

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

This Master Service Agreement ("Agreement") is between **CENTURYLINK COMMUNICATIONS, LLC DBA LUMEN TECHNOLOGIES GROUP** ("Lumen") and **RAMSEY COUNTY - MN** ("Customer") and is effective on the date the last party signs it (the "Effective Date"). This Agreement provides the terms and conditions applicable to Customer's purchase of products and services ("Service") from Lumen.

- 1. Term.** The term of the Agreement will commence on the Effective Date and continue until the expiration of the last Service term, unless earlier terminated in accordance with the Agreement ("Term").
- 2. Service.** Lumen will provide Service in accordance with the Agreement, including all applicable Service Schedules, Service Exhibits, Statements of Work, Order(s), pricing attachments, and any other documents that are attached or expressly incorporated into the Agreement ("Service Attachments"). The following Service Attachments, if any, are initially attached and incorporated into the Agreement. Additional Service Attachments may be added by Amendment or by Customer placing an Order. In the event of a conflict between the terms and conditions of this Agreement and the terms and conditions of any other document, including the Service Attachments, the terms and conditions of this Agreement shall control.
  - **Enterprise Voice SIP Based Services – Service Schedule**
  - **Internet Services Service Schedule**
  - **Lumen MPLS (IPVPN and VPLS) VPN Service**
- 3. Order(s).** Customer may submit requests for Service in a form designated by Lumen ("Order"). The term for a Service is defined in the applicable Service Attachment ("Service Term"). Unless otherwise set forth in a Order Form, Service will continue month-to-month at the expiration of the Service Term at the existing rates, subject to adjustment by Lumen on 30 days' written notice. Lumen will notify Customer of acceptance of requested Service in the Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Attachment. Renewal Orders will be accepted by Lumen's continuation of Service. For moves, adds or changes agreed to by Lumen, Customer will pay Lumen's then current charges unless otherwise specifically stated in a Service Attachment.
- 4. Cancellation and Termination Charges.** Unless otherwise set forth in a Service Attachment:
  - (a)** Customer may cancel an Order (or portion of an Order) prior to the delivery of a Connection Notice upon written notice to Lumen identifying the affected Order and Service. If Customer does so, Customer will pay Lumen a cancellation charge equal to the sum of: (1) for "Off-Net" Service, third party termination charges for the cancelled Service; (2) for "On-Net" Service, one month's monthly recurring charges for the cancelled Service; (3) the non-recurring charges for the cancelled Service; and (4) Lumen's out-of-pocket costs (if any) incurred in constructing facilities necessary for Service delivery. "Off-Net" is defined as local access circuits not provided on the network owned and operated by Lumen and its affiliates. "On-Net" is defined as local access circuits provided on the network owned and operated by Lumen and its affiliates.
  - (b)** Customer may terminate a specified Service after the delivery of a Connection Notice upon 30 days' written notice to Lumen. If Customer does so, or if Service is terminated by Lumen as the result of Customer's default, Customer will pay Lumen a termination charge equal to the sum of: (1) all unpaid amounts for Service actually provided; (2) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (3) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide Service under this Agreement. The charges in this Section represent Lumen's reasonable liquidated damages and are not a penalty.
- 5. Scheduled Maintenance and Local Access.** Scheduled maintenance will not normally result in Service interruption. Unless otherwise set forth in a Service Attachment, if scheduled maintenance requires Service interruption Lumen will: (1) provide Customer seven days' prior written notice, (2) work with Customer to minimize interruptions and (3) use commercially reasonable efforts to perform such maintenance between midnight and 6:00 a.m. local time. If third-party local access services are required for the Services, Customer will: (1) provide Lumen with circuit facility and firm order commitment information and design layout records to enable cross-connects to Lumen Service(s) (provided by Lumen subject to applicable charges), (2) cooperate with Lumen (including changing demarcation points and/or equipment and providing necessary LOAs) regarding circuit grooming or re-provisioning, and (3) where a related Service is disconnected, provide Lumen a written disconnection firm order commitment from the relevant third-party provider. Lumen may re-provision any local access circuits from one Off-Net provider to another or to the Lumen On-Net service, and such changes will be treated as scheduled maintenance.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**6. Service Levels.**

(a) Any "Service Level" applicable to Services are contained in the Service Attachments applicable to each Service. If Lumen does not meet a Service Level, Lumen will issue to Customer a credit as stated in the applicable Service Attachment on Customer's request, except that credits will not be provided for Excused Outages. Lumen's maintenance log and trouble ticketing systems are used to calculate Service Level events. Excused Outages mean scheduled maintenance under Section 5 and force majeure events, unless otherwise defined in a Service Attachment.

(b) Unless otherwise set forth in a Service Attachment, to request a credit, Customer must contact Customer Service (contact information is located at <https://www.lumen.com/en-us/home.html>) or deliver a written request with sufficient detail to identify the affected Service. The request for credit must be made within 60 days after the end of the month in which the event occurred. Total monthly credits will not exceed the charges for the affected Service for that month. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the Service Levels applicable to the affected Service.

**7. Right of Termination for Installation Delay.** Unless otherwise set forth in a Service Attachment, in lieu of installation Service Level credits, if Lumen's installation of Service is delayed by more than 30 business days beyond the Customer Commit Date, Customer may terminate the affected Service without liability upon written notice to Lumen, provided such written notice is delivered prior to Lumen delivering a Connection Notice for the affected Service. This Section will not apply where Lumen is constructing facilities to a new location not previously served by Lumen.

**8. Default.** If (a) Customer fails to make any payment when due and such failure continues for five business days after Lumen's written notice, or (b) either party fails to observe or perform any other material term of this Agreement and such failure continues for 30 days after the other party's written notice, then the non-defaulting party may: (i) terminate this Agreement and/or any Order, in whole or in part, and/or (ii) subject to Sections 9.1 (Damages Limitations) and 6 (Service Levels), pursue any remedies it may have at law or in equity.

**9. Liabilities and Disclaimers.**

**9.1 Damages Limitations.** Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement services, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Agreement or any Order.

**9.2 Disclaimer of Warranties.** LUMEN MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH IN THIS AGREEMENT OR ANY APPLICABLE SERVICE ATTACHMENT.

**10. Billing and Payment.**

**10.1 Commencement of Billing.** Unless otherwise set forth in a Service Attachment, Lumen will deliver written or electronic notice (a "Connection Notice") to Customer when Service is installed, at which time billing will commence ("Service Commencement Date"). If Customer notifies Lumen within three days after delivery of the Connection Notice that Service is not functioning properly, Lumen will correct any deficiencies and, upon Customer's request, credit Customer's account in the amount of 1/30 of the applicable monthly recurring charge (MRC) for each day the Service did not function properly. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer for the Service, and Customer will pay such charges.

**10.2 Payment of Invoices and Disputes.** Unless otherwise set forth in a Service Attachment, invoices are delivered or made available monthly and due 30 days after the invoice date. Fixed charges are billed in advance and usage-based charges are billed in arrears. Customer's payments to Lumen must be made via an ACH transfer or any Lumen approved payment portal (e.g., Control Center) in the currency stated on the invoice. Lumen may charge administrative fees where Customer's payment and invoice preferences deviate from Lumen's standard practices. Past due amounts bear interest at 1.5% per month or the highest rate allowed by law (whichever is less). Lumen may charge Customer reasonable attorneys' fees and any third-party collection costs Lumen incurs in collecting such amounts. Customer is responsible for all charges regarding the Service, even if incurred as the result of unauthorized use. If Customer reasonably disputes an invoice, Customer must pay the undisputed amount and submit written notice of the disputed amount (with details of the nature of the dispute and the Services and invoice(s) disputed). Disputes must be submitted in writing within 90 days from the date of the invoice. If the Parties determine by mutual agreement that a disputed charge was billed correctly, Customer must

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

pay such amounts within 10 days after Lumen provides notice of such determination. Customer may not offset disputed amounts from one invoice against payments due on the same or another account.

**10.3 Taxes and Fees.** Customer is responsible for all taxes and fees arising in any jurisdiction imposed on Customer, Lumen, or a Lumen affiliate incident to the provision, sale or use of Service. This includes value added, consumption, sales, use, gross receipts, withholding, excise, ad valorem, franchise or other taxes, fees, duties or surcharges (e.g., regulatory and 911 surcharges), along with similar charges stated in a Service Attachment (collectively "Taxes and Fees"). This does not include taxes based on Lumen's net income. Some Taxes and Fees, and costs of administering them, are recovered through a percentage surcharge(s) on the charges for Service. If Customer is required by law to make any deduction or withholding of withholding Taxes from any payment due under this Agreement to Lumen, then, Customer must increase the gross amount payable so that, after any deduction or withholding for such withholding Taxes, the net amount paid to Lumen will not be less than Lumen would have received had no such deduction or withholding been required. Charges for Service are exclusive of Taxes and Fees. Customer may present Lumen with an exemption certificate that eliminates Lumen's obligation to pay certain Taxes and Fees. The exemption will apply prospectively. For additional details on taxes and surcharges that are assessed, visit <http://www.lumen.com/taxes>.

