Addtl GBs MC162 \$30 per GB per month

**Note: Customer shall be charged for all minutes selected in the applicable tier regardless of actual usage.**

| <b>SupportCenter-Seat Licensing</b> |  | Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |
|-------------------------------------|--|---|
| <b>Number of Concurrent Seats</b>   | <b>Buy Rate Per Seat Per Month</b>               | UT/MC78, 79, 66   |
| 4 to 20                             | \$220.00   |   |
| 21-30                               | \$212.00   |   |
| 31-50                               | \$204.00   |   |
| 51-70                               | \$196.00   |   |
| 71-100                              | \$188.00   |   |
| 101+                                | \$180.00   |   |
| <b>Additional Fees</b>              |  |   |
| Set Up (include branding) MC17      | \$3,000 per site                                 |   |
| Overage MC20                        | Same as retail rate per minute (see chart above) |   |
| SSL Encryption MC18                 | \$4,000 per site                                 |   |
| SSL Monthly Hosting Fee             | Included   |   |
| Site Branding Changes MC35          | \$2,000 per change                               |   |

| <b>Training Suite Bundle</b>                                   |                                    | <b>Seat Licensing includes MeetingCenter and Training Center</b>                            |
|--|------------------------------------|---|
|  |                                    | Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |
| <b>Number of Concurrent Seats</b>                              | <b>Buy Rate Per Seat Per Month</b> |   |
| 2 to 20  | \$300.00                           |   |
| 21-30  | \$284.00                           |   |
| 31-50  | \$268.00                           |   |
| 51-70  | \$244.00                           |   |
| 71+  | \$228.00                           |   |
| <b>Additional Fees</b>   |                                    |   |
| Set Up Fee MC152   | \$3,000 per site                   |   |
| Overage MC155  | \$9.25 per quarter hour            |   |
| SSL Encryption MC197   | \$4,000 per site                   |   |
| Site Storage - 1 GB  | Included                           |   |
| Additional Site Storage - 1 GB MC202                           | \$30 per GB                        |   |
| Site Branding Changes MC200                                    | \$2,000 per charge                 |   |
| SSL Monthly Hosting Fee  | Included                           |   |
| Network Based Recording Storage                                | 1 GB included                      |   |
| Network Based Recording Storage<br>Fee - Additional GB's MC161 | \$30 per GB per month              |   |

| <b>Support Suite Bundle</b>   |                                    |
|---|------------------------------------|
| <b>Seat Licensing includes MeetingCenter and Support Center</b>                             |                                    |
| Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |                                    |
| <b>Number of Concurrent Seats</b>   | <b>Buy Rate Per Seat Per Month</b> |
| 2-20  | \$300.00                           |
| 21-30   | \$284.00                           |
| 31-50   | \$268.00                           |
| 51-70   | \$244.00                           |
| 71+   | \$228.00                           |
| <b>Additional Fees</b>  |                                    |
| Set Up Fee  | \$3,000 per site                   |
| Overage   | \$9.25 per quarter hour            |
| SSL Encryption  | \$4,000 per site                   |
| Site Storage - 1 GB   | Included                           |
| Additional Site Storage - 1 GB  | \$30 per GB                        |
| Site Branding Changes MC188   | \$2,000 per charge                 |
| SSL Monthly Hosting Fee   | Included                           |
| Network Based Recording Storage   | 1 GB included                      |
| Network Based Recording Storage Fee - Additional GB's MC161                                 | \$30 per GB per month              |

| <b>Training &amp; Support Suite Bundle</b>  |                                    |
|---|------------------------------------|
| <b>Seat Licensing includes MeetingCenter, Training Center and Support Center</b>            |                                    |
| Requires a min 12 month order form. Monthly charges are due for the entire Order Form term. |                                    |
| <b>Number of Concurrent Seats</b>   | <b>Buy Rate Per Seat Per Month</b> |
| 5 to 20   | \$340.00                           |
| 21-30   | \$320.00                           |
| 31-50   | \$300.00                           |
| 51-70   | \$276.00                           |
| 71+   | \$260.00                           |
| <b>Additional Fees</b>  |                                    |
| Set Up Fee (includes branding)  | \$3,000 per site                   |
| Overage   | \$9.25 per quarter hour            |
| SSL Encryption  | \$4,000 per site                   |
| Site Storage - 1 GB   | Included                           |
| Additional Site Storage - 1 GB  | \$30 per GB                        |
| Site Branding Changes MC194   | \$2,000 per charge                 |
| SSL Monthly Hosting Fee   | Included                           |
| Site Branding Changes MC194   | \$2,000 per change                 |
| Network Based Recording Storage   | 1 GB included                      |
| Network Based Recording Storage Fee - Additional GB's MC162                                 | \$30 per GB per month              |