**10.4 Non-Appropriations.** Customer intends to satisfy its obligations under this Agreement for its entire Term. For each fiscal period for Customer: (a) Customer agrees to include in its budget request appropriations sufficient to cover Customer's obligations under this Agreement; (b) Customer agrees to use all reasonable and lawful means to secure these appropriations; (c) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose. In the event that Customer is appropriated insufficient funds, by appropriation, appropriation limitation or grant, to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by Lumen), Customer may terminate this Agreement without incurring any termination charges by giving Lumen not less than 30 days' prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit all amounts due and all costs reasonably incurred by Lumen through the date of termination.

**10.5 Regulatory and Legal Changes.** If changes in applicable law, regulation, rule or order materially affect delivery of Service, the parties will negotiate appropriate changes to this Agreement. If the parties cannot reach agreement within 30 days after Lumen's notice requesting renegotiation, Lumen may, on a prospective basis after such 30-day period, pass any increased delivery costs on to Customer. If Lumen does so, Customer may terminate the affected Service on notice to Lumen delivered within 30 days of the cost increase taking effect.

**11. Customer Premises; Title to Equipment.** If access to non-Lumen facilities is required for the installation, maintenance, grooming, movement, upgrade and/or removal of Lumen network or equipment, Customer will, at its expense: (a) secure such right of access and (b) arrange for the provision and maintenance of power and HVAC as needed for the proper operation of such equipment and network. Title to Lumen-provided equipment (including software) remains with Lumen. Customer will not create or permit to be created any encumbrances on Lumen-provided equipment.

**12. Acceptable Use Policy and Data Protection.** Attached to this Agreement is Lumen's AUP as of the Effective Date. Customer will notify Lumen in writing if a modification to the AUP materially and adversely affects Customer's legitimate and legal use of a Service. Lumen, in its discretion, may (a) allow Customer to continue to use the affected Service in compliance with the prior AUP version, which will be confirmed by Lumen in writing; (b) work in good faith to modify the AUP to address Customer's concerns; or (c) require that such modification applies in order to adequately protect Lumen's or its customers' interests. In the event of (c), if Customer's use of the Services would otherwise be reasonable and lawfully permissible, Customer may terminate the impacted Service with 30 days' advanced written notice to Lumen without early termination liability, except that Customer will pay Lumen for Lumen's out of pocket costs incurred to deliver the Service and/or incurred to third parties as a result of such termination. Nothing herein will impair Lumen's ability to enforce Customer's compliance with the attached AUP, applicable laws and regulations and to protect Lumen's network and customers.

**13. Critical 9-1-1 Circuits.** The Federal Communications Commission's 9-1-1 reliability rules mandate the identification and tagging of certain circuits or equivalent data paths that transport 9-1-1 calls and information ("9-1-1 Data") to public safety answering points. These circuits or equivalent data paths are defined as Critical 911 Circuits in 47 C.F.R. Section 12.4(a)(5). Lumen policies require tagging of any circuits or equivalent data paths used to transport 9-1-1 Data. Customer will cooperate with Lumen regarding

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

compliance with these rules and policies and will notify Lumen of all Services Customer purchases under this Agreement utilized as Critical 911 Circuits or for 9-1-1 Data.

**14. International Services.** For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) (“LCA”) with the respective Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service(s).

**15. General Terms.**

**15.1 Force Majeure.** Neither party will be liable, nor will any credit allowance or other remedy be extended, for any failure of performance or equipment due to causes beyond such party’s reasonable control (“force majeure event”).

**15.2 Assignment and Resale.** Neither party may assign its rights or obligations under this Agreement or any Service Attachment without the prior written consent of the other party, which will not be unreasonably withheld. However, either party may assign its rights and obligations under this Agreement or any Order without the consent of the other party: (1) to any subsidiary, parent, or affiliate that controls, is controlled by, or is under common control with that party; (2) pursuant to the sale or transfer of substantially all of the business or relevant assets of that party; or (3) pursuant to any financing, merger, or reorganization of that party. This Agreement and all Service Attachments will apply to any permitted transferees or assignees. Any assignee of Customer must have a financial standing and creditworthiness equal to or better than Customer's. Unless otherwise set forth in a Service Attachment, Customer may provide Service to third parties or use the Services in connection with goods or services provided by Customer to third parties (“Customer Provided Services”). To the extent permitted under law, Customer will be responsible for any claims arising from or related to any Customer Provided Services. If Customer sells telecommunications services, Customer certifies that it has filed all required documentation and will at all times have the requisite authority with appropriate regulatory agencies respecting the same. Nothing in this Agreement confers upon any third party any right, benefit or remedy.

**15.3 Affiliates.** Lumen may use a Lumen affiliate or a third party to provide Service to Customer, but Lumen will remain responsible to Customer for Service delivery and performance. Customer’s affiliates may purchase Service under this Agreement, and Customer will be jointly and severally liable for all claims and liabilities related to Service ordered by any Customer affiliate.

**15.4 Notices.** Notices will be in writing and deemed received if delivered personally, sent via facsimile, pre-paid overnight courier, electronic mail (if an e-mail address is provided below) or sent by U.S. Postal Service or First Class International Post. Unless otherwise provided for in a Service Attachment, requests for disconnection of Service (other than for default) must be submitted to Lumen via Customer’s portal at <https://www.centurylink.com/business/login/> or via the following website / link: <https://www.lumen.com/help/en-us/disconnects.html> and will be effective 30 days after receipt (or such longer period set forth in a Service Attachment). Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to Lumen via Customer’s portal at <https://www.centurylink.com/business/login/> or via Email at: [billing@lumen.com](mailto:billing@lumen.com). Customer failure to follow this process and/or provide complete information may result in continued charges that will not be credited. All legal notices will be addressed to Lumen at: 931 14<sup>th</sup> Str., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Notice Coordinator; and to any electronic or physical address of Customer as provided in the Agreement or in its absence, to Customer’s address identified on the Order or as reflected in Lumen's records, Attn. General Counsel.

**15.5 Confidentiality.** Except to the extent required by an open records act or similar law, neither party will: (a) disclose any of the terms of the Agreement; or (b) disclose or use (except as expressly permitted by, or required to achieve the purposes of, the Agreement) the Confidential Information received from the other party. A party may disclose Confidential Information if required to do so by a governmental agency, by operation of law, or if necessary in any proceeding to establish rights or obligations under the Agreement. Each party will limit disclosure and access to confidential information to those of its employees, contractors, attorneys or other representatives who reasonably require such access to accomplish the Agreement’s purposes and who are subject to confidentiality obligations at least as restrictive as those contained in this Agreement. “Confidential Information” means any commercial or operational information disclosed by one party to the other in connection with the Agreement and does not include any information that: (a) is in the public domain without a breach of confidentiality; (b) is obtained from a third party without violation of any obligation of confidentiality; or (c) is independently developed by a party without reference to the Confidential Information of the other party. (d) is defined as public government data by the Minnesota Government Data Practices Act pursuant to Minnesota Statute, Section 13.02, subdivisions 14 and 15.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**15.6 Intellectual Property Ownership; Use of Name and Marks.** Nothing in the Agreement or the performance of it will convey, license, or otherwise transfer any right, title, or interest in any intellectual property or other proprietary rights held by either party or its licensors. Neither party will use the name or marks of the other party or any of its affiliates for any purpose or issue any press release or public statement relating to this Agreement without the other party's prior written consent.

**15.7 Governing Law; Amendment.** This Agreement will be governed and construed in accordance with the laws of the State in which Customer's principal office is located, without regard to its choice of law rules. Each party will comply with all applicable laws, rules and regulations associated respectively with Lumen's delivery or Customer's use of the Service under the Agreement. This Agreement, including any Service Attachments, constitutes the entire and final agreement and understanding between the parties with respect to the Service and supersedes all prior agreements relating to the Service. Lumen is not subject to any obligations that are not explicitly identified in this Agreement. This Agreement may only be modified or supplemented by an instrument executed by an authorized representative of each party. No failure by either party to enforce any right(s) under the Agreement will constitute a waiver of such right(s).

**15.8 Relationship and Counterparts.** The relationship between the parties is not that of partners, agents, or joint venturers. This Agreement may be executed in one or more counterparts, all of which taken together will constitute one instrument. Digital signatures and electronically exchanged copies of signed documents will be sufficient to bind the parties to this Agreement.

**15.9 Audit.** Until the expiration of six years after the services under this Agreement are terminated, Lumen, upon request by Ramsey County, and as reasonably practicable, shall make available to Ramsey County, the Minnesota State Auditor, or Ramsey County's ultimate funding source, a copy of the Agreement, and the books, documents, records, and accounting procedures and practices of Lumen directly relating to this Agreement.

**16.0 Conflict of Interest.** Lumen shall comply with all applicable conflict of interest laws, ordinances, and regulations now in effect; or, if given notice by Ramsey County, any enacted during the term of this Agreement. Lumen warrants that it is not now aware of any facts that create a conflict of interest. If Lumen hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to Ramsey County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Accordingly, Lumen will then make all attempts to remove such conflict. Lumen acknowledges that failure to remove such conflict may result in Ramsey County being required to terminate this Agreement.

**17.0 Minnesota Government Data Practices Act.** For the avoidance of doubt, the parties agree that all data collected, created, received, maintained or disseminated for any purpose in the course of the Contractor's performance under this Agreement is subject to the provisions of the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13, any other applicable state statutes, any state rules adopted to implement the Act and statutes, as well as federal statutes and regulations on data privacy.

**18.0 Indemnification.** The Contractor shall indemnify and defend the County, its officials, agents, and employees against any and all third party liability, losses, costs, damages, expenses, claims or actions, including reasonable attorney's fees, which the County, its officials, agents, or employees may hereafter sustain, incur or be required to pay, arising out of or by reason of any damage to or destruction of real or personal property, personal injury, or death caused by the negligence, gross negligence, willful misconduct, or fraudulent act of the Contractor, or its subcontractors, and their officers, agents or employees, in the execution, performance, or failure to adequately perform the Contractor's obligations pursuant to this Agreement, excluding claims caused by the negligence or gross negligence of the County and its officials, agents, and employees.

**19.0 Infringement.**

i. Contractor shall, without cost to the County, defend and indemnify the County, its officials, officers, and employees against any and all claims, suits, liability, losses, judgments, and other expenses arising out of or related to any claim that the County's use or possession of the software, licenses, materials, reports, documents, data, or documentation obtained under the terms of this Agreement, violates or infringes upon any patents, copyrights, trademarks, trade secrets, or other proprietary rights or information, provided that the Contractor is promptly notified in writing of such claim by County. Contractor will not be responsible for claims based on County's use of the intellectual property provided by Contractor in combination with third party intellectual property not provided by Contractor. The Contractor will have the right to control the defense of any such claim, lawsuit, or other proceeding. The County will in no instance settle any such claim, lawsuit, or proceeding without the Contractor's prior written approval.

ii. If, as a result of any claim of infringement of rights, the Contractor or County is enjoined from using, marketing, or supporting any product or service provided under the agreement with the County (or if the Contractor comes to believe such

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

enjoinment imminent), the Contractor shall, at its discretion, either arrange for the County to continue using the software, licenses, materials, reports, documents, data, or documentation at no additional cost to the County, or propose an equivalent, subject to County's reasonable approval, or, Contractor shall remove the software, licenses, materials, reports, documents, data, or documentation and refund any prepaid fees and any other costs paid by the County in conjunction with the use thereof.

Please see the Ramsey County Electronic Approval Summary for Agreement approvals.

**CENTURYLINK COMMUNICATIONS, LLC D/B/A  
LUMEN TECHNOLOGIES GROUP**

**RAMSEY COUNTY - MN**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name Typed or Printed

\_\_\_\_\_  
Name Typed or Printed

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Customer's Address for Notices: 121 7<sup>th</sup> Place East, Suite  
2300, St. Paul, MN 55101

Person Designated for Notices: Contract Manager

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**ENTERPRISE VOICE SIP BASED SERVICES SERVICE SCHEDULE**

**1. General.** This Service Schedule applies to the SIP-based provisioning of Enterprise Voice Services (“Services”) and incorporates the terms of the Master Service Agreement (“Agreement”) or other service agreement under which CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities (“Lumen”) provides services to Customer (the “Agreement”). In the event of a conflict between the terms and conditions of the Agreement and the terms and conditions this Service Schedule, the terms and conditions of the Agreement shall control. This Service may be referred to as Voice Complete, SIP Service, VoIP 19, IP LD/TF Voice, VoIP Service, VoIP Local Service, VoIP Outbound Service, VoIP Toll Free/Freephone Service, VoIP International Toll Free Service (“IFN” and “UIFN”), Outbound Long Distance, FlexVoice, and Toll Free/Freephone Service in quotes, ordering and invoicing or other service related documentation. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

**1.1 Additional General Terms.** All invoices will be issued to Customer and paid in the currency specified in the Order. Customer will pay such invoices free of currency exchange costs or bank charges. Service charges are exclusive of taxes and presented without reduction for any Withholding Tax, all of which are the responsibility of the Customer. “Withholding Tax” means any amount or account of tax on sources of income which a payor is obliged to deduct from payments due to a recipient and account for or to any tax authority. If any payment to be made to Lumen under this Service Schedule should be subject to reduction by reason of a Withholding Tax, Customer agrees to pay Lumen such amounts as would have been necessary so that the aggregate net amount received by Lumen after application of a Withholding Tax is the same amount as would have been received by Lumen if there had been no requirement to deduct or withhold such tax. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) (“LCA”) with the respective Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service(s).

**2. Services.** The Services are available only to single, distinct enterprises who will utilize the Service for customary, normal, and reasonable business use within such enterprises. These Services may not be resold or bundled into Customer’s offerings for sale to Customer’s customers. Telephony equipment and applications are not provided as part of the Service and are Customer’s responsibility, including but not limited to handsets, phone sets, key systems, PBXs, IP PBXs and server based applications.

**2.1** Voice Complete is the SIP-based provisioning of inbound local calling and toll free/freephone capabilities and outbound local, domestic, national, and international calling capabilities. Customers use concurrent call paths (“CCPs”) each of which enables a single call to be carried across the network. CCP capacity provided in association with Voice Complete can be used in a shared manner across multiple Customer locations.

**2.2** VoIP 19 or IP LD/TF Voice or VoIP Service is the SIP-based provisioning of international toll free services including international free number (“IFN”) and universal international free numbers (“UIFN”), international local inbound (“ILI”), optional SIP call transfer capability (“SIP Refer”), and long distance outbound calling capability. No local outbound calling capability is provided. Customers use simultaneous sessions each of which enables a single call to be carried across the network. Simultaneous session capacity is dedicated to a location and cannot be shared between locations.

**2.3** FlexVoice provides up to 50 CCPs. It can only be provisioned in the United States for inbound local, toll free calling capabilities, outbound local, and long distance calling.

**2.4. Third Party Access Provided by Lumen.** Lumen provides local access circuits (via third party providers) pursuant to the Rate Sheet only for Customer’s use in connection with the Service provided under this Service Schedule. Where Customer’s usage of such local access circuits falls below the minimum usage level set out below in 2 consecutive monthly billing cycles, then, notwithstanding any pricing otherwise agreed with Customer, Customer agrees to pay the charge(s) set out below in addition to any other charges payable in respect of the Service.

<b>Local Access Circuit Type</b>	<b>Minimum Usage Level</b>	<b>Additional Monthly Charge</b>
T-1	30,000 minutes per month	\$300
E-1	30,000 minutes per month	\$375
DS-3	500,000 minutes per month	\$8,500

If Lumen notifies Customer of an additional charge pursuant to the previous paragraph, Customer may, by written notice, elect to terminate the applicable local access circuit, provided that if Customer elects to so terminate a local access circuit within the Service Term for which it was initially ordered, Customer agrees to reimburse Lumen for any early termination fees levied on Lumen by the third party provider of that local access circuit.



**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**2.5 Voice Complete and SIP Service.**

(i) **Mobility Feature Pack.** Subject to the limitations described in this Service Schedule, and subject to availability, Voice Complete Service may be used to serve remote worker applications. Users with the Mobility Feature Pack provisioned on their primary telephone number may originate and receive calls when away from the primary service location, as though they were physically present on the corporate LAN/WAN. For telephone numbers with Mobility Feature Pack provisioned, end users can utilize such mobility capabilities from locations with functioning broadband Internet access and PSTN telephone access. Additionally, call forwarding and remote office features, which enable the use of any PSTN phone for inbound and two-way telephone use, respectively, are included in the Mobility Feature Pack and can be used to support switched based toll-free/freephone service.