**MeetingCenter Named Host      15 Person Capacity**

Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| Number of Named Hosts Per Month | Buy Rate Per Named Host, Per Month |
|---------------------------------|------------------------------------|
| 5 to 24                         | \$90.00                            |
| 26-49                           | \$78.00                            |
| 50-199                          | \$70.00                            |
| 200-499                         | \$58.00                            |
| 500-999                         | \$48.00                            |
| 1,000+                          | \$36.00                            |

**Additional Fees**

|   |                           |
|---|---------------------------|
| Set Up Fee (includes branding) MC86                         | \$3,000 per site          |
| Overage MC85  | \$25 per part per meeting |
| SSL Encryption Set Up                                       | included                  |
| SSL Monthly Hosting Fee                                     | Included                  |
| Site Branding Changes MC37                                  | \$2,000 per change        |
| Network Based Recording Storage                             | 1 GB included             |
| Network Based Recording Storage Fee - Additional GB's MC162 | \$30 per GB per month     |

**TrainingCenter Named Host 30 Person Capacity**  
 Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| Number of Named Hosts Per Month | Buy Rate Per Named Host, Per Month |
|---------------------------------|------------------------------------|
| 5-9                             | \$340.00                           |
| 10-24                           | \$300.00                           |
| 25-49                           | \$260.00                           |
| 50-99                           | \$236.00                           |
| 100-249                         | \$204.00                           |
| 250-499                         | \$180.00                           |
| 500-999                         | \$164.00                           |
| 1,000+                          | \$148.00                           |

**Additional Fees**

|   |                           |
|---|---------------------------|
| Set Up Fee (includes branding)                              | \$3,000 per site          |
| Overage   | \$35 per part per meeting |
| SSL Encryption Set Up                                       | included                  |
| SSL Monthly Hosting Fee                                     | Included                  |
| Site Branding Changes MC33                                  | \$2,000 per change        |
| Network Based Recording Storage                             | 1 GB included             |
| Network Based Recording Storage Fee - Additional GB's MC162 | \$30 per GB per month     |
| Site Storage - 1 GB   | Included                  |
| Additional Site Storage -1 GB MC161                         | \$250 per GB per month    |

**TrainingCenter Named Host 50 Person Capacity**

Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| <b>Number of Named Hosts Per Month</b> | <b>Retail Rate Per Named Host, Per Month</b> |
|--|--|
| 5 to 9                                 | \$500.00                                     |
| 10 to 24                               | \$460.00                                     |
| 25-49                                  | \$420.00                                     |
| 50-99                                  | \$360.00                                     |
| 100-249                                | \$300.00                                     |
| 250-499                                | \$244.00                                     |
| 500-999                                | \$188.00                                     |
| 1,000+                                 | \$172.00                                     |

**Additional Fees**

|   |                           |
|---|---------------------------|
| Set Up Fee (includes branding)                        | \$3,000 per site          |
| Overage   | \$25 per part per meeting |
| SSL Encryption Set Up                                 | included                  |
| SSL Monthly Hosting Fee                               | Included                  |
| Site Branding Changes                                 | \$2,000 per change        |
| Network Based Recording Storage                       | 1 GB included             |
| Network Based Recording Storage Fee - Additional GB's | \$30 per GB per month     |
| Site Storage - 1 GB                                   | Included                  |
| Additional Site Storage -1 GB                         | \$250 per GB per month    |

**TrainingCenter Named Host 100 Person Capacity**

Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| <b>Number of Named Hosts Per Month</b> | <b>Buy Rate Per Named Host, Per Month</b> |
|--|---|
| 5 to 9                                 | \$700.00                                  |
| 10 to 24                               | \$640.00                                  |
| 25-49                                  | \$580.00                                  |
| 50-99                                  | \$520.00                                  |
| 100-249                                | \$460.00                                  |
| 250-499                                | \$380.00                                  |
| 500-999                                | \$300.00                                  |
| 1,000+                                 | \$220.00                                  |