(ii) **Access to Emergency Response Services.**



**POTENTIALLY HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN DEATH OR SERIOUS INJURY. PLEASE READ CAREFULLY.**

***LUMEN RECOMMENDS THAT CUSTOMER AND END USERS ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL EMERGENCY SERVICES.***

(a) **Emergency Calling Capability and Customer's Obligations and Acknowledgement of Limitations.** Customer will ensure that user locations are current by providing address information (also known as automatic location identification/"ALI" in North America and calling line identifier/"CLI" in Europe) to Lumen (the "Registered Location") conforming to the numbering schemes or regulatory requirements applicable to the jurisdiction for the Registered Location. Customer will obtain Lumen's approval of the Registered Location prior to using the Service and update the Registered Location via the portal or other method supplied by Lumen. Customer understands that Registered Location updates do not occur immediately. Lumen will provide Emergency Calling capability associated with the Service as required by law. "Emergency Calling" is the ability to access emergency response services associated with the Registered Location, subject to each party's obligations and limitations, by dialing the relevant emergency numbers in a jurisdiction (e.g. 911, 999, 112). Customer is responsible for understanding the local jurisdictional laws pertaining to Emergency Calling, including but not limited to the requirements regarding the level of detail to be provided related to Registered Locations, associated with the Service. Lumen specifically disclaims any such obligation.

Service provides access to emergency response services on stationary and mobile devices. When using the Service for Emergency Calling purposes, Customer's end users should always state the nature of the emergency and include their location and telephone number. Emergency response services may not be able to call the end user back if the call is not completed, dropped or disconnected, or if end users are unable to provide their phone number and physical location. Access to emergency response services may not be available under certain circumstances. *Lumen will provide labels that indicate that the emergency response services have limited availability and functionality when used with Service, and Lumen recommends that such labels be placed on or near the equipment associated with the Services. Disclosures of the general and Service-specific limitations associated with accessing emergency response services (the "Advisory") are available to Customer at <http://www.centurylink.com/legal/HV1Q5IP/911advisory.pdf>. Effective upon posting, Lumen may modify the Emergency Calling limitations or requirements provided in the Advisory if in Lumen's reasonable opinion modifications are necessary or advisable to comply with the currently evolving Emergency Calling laws, rules and regulations. Customer acknowledges that it has been advised of its obligations and the emergency services limitations contained in the Advisory, and further acknowledges its understanding by signing the applicable Order for Service. Customer will notify all end users of the limitations to access emergency response services as described above and in the Advisory. Customer should provide its end users with a copy of the Advisory and the associated URL.*

(b) **Limitation of Liability.** LUMEN, ITS AFFILIATES, AGENTS AND CONTRACTORS WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO EMERGENCY CALLING. CUSTOMER SHALL BE RESPONSIBLE FOR ALL THIRD PARTY CLAIMS, ITS AFFILIATES, AGENTS AND CONTRACTORS FROM ALL THIRD PARTY CLAIMS, LIABILITIES, FINES, PENALTIES, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS' FEES, ARISING FROM OR RELATED TO CUSTOMER'S FAILURE TO PREFORM ITS OBLIGATIONS ASSOCIATED WITH EMERGENCY CALLING (INCLUDING WITHOUT LIMITATION, FAILURE TO ADVISE LUMEN OF CORRECT ADDRESSES, FAILURE TO ADVISE END USERS OF ALL LIMITATIONS, FAILURE TO UPDATE THE REGISTERED LOCATION, OR USING THE SERVICE PRIOR TO LUMEN'S APPROVAL OF THE REGISTERED LOCATION).



**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**2.6 Toll Free/FreePhone Service, VoIP IFN and UIFN Service.**

**(i) Ownership of Telephone Numbers.** Lumen is the party responsible (aka responsible organization) for Toll Free/FreePhone Numbers. In the event that Customer seeks to change such designation, Customer represents and warrants that it has all necessary rights and authority necessary to do so and will provide copies of letters of authority authorizing the same upon request (and in the format requested by Lumen). Customer shall be responsible for any third party claims related to or arising out of any such change (or request for such a change).

**(ii) Porting, Number Availability and Other Restrictions.** Porting by Customer of Toll Free/FreePhone Numbers pursuant to this Section will not relieve Customer of its obligations under any Commits. Lumen does not guarantee the availability of any requested Toll Free/FreePhone, IFN or UIFN Toll Free number and is not bound by any verbal confirmation to Customer of Toll Free/FreePhone number availability. Customer may not reserve or activate such a Toll Free/FreePhone number for the purpose of selling, brokering, or releasing the Toll Free/FreePhone number to another person for any fee or other consideration. Customer may not use numbers to run contests, campaigns, or voting or other applications that may result in usage surges, heavy traffic or network congestion. Lumen may, without liability, block any Toll Free/FreePhone number having usage surges or heavy traffic loads as determined by Lumen. If Customer does not submit a written request for the appointment of a new carrier for its Toll Free/FreePhone number(s) within thirty (30) days of termination of Service, then the number(s) will be returned to the independent administrative agency for reassignment. If at the time of cancellation or termination of Toll Free/FreePhone services, Customer owes an outstanding balance (30 days or more), then Customer's Toll Free/FreePhone number(s) will not be released to another carrier or provider. Customer acknowledges that (i) IFN or UIFN numbers may be owned by an in-country telephone provider and not the Customer or Lumen, (ii) that the supply of numbers by such provider or regulatory authority may be conditional upon Customer furnishing information, letters or other documentation and (iii) that the provider may deny the granting of a specific number and/or discontinue service related to a specific number if they do not approve of the manner or purpose for which it is used. If Customer wishes to transfer service in respect of Toll Free/FreePhone numbers provided by Lumen to another carrier and the applicable provider or other regulatory authority supports portability of the applicable numbers, Customer should continue active service with Lumen until Customer's new carrier confirms that service has been transferred to avoid disruption of service. After transfer of service Customer will need to cancel service with Lumen.

**(iii) Multiple Carrier Routing for US Toll Free Numbers.** Customer agrees that if a US Toll Free number has multiple carrier routing capability whereby the traffic may go to Lumen and another carrier, Lumen will receive a minimum of 20% of the traffic for that Toll Free number each month or Customer will be assessed a make-up-to minimum charge equal to the difference between 20% of the total traffic for the Toll Free number expressed in US Dollars and the amount that Lumen received. If Customer overflows or re-routes a dedicated Toll Free call to a switched telephone number for termination, switched voice rates will apply to such call.

**2.7 Service Levels.**

The following Service Levels apply only if Customer is the end-user of the Service and purchases either Lumen Internet or Lumen IP VPN Service (as applicable). If Customer purchases the Service as a Converged Service bundle (i.e. in the United States, specifically with Lumen MPLS Services or Lumen Internet Services), the separate service levels under those separate Service Schedules apply in lieu of the Service Levels below.

**A. Availability Service Level.** The Availability Service Level for this Service is 99.9% per month for Lumen Internet Service use and 99.99% for Lumen IP VPN use. Service is considered "Unavailable" if Customer is unable to initiate outbound or receive inbound calls for reasons other than an Excused Outage. An Unavailability event is measured from the time Customer opens a trouble ticket with Lumen until the affected Service is restored. Customer will be entitled to a service credit off of the monthly recurring charge ("MRC") for the affected Service based on the cumulative Unavailability of the affected Service in a given calendar month as set forth in the following table:

<b>Internet - Cumulative Unavailability (in hrs:mins:secs)</b>	<b>Service Level Credit (% of MRC)</b>
00:00:01 - 00:43:00	0%
00:43:01 - 02:00:00	5%
02:00:01 - 04:00:00	15%
04:00:01 +	25%

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

<b>IPVPN - Cumulative Unavailability (in hrs:mins:secs)</b>	<b>Service Level Credit (% of MRC)</b>
00:00:01 - 00:05:00	0%
00:05:01 - 04:00:00	5%
04:00:01 - 08:00:00	15%
08:00:01 +	25%

**B. Chronic Outage.** As its sole remedy, Customer may elect to terminate any affected Service prior to the end of the Term without termination liability if the Service is Unavailable (as defined in subpart 2.7A immediately above) for more than 60 consecutive minutes in each of 3 consecutive calendar months, or for more than 24 hours in the aggregate in any calendar month. The termination right must be exercised within 30 days of the event giving rise to it.

**3. Customer Responsibilities.**

**3.1 Rates, Charges, and Commitments.**

**A. General.** Customer will pay the rates and charges for the Services, including but not limited to monthly recurring charges (“MRCs”), usage charges (per call, per minute, etc) and associated billing increments, and non-recurring charges (“NRCs”) as set forth in a rate sheet, as the same may be changed as set forth in this Service Schedule (the “Rate Sheet”). If Customer is not provided a rate for a particular location and Customer originates and/or terminates calls to that location, Customer will be billed Lumen’s standard usage rate for those calls at the standard minimum call durations and billing increments. Additional charges for certain activities and/or features related to the Services are captured in the Rate Sheet as ancillary fees or feature charges. The Term identified in the Rate Sheet is the “Service Term” for such Services. Notwithstanding anything to the contrary in the Agreement, billing and Service Term for the Services will commence upon the earlier of the Connection Notice or Customer’s use of such Service. For clarity, if Customer uses the Services prior to the Connection Notice, Customer will be billed and will pay for billable usage and the full quantity of associated utilized MRC-based Services.

National calls may be billed on a usage basis as measured (per minute or increment) or per call, as set forth in the Rates. Such calls may also have a call minimum charge, which means Customer will be charged the higher of the call minimum charge or Customer’s actual per minute charges per call.

Usage charges are based on actual usage of Service based on a call duration that begins when the called party answers, as determined by answer supervision, and ends when either party disconnects the call.

Some pricing plans may provide for zero-rated usage for calls that originate and terminate between Customer’s enterprise locations which are included under a dedicated pool of CCP capacity (“Intra-enterprise”) as identified on the Rate Sheet or Order.

SIP Refer calls may be billed for 2 call flows (inbound and outbound).

If Customer redirects IFN or UIFN calls to a destination that is outside the continental United States, Hawaii and Canada, then the outbound portion of all such calls will incur charges at the rate(s) identified for international termination as set out in the Rate Sheet.

If set forth in the Rate Sheet, a Call Minimum Charge means the minimum charge per call that Customer will incur regardless of the lesser number of actual minutes/seconds. Customer will be charged for the higher of the Call Minimum Charge or Customer’s actual per minute call duration

In addition to such minimum commitments as stated in this Service Schedule or in the Agreement, the Services may be subject to a minimum commitment(s) (also called Minimum Usage Guarantees or “MUG”) which will be set forth in the Rate Sheet(s) and/or Customer Order(s). For such Service(s) with a minimum commitment (“Committed Service”), commencing on the first full billing cycle following the Ramp Period (defined below) for such Committed Service and continuing through the longer of (i) the Pricing Term or (ii) as long as Customer continues to receive such Committed Service, Customer commits each month to use the Committed Services to amount to charges no less than the minimum commitment or MUG in monthly invoiced Aggregate VRC Charges (the “Revenue Commitment”). “Aggregate VRC Charges” will mean the charges on an invoice for (i) the monthly recurring charges and usage charges for the Committed Service and (ii) such other charges for non-voice services as may be expressly set forth in the Revenue Commitment. The Revenue Commitment is a take-or-pay commit: Customer will pay the higher of (i) Customer’s actual invoiced

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

Aggregate VRC Charges (and, if agreed applicable, other non-voice charges) or (ii) the Revenue Commitment. Customer is obligated for 100% of the Revenue Commitment and is not responsible for any separate cancellation or early termination charges for Committed Service (but will be responsible for any separate cancellation or early termination charges for other non-voice services and local access services). For purposes of this Service Schedule, the “Ramp Period” will mean the period commencing on the Service Commencement Date and expiring on the date of the second Lumen invoice for which the Service is billed.

**B. Voice Complete Pricing Plans.** Voice Complete pricing is Concurrent Call Path (CCP) based. Customers subscribing to the Service will select either the 1) standard plan, CCP + measured (rate per minute, call minimum, call set-up for all usage), or 2) a CCP plan that includes up to pre-defined number of minutes of national usage to a subset of pre-defined destinations per CCP. CCP Plan minutes will be aggregated across all CCPs, providing Customer with one pool of minutes. CCP plans which include a pre-defined number of minutes will be charged in accordance with the rates in the Rate Sheet for any calls in excess of such minutes. Any unused minutes will not carry over to the next month. If an optional pre-paid minute plan (“PPM Plan”) is available and ordered by Customer, Customer may purchase, in advance, a bucket of minutes to a pre-defined set of destinations. For billing purposes, should Customer order both a CCP Plan inclusive of minutes and a PPM plan, Lumen will first decrement the CCP Plan minutes and then the PPM Plan minutes. Lumen reserves the right to add destinations to the CCP or PPM plans or modify or remove CCP Plans or PPM Plans because of regulatory and/or 3rd party cost changes, with 30 days’ advance written notice.

**C. Surcharges.** In addition to taxes, fees and surcharges set forth in the Agreement, Rate Sheet and/or Order, Customer agrees to pay the following surcharges, where applicable, in connection with the Services:

**Short Duration Call Surcharge.** For any Service provided under the North American numbering plan (NANP), if the average call duration as determined over a billing month for Customer’s (i) outbound calls is less than 30 seconds or (ii) toll free calls is less than 90 seconds, then an additional charge of .01 per call will be applied to all outbound long distance and toll free calls in that billing cycle month. For the purpose of this provision, average call duration will be calculated by dividing the aggregate duration of all calls of a particular Service type (i.e. long distance or toll free) by the total number of calls of that type under a specific billing account during the billing cycle month.

**PIC Long Distance Service Charges.** For SIP and FlexVoice Services provided under the North American Numbering Plan (“NANP”), Customer will pay the following PIC Long Distance Service charges, as applicable:

**i. Unauthorized PIC Change.** An unauthorized carrier change charge as defined on the Rate Sheet may be applied to each primary interexchange carrier (“PIC”) change made without prior valid authorization. Repeated unauthorized PIC change requests by Customer may result in discontinuance of services by Lumen.

**ii. PIC Change Charge.** Lumen may elect to assess Customer a PIC change charge if an end user’s automatic number identifier (“ANI”) is changed from one interexchange carrier (“IXC”) to another.

**iii. Carrier Line Charge or Primary Interexchange Carrier Charge (“PICC”).** Lumen may assess Customer a carrier line charge for lines moved from an IXC to Lumen.

### **3.2 Rate Changes and Termination Right.**

**A. Rate Changes.** Rates, charges and other pricing terms may be subject to change during the term for which the Services are to be provided by Lumen to Customer. Lumen may send to Customer a notice changing rates, charges or other pricing terms as set forth in this Service Schedule, in a Rate Sheet and/or Order which may be provided as a bill insert message with Customer’s invoice or other written notification, including to an e-mail address as set forth in this Section (a “Rate Change Notice”). Customer’s must ensure that Lumen has Customer’s most recent e-mail address for purposes of Rate Change Notices as Lumen will use the email address in Lumen’s records for the Rate Change Notices. The rates or changes set forth in such Rate Change Notifications will take effect as stated in this Service Schedule but no sooner than 30 days following such Rate Charge Notice.

**B. Limited Termination Right Related to Rate Changes.** On receipt of Rate Change Notice, Customer may elect to terminate the Service provided under this Service Schedule without obligation other than to pay (i) all charges already incurred in respect of the Service up to the effective date of such termination (including as adjusted via Rate Change Notice) and (ii) any third party early termination charges incurred by Lumen in terminating any local access circuits provided to the Customer as part of the Service which are terminated under this Section.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**3.3 Scope of Lumen Agency.** In the provisioning of telephone numbers and/or in porting activities, Lumen is authorized to act as Customer's agent in placing orders with other carriers in order to provide telecommunications services, if requested by Customer. Customer will provide letters of agency or authority as needed to effectuate such authority, if required.

**3.4 Restrictions.**

**A. No Resale.** Notwithstanding anything to the contrary in the Agreement, the Service is a retail only service, resale of the Service in any form is strictly prohibited, and Customer may not resell or incorporate these Services into services it sells to third parties. This provision may only be changed by amendment to this Service Schedule executed by authorized parties for Customer and Lumen, no less formal consent will be binding.