**Additional Fees**

|   |                           |
|---|---------------------------|
| Set Up Fee (includes branding)                        | \$3,000 per site          |
| Overage   | \$35 per part per meeting |
| SSL Encryption Set Up                                 | included                  |
| SSL Monthly Hosting Fee                               | Included                  |
| Site Branding Changes MC35                            | \$2,000 per change        |
| Network Based Recording Storage                       | 1 GB included             |
| Network Based Recording Storage Fee - Additional GB's | \$30 per GB per month     |

Site Storage - 1 GB                      Included  
 Additional Site Storage -1 GB        \$250 per GB per month

**SupportCenter Named Host    5 Person Capacity**  
 Requires a min 12 month order form. Monthly charges are due for the entire Order Form term.

| <b>Number of Named Hosts Per Month</b> | <b>Buy Rate Per Named Host, Per Month</b> |
|--|---|
| 5 to 9                                 | \$220.00                                  |
| 10 to 24                               | \$208.00                                  |
| 25-49                                  | \$196.00                                  |
| 50-99                                  | \$188.00                                  |
| 100-249                                | \$180.00                                  |
| 250-499                                | \$168.00                                  |
| 500-999                                | \$156.00                                  |
| 1,000+                                 | \$140.00                                  |

**Additional Fees**

Set Up Fee (required)                      \$3,000 per site  
 Overage (required)                         \$15 per attendee per meeting  
 SSL Encryption Set Up                      included  
 SSL Monthly Hosting Fee                    Included  
 Network Based Recording Storage        1 GB included  
 Network Based Recording Storage  
 Fee - Additional GB's                        \$30 per GB per month

**V. Video Conferencing Services**

| <b>IP Port Rates</b>   | <b>Customer Rate</b> |
|--|----------------------|
| <b><u>PER MIN PER SITE</u></b>                                 |                      |
| IP Dial-In & Dial-out  | \$0.90               |
| ISDN Dial-in   | \$0.90               |
| <b>Reservationless Video Services</b>                          |                      |
| Reservationless Video – 4 Port access, unlimited dial-in usage | \$3,000.00           |
| Reservationless Video – 6 Port access, unlimited dial-in usage | \$3,850.00           |
| Reservationless Video – 8 Port access, unlimited dial-in usage | \$4,600.00           |
| Reservationless Video – 10 port access unlimited dial-in usage | \$5,250.00           |
| <b>ISDN Dial-Out Contiguous U.S.</b>                           |                      |
| 128k 2 Channel Speed   | \$0.300              |
| 384k 6 Channel Speed   | \$0.900              |

|  |                      |
|--|----------------------|
|  |                      |
| <b>ISDN UK/Caribbean</b>   |                      |
|  |                      |
| 128k 2 Channel Speed   | \$3.325              |
| 384k 6 Channel Speed   | \$8.975              |
|  |                      |
| <b>ISDN Africa/Continental Europe</b>                                |                      |
|  |                      |
| 128k 2 Channel Speed   | \$3.575              |
| 384k 6 Channel Speed   | \$9.725              |
|  |                      |
| <b>ISDN Central America</b>  |                      |
| <b>South America</b>   |                      |
| <b>Pacific RIM</b>   |                      |
|  |                      |
| 128k 2 Channel Speed   | \$4.815              |
| 384k 6 Channel Speed   | \$10.445             |
|  |                      |
| <b>ISDN Canadian/Alaska/Hawaii</b>                                   |                      |
|  |                      |
| 128k 2 Channel Speed   | \$0.910              |
| 384k 6 Channel Speed   | \$3.130              |
|  |                      |
| <b>IP and ISDN FEATURES</b>  |                      |
|  |                      |
| Call Monitoring per minute/per location                              | \$0.50 Per Site      |
| Speed Matching per minute/per location                               | \$0.45 Per Site      |
| Continuous Presence per minute/per location                          | \$0.25               |
| Click & View   | \$0.70 Per/min Call  |
| People & Content   | \$0.75 Per/min Call  |
| Gateway Charge (IP to ISDN) per minute for longest duration location | \$1.25 Per/min Call  |
|  |                      |
| Duo Video is billed as dial in sites at the company's bridge rate.   |                      |
|  |                      |
| <b>Public Room Rates</b>   |                      |
|  |                      |
| InterCall has access to 8,000 Public Rooms                           | Per site/ time basis |
| Domestic   |                      |