**B. No Non-Conforming Uses.** The Service may not be used by Customer (i) to provide voice content related services such as chat lines; (ii) in connection with auto dialer applications, predictive dialers, calls to NANP 900 or 976 or similar area codes or prefixes, broadcast fax transmissions, or any other application that generates more than 10 calls per second, (iii) in connection with call center applications, and (iv) in conjunction with least cost routing (LCR) mechanisms. Use of the Service in violation of this Service Schedule is a "Non-Conforming Use". In addition to Lumen's other default rights, in the event of a Non-Conforming Use, Customer will be liable for the difference between the rates for conforming use and the higher rates which Lumen would have applied for Non-Conforming Use. In addition, if in Lumen's reasonable judgment (i) Customer's usage disproportionately terminates to and/or originates in high cost areas or international cell phones or (ii) Customer is using the Service for Non-Conforming Uses, Lumen may provide Customer with 3 calendar days' notice to modify traffic to correct its usage and if Customer fails to modify its traffic or correct usage as requested by Lumen, Lumen reserves the right to immediately adjust usage rates to such rate set forth in the notice or immediately terminate the Services. Customer will remain liable for all usage charges incurred prior to such termination and also for any commitments through the end of the Term on the Rate Sheet. Customer shall be responsible for any claims arising as a result of any Non-Conforming Use.

**3.5 Traffic Integrity.** Customer will not: (1) re-classify or re-originate traffic or take any other action to make traffic appear as if it: (i) is anything other than the type of traffic delivered to Customer or (ii) originated from a place or on a type of equipment different from the place or type of equipment from where it, in fact, originated; or (2) modify, alter or delete in any manner calling party number information, originating point codes or any other signaling information, or call detail in connection with the transport and termination of traffic to the called party. Upon Lumen's request, Customer will certify in writing its continued compliance with this Section.

**3.6 Fraudulent Calls and Unsupported Calls.** Customer will be responsible for paying Lumen for all charges for Service resulting from Customer's use or the fraudulent or unauthorized use of a third party due to Customer's lack of security. Lumen may, without liability, take immediate action to prevent calls which are not supported by the Service, which may harm Lumen's network or are fraudulent or suspected to be fraudulent, including without limitation, by denying Service to particular automatic number identifiers (ANIs) or terminating Service to or from specific locations. In the event Customer discovers or reasonably believes fraudulent calls being made, Customer will notify Lumen as soon as possible at +1-800-348-5457 or [FraudOperationsNA@centurylink.com](mailto:FraudOperationsNA@centurylink.com).

**4. Reserved.**

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**ATTACHMENT A  
WARNING LABELS (US)**

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

1. Your broadband/interconnect connection has failed or is disconnected
2. Your electrical power is disrupted
3. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

10. Your broadband/interconnect connection has failed or is disconnected
11. Your electrical power is disrupted
12. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

19. Your broadband/interconnect connection has failed or is disconnected
20. Your electrical power is disrupted
21. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

4. Your broadband/interconnect connection has failed or is disconnected
5. Your electrical power is disrupted
6. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

13. Your broadband/interconnect connection has failed or is disconnected
14. Your electrical power is disrupted
15. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

22. Your broadband/interconnect connection has failed or is disconnected
23. Your electrical power is disrupted
24. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

7. Your broadband/interconnect connection has failed or is disconnected
8. Your electrical power is disrupted
9. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

16. Your broadband/interconnect connection has failed or is disconnected
17. Your electrical power is disrupted
18. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**WARNING:**

**E911 Service May be Limited or Not Available**

Emergency Calling Service/E911 will not be available if

25. Your broadband/interconnect connection has failed or is disconnected
26. Your electrical power is disrupted
27. The current location of your handset has not been registered with your service provider

If you are unable to immediately complete a 911 call,  
PLEASE USE THE EMERGENCY PHONE NEAREST YOU.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
INTERNET SERVICES SERVICE SCHEDULE**

**1. General.** This Service Schedule is applicable where Customer orders Lumen Internet Services (which may also be called Dedicated Internet Access, Internet Services, High Speed IP, IP Transit Services or CenturyLink IQ Networking Internet Port (“Internet Port”) on ordering, invoicing, or other documentation). The Service is also subject to the Master Service Agreement executed between Lumen and Customer, and if none, Lumen’s standard Master Service Agreement (the “Agreement”). Lumen may subcontract the provision of the Service in whole or part, provided that Lumen remains responsible for the Service to Customer as set forth herein. Capitalized terms used but not defined herein have the definitions given to them in the Agreement.

**1.1 Additional General Terms.** Service charges are exclusive of taxes and presented without reduction for any Withholding Tax, all of which are the responsibility of the Customer. “Withholding Tax” means any amount or account of tax on sources of income which a payor is obliged to deduct from payments due to a recipient and account for or to any tax authority. In the event that any payment to be made to Lumen hereunder should be subject to reduction by reason of a Withholding Tax, Customer agrees to pay Lumen such amounts as would have been necessary so that the aggregate net amount received by Lumen after application of a Withholding Tax is the same amount as would have been received by Lumen if there had been no requirement to deduct or withhold such tax. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) (“LCA”) with the respective Lumen affiliate that provides the local Service(s). Such Lumen affiliate will invoice Customer or its local affiliate for the respective local Service(s).

**2. Services.**

**2.1 Service Description.** Lumen Internet Services are high speed symmetrical Internet services providing access to the Lumen IP network and the global Internet (“Service”). The Service is generally available via Ethernet connections from 10/100 Mbps ports to 100Gbps ports, as well as T1/E1, DS3/E3, and SONET connections from OC3/STM1 to OC48/STM16. Additional features and functionality may include:

- a. IP Addresses. IP Address space with proper justification.
- b. Primary DNS / Secondary DNS. Primary or Secondary DNS as requested.
- c. Static routing / BGP peering. Static routing or BGP peering options available.
- d. On-line bandwidth utilization reports. On-line bandwidth utilization reports available through the customer portal.
- e. Basic security service. Subject to Customer having Lumen-approved routers, included as part of the Service is a one-time per 12 month period ability to request Lumen to temporarily (i.e. for up to 24 hours): (i) apply a temporary access control list (ACL) with up to 10 rules on such routers; (ii) set up firewall filters specifying IPs, subnets, ports, and protocols; and (iii) configure null routes. Requests that exceed this duration or frequency will be charged at \$1000 per hour with a minimum charge of \$4000.

**2.2 Billing Types. For Dedicated Internet Access (DIA)**

Fixed-rate. Service with fixed-rate, flat rate, or tiered billing provides a set amount of bandwidth at a fixed-rate MRC (“Fixed-rate”). No usage element applies. Customer will not be permitted to exceed the contracted bandwidth level, provided that if Customer also orders Dynamic Capacity (where available), bandwidth and the associated charges may be adjusted as set forth in the separate terms for Dynamic Capacity.

Burstable. For Service provided with burstable bandwidth, the MRC is based on Committed Information Rate (“CIR”) (which is also called a Committed Data Rate (“CDR”)). The CIR/CDR is the minimum Internet bandwidth that will be billed to Customer each month regardless of actual usage. Burstable usage is any usage in excess of CIR/CDR. Burstable usage charges will apply on a per Mbps basis at the rate stated in the Order. Burstable usage charges will be billed on a 95th percentile basis. Usage levels are sampled every five minutes, for the previous 5 minute period, on both inbound and outbound traffic. At the end of the bill cycle, the highest 5% of the traffic samples for each inbound and outbound will be discarded, and the higher of the resulting inbound and outbound values will be used to calculate any applicable usage. If available and identified in the applicable Order, a Peak Information Rate (PIR) or Peak Data Rate (PDR) may apply, which is the maximum available bandwidth.

Aggregate Burstable. Burstable Services may also be provided on an aggregated basis. For Aggregate Burstable Service, the bandwidth MRC is based on the Aggregate Committed Information Rate (“ACIR”) (which is also called an Aggregate Committed Data Rate (“ACDR”)). The ACIR/ACDR is the minimum Internet bandwidth that will be charged to Customer each month regardless

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
INTERNET SERVICES SERVICE SCHEDULE**

of actual usage. Aggregate Burstable Usage is any usage in excess of ACIR/ACDR. Aggregate Burstable Usage charges will apply on a per Mbps basis at the rate stated in the Order. Aggregate Burstable Usage is calculated on a 95th percentile basis across all included ports.

**2.3 On-Net and Off-Net Access.** Access services provided entirely on the Lumen owned and operated network (“Network”) are “On-Net Access Services”. Additionally, Lumen may use third parties to reach Customer’s site from the Lumen Network (“Off-Net Access Services”). Local Access may be provisioned utilizing one of the following service technologies: special access, ethernet local access, multi-tenant unit (MTU) access, or wavelength local access.

**2.4 Converged Voice-Internet Service.** Where Customer orders Internet Services bundled with Level 3 Enterprise Voice SIP Based Services only, such charges will show on the invoice as Converged Voice-Internet Service. For clarification, the Converged Voice-Internet Service is treated as a single Service and if Customer wishes to unbundle or terminate a part of the Converged Voice-Internet Service, early termination liability may apply and Customer will be required to execute new orders for the desired stand-alone Service.

**2.5 Lumen Arranged Third Party Procured Internet Services.** For certain Service locations (including but not limited to where Lumen may lack relevant licenses to provide such service), Lumen may agree to arrange Internet Services using third party providers (“Third Party Internet Service”). Examples of such locations include, but are not limited to, service locations in China (excluding Hong Kong), India, Indonesia, Malaysia, New Zealand, Philippines, South Korea, Taiwan, Thailand, and Vietnam. Service options vary on a country by country basis and may include access to the Internet via overbooked and/or non-overbooked connections, DSL technology, private leased circuits (fixed or wireless), and/or satellite. Specific service details (access type, e.g. downstream/upstream speed, customer premises equipment requirements, and number of IP addresses) also differ on a country by country basis. Customer understands and acknowledges that Third Party Internet Service will, if requested by Customer, be provided by third party subcontractor(s) to Lumen and accordingly, is provided on an as-is basis. Notwithstanding the foregoing, Customer may report faults and/or outages in Third Party Internet Service to Lumen on a 24x7 basis and, in such circumstances, Lumen will contact the applicable third-party service provider with a view to restoring service as quickly as possible. Customer will reasonably cooperate with the requests of such providers of Third Party Internet Service to enable installation, maintenance, repair, and disconnection of Services. Burstable and Aggregate Burstable pricing methodologies, as well as on-line bandwidth utilization reports, are not available for Third Party Internet Service.

**2.6 Third Party Peer Destined Traffic.** If at any time Lumen’s provision of High Speed IP (any bandwidth) or Dedicated Internet Access (10G port sizes only) Service to Customer (and/or any of its Affiliates) (each a “Transit Party”) results in unbalanced traffic ratios between Lumen and any other third party peer network that would negatively impact any of Lumen’s peering relationships, Lumen shall provide written notice to the Transit Party triggering the unbalanced traffic ratios along with a 30-day opportunity to cure such traffic imbalance (“Balance Cure Period”) during which Lumen and the relevant Transit Party will cooperate to cure the traffic imbalance. Lumen will clearly identify to the Transit Party the traffic imbalance volume and location(s) of imbalance with said peer. If the Transit Party fails to cure the traffic imbalance within that Balance Cure Period, Lumen may, in good faith discussions with the Transit Party, take appropriate action, which may include termination of one or more Internet ports, to return traffic ratios to be within compliance of the peering provider. Notwithstanding the foregoing, if an emergency condition exists (“emergency condition” for purposes on this section is considered to be traffic conditions which threaten a material and adverse impact on Lumen’s network or its peers’ networks), which requires Lumen to balance traffic with its’ peers, then Lumen may in its’ sole reasonable discretion, take appropriate action without the Transit Party’s consent, which may include but is not limited to, suspending traffic on the affected port(s), to remedy such emergency condition; provided, that in such event, Lumen shall provide as much notice as is practicable under the particular emergency condition.

**2.7 Intended Use.** Any High Speed IP (any bandwidth) or Dedicated Internet Access (10G port sizes only) Service is intended to be used for a mixture of internet destinations and not for traffic overly weighted towards individual networks. As such, if more than 25% of total traffic on those particular Services is carried across Lumen's inter-continental backbone links or more than 25% of total traffic (excluding traffic terminating to AS3356 or AS209) is sent towards an individual egress network (either third party peer networks or Lumen end customer networks), then Lumen may choose to issue written notification to Customer to remedy the imbalance, after which Customer will work with Lumen in good faith to remedy such imbalance. Notwithstanding the foregoing, if Customer fails to remedy the imbalance within ten (10) working days of such notification and such imbalance is of a nature that does or will negatively affect (i) the Lumen (or its Affiliates) network in a technical and/or operational manner or (ii) the hardware, systems or services of other orders of Lumen or any Lumen Affiliate, then Lumen, in its sole discretion, shall have the right to a) charge Customer for traffic breaching the limits above at an “excess burst” rate of 1.5x the negotiated CDR rate per Mbps; or b) use technical means to withdraw access to these destinations from those Services.



**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
INTERNET SERVICES SERVICE SCHEDULE**

**2.8 Service Levels.** Lumen Internet Services are subject to the Lumen Service Level Agreement that is included with the Agreement.

**3. Customer Responsibilities.**

**3.1 Charges.** Customer shall be billed non-recurring charges (“NRC”) and monthly recurring charges (“MRC”) for Service as set forth in an Order(s). NRC include applicable installation charges for local-access circuit, port connection, and bandwidth. MRC include local-access charges, port connection charges, and bandwidth charges. Other charges, including but not limited to usage-based charges, may apply as stated in the Order(s). The Services are available with Fixed-rate, Burstable, or Aggregate Burstable billing types.

**3.2 Additional Customer Responsibilities.** Customer is solely responsible for all equipment and other facilities used in connection with the Service which are not provided by Lumen. All IP addresses, if any, assigned to Customer by Lumen shall revert to Lumen upon termination of Service, and Customer shall cease using such addresses as of the effective date of termination. Unless the parties otherwise agree in writing, Customer has sole responsibility for ordering, securing installation, and ensuring proper operation of any and all equipment required to enable Customer to receive the Service.

**3.3 Resale Restriction.** Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Internet Service or any ports provided hereunder as a stand-alone service to a third party without the express written consent of Lumen, provided, however that Customer may bundle any Internet Service or any ports provided pursuant to this Service Schedule with any other Lumen services (to the extent resale of those service is allowed) or the services of Customer and resell such bundled service to Customer’s subscribers and its customers. The Parties agree that the preceding is not applicable to Converged Voice-Internet Service, and Customer is prohibited from reselling any Converged Voice-Internet Service unless the parties enter into an amendment signed by authorized representatives of both parties.

**3.4 Business Contact Information.** Customer must provide to Lumen the names of and contact information (“Business Contact Information”) for its employees (“Business Contacts”) who have purchasing or other responsibilities relevant to Lumen’s delivery of international Service under this Service Schedule. Customer consents to Lumen’s and its affiliates or subcontractors’ use and transfer to the United States of Business Contact Information for the purpose of: (a) fulfilling its obligations under this Service Schedule; and (b) providing information to Customer about Lumen’s products and services via these Business Contacts. Customer represents that the Business Contact Information is accurate and that each Business Contact has consented to Lumen’s processing of their Business Contact Information for the purposes set forth in this Service Schedule. The Business Contact Information provided by Customer has been collected, processed, and transferred in accordance with applicable laws, including, where applicable, any necessary notification to the relevant data protection authority in the territory in which Customer is established (“Authority”). Customer will notify Lumen promptly of staffing or other changes that affect Lumen’s use of Business Contact Information. Lumen will have in place technical and organizational measures that ensure a level of security appropriate to the risk represented by the processing and the nature of the Business Contact Information and that protects such information against accidental or unlawful destruction or accidental loss, alteration, and unauthorized disclosure or access. Lumen will use the information only for the express purposes set forth in this Service Schedule. Lumen will identify a contact authorized to respond to inquiries concerning processing of Business Contact Information and will reasonably cooperate in good faith with Customer and the Authority concerning all such inquiries without excessive delays.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
LUMEN MPLS (IPVPN AND VPLS) VPN SERVICE  
SERVICE SCHEDULE**

**1. General.** This Service Schedule forms part of the Master Service Agreement between Lumen and Customer (“Agreement”) and is applicable only where Customer orders Lumen MPLS (IPVPN and VPLS) VPN Service (which may also be called IP VPN, IPVPN, IPVPN Port, Private Port, IQ Networking Private Port, MPLS/IP VPN, MPLS/IP VPN Port, VPN, NBIPVPN (Network Based IP VPN), Converged Services, Virtual Private Network, or IP Solutions Private Port on ordering, pricing, invoicing, or other documentation). Capitalized terms used but not defined herein have the definitions given to them in the Agreement. Customer expressly agrees that Lumen may use affiliates or third party suppliers to provide MPLS VPN Service, provided that Lumen remains responsible to Customer hereunder.

**1.1 Additional General Terms.** All invoices will be issued to Customer and paid in the currency specified in the Order or pricing attachment. Customer will pay such invoices free of currency exchange costs or bank charges. Service charges are exclusive of taxes and presented without reduction for any Withholding Tax, all of which are the responsibility of the Customer. “Withholding Tax” means any amount or account of tax on sources of income which a payor is obliged to deduct from payments due to a recipient and account for or to any tax authority. In the event that any payment to be made to Lumen hereunder should be subject to reduction by reason of a Withholding Tax, Customer agrees to pay Lumen such amounts as would have been necessary so that the aggregate net amount received by Lumen after application of a Withholding Tax is the same amount as would have been received by Lumen if there had been no requirement to deduct or withhold such tax.

**2. Services.**

**2.1 Service Description.** MPLS VPN Service includes two (2) virtual private network (“VPN”) services, IPVPN and VPLS, providing private site-to-site communications over Lumen’s MPLS network. IPVPN utilizes Internet Protocol; VPLS is provided using Ethernet. Customer must purchase at least 2 ports to set up private site-to-site connections. The Service is connected to each site, including additional sites designated by Customer (together “Customer Sites”) through the Customer port at either a circuit location address or a Lumen Point of Presence (PoP) as specified in the Order. Customer Sites will be connected to a port at one or more Lumen MPLS Network PoPs at a fixed data transmission rate. Standard network management web tools are also provided in conjunction with the MPLS VPN Services. The VPLS offer of Enterprise Switched Native LAN (“SNLAN”) allows multiple Customer locations to interconnect within a single Lumen-defined metro area network (“MAN”). The VPLS offer of Extended Native LAN (“ENLAN”) allows Customer to connect multiple SNLAN networks between MANs.

**2.2. Additional Features.**

Additional features and functionality may include:

**a. Enhanced Reporting.** Lumen offers enhanced reporting features including Performance Assurance, Enhanced Management, and End to End Statistics (collectively these are referred to herein as “Enhanced Reporting”). Customer may subscribe to Performance Assurance and End to End Statistics for an additional charge. If available at Customer’s location, Enhanced Management will be included with Customer’s MPLS VPN Service at no additional charge. Customer may request information regarding the availability of Enhanced Management at any particular location. Where available, these features provide end-to-end reporting and SLA’s for the following statistics: data delivery, latency and jitter that can be accessed by Customer via the Lumen provided customer portal.

**b. Class of Service (CoS).** Customer may purchase CoS where available providing the ability to prioritize certain identifiable traffic flows between MPLS network ports. Customer is solely responsible for the selection of classes of service as stated in the Order. If a Service Order references Premium Plus/Premium CIR (or PIR), the stated bandwidth is included in, and not in addition to, the Committed Information Rate or Peak Information Rate.

**c. Smart Demarcation.** In certain locations, where available, for VPN and VPLS services with Ethernet access in the domestic U.S. and VPLS services with Ethernet access outside of the U.S., Lumen provides ‘Smart Demarcation’ which is the supply and installation of a Smart Demarcation device (also referred to as a Network Interface Device or “NID”) used for Ethernet connectivity fault management for up to 1Gbps port speeds at Customer Sites.

**2.3. Additional Services.**

The following services may be available at an additional charge to be set forth in an Order and pursuant to the separate Service Schedule for such services:

**a. Lumen Internet Services.** As part of a Converged Service, Customer may order Internet Services which are high speed symmetrical Internet services providing access to the Lumen IP Network and the global internet.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
LUMEN MPLS (IPVPN AND VPLS) VPN SERVICE  
SERVICE SCHEDULE**

- b. Lumen Enterprise Voice SIP Based Services.** As part of a Converged Service, Customer may order SIP based enterprise voice for Public Switched Telephone Network connectivity, outbound (1+) access to U.S. (interstate and intrastate) and international locations, inbound (8XX) service, and international toll free calling.
- c. Application Performance Management.** As an optional service feature for IPVPN, where available Customer may subscribe to Application Performance Management (“APM”) which provides near real-time information for live monitoring and historical data for analysis and reporting on all network traffic end-to-end, including advanced statistics on latency, jitter and packet loss, as well as general utilization by way of an inline Analysis Service Element (“ASE”).
- d. Managed Network Services.** As an additional Service offering, where available Customer may order Lumen Managed Network Services (“MNS”) in which Customer premises equipment (“CPE”) is provided by either the Customer or Lumen, but in all cases is managed and maintained by Lumen. MNS may include, but is not limited to, Routers, IADs, SBCs, and firewalls.
- e. Secure Access.** As an additional Service offering, where available Customer may order Secure Access Site and Secure Access Cellular.
- f. Managed Security Services.** As an additional Service offering, if available Customer may order certain managed security services (“MSS”) which may be available on a cloud-based (MSS-Cloud) solution. The MSS Cloud solution may also be referenced as a Secure Internet Access Firewall or SIA Firewall when ordered in conjunction with Lumen MPLS Service.
- 2.4. On-Net and Off-net Access.** Access services provided entirely on the Lumen owned and operated network (“Network”) are “On-Net Access Services”. Additionally, Lumen may use third parties to reach Customer’s site from the Lumen Network (“Off-Net Access Services”). Local Access may be provisioned utilizing one of the following service technologies: special access, ethernet local access, or wavelength local access.
- 2.5 Service Levels.** MPLS VPN Service is subject to the Lumen Service Level Agreement that is included with the Agreement.
- 3. Customer Responsibilities.**
- 3.1 Charges.** Customer shall be billed non-recurring charges (“NRC”) and monthly recurring charges (“MRC”) for MPLS VPN Services as set forth in the Order or pricing attachment. NRC includes applicable installation charges for local-access circuit and each port. MRC includes local-access charges, port connection charges and bandwidth charges. Bandwidth may be identified on an Order or pricing attachment as Bandwidth, Commit, Committed Information Rate (or CIR), or Peak Information Rate (or PIR). Other charges, including but not limited to usage based charges, may apply as stated in the Order or pricing attachment. Where Customer orders MPLS VPN Services bundled with either Lumen Internet Services or Level 3 Enterprise Voice SIP Based Services (either combination is referred to herein as a “Converged Service”) such charges will show on the invoice as Converged Services. For clarification, the Converged Service is treated as a single Service and if Customer wishes to unbundle or terminate a part of the Converged Service, early termination liability may apply and Customer will be required to execute new orders for the desired stand-alone Service.
- 3.2 General Customer Responsibilities.** Customer is responsible for providing the network design specifications including pre-existing LAN/WAN IP addressing schemes, MAC addresses and circuit designs. Customer is solely responsible for all equipment and other facilities used in connection with the Service which are not provided by Lumen. All IP addresses, if any, assigned to Customer by Lumen shall revert to Lumen upon termination of Service, and Customer shall cease using such addresses as of the effective date of termination. For installation of the Smart Demarcation device (NID) at Customer’s Site, Customer shall (i) provide access at each Site for installation, implementation and maintenance (“Work”) at scheduled times, (ii) make appropriate contact personnel available on-site for such Work, (iii) provide all necessary power distribution boxes, conduits, telco backboard space for equipment mounting, grounding, surge and lightning protection and associated hardware and power outlets within 4 feet (1 meter) of the location at which a NID is to be installed, (iv) provide all required extended demarcation inside wiring, including any necessary building alterations to meet wiring and any other site requirements, (v) ensure that the NID can be installed within 6 feet (2 meters) of the Customer provided equipment and the Customer provided or third party provided extension of the local access circuit demarcation, or otherwise provide additional cabling at the Customer’s expense, (vi) clearly marking each telecommunications extended local access circuit demarcation point to allow the installer to connect the correct circuit to the correct NID interface, and (vii) connection of the NID to the Customer Router or LAN.
- 3.3 Resale Restriction.** Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service provided pursuant to this Service Schedule except as expressly provided by Lumen, provided however, if Customer requests to resell any Converged Services such permission from Lumen must be in the form of an amendment signed by authorized representatives of both parties.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
LUMEN MPLS (IPVPN AND VPLS) VPN SERVICE  
SERVICE SCHEDULE**

**3.4 Latin American Services.** With respect to Services provided in Latin America, Customer agrees that it (or its local Affiliate) will enter into a separate local country addendum/agreement (as approved by local authorities) (“LCA”) with the respective Lumen Affiliate which provides the local Service(s) containing terms necessary to comply with local laws/regulations, and such Lumen Affiliate will invoice the Customer (or its local Affiliate) party to the LCA for the respective local Service(s).

**3.5 Business Contact Information.** Customer must provide to Lumen the names of and contact information (“Business Contact Information”) for its employees (“Business Contacts”) who have purchasing or other responsibilities relevant to Lumen’s delivery of international Service under this Service Schedule. Customer consents to Lumen’s and its affiliates or subcontractors’ use and transfer to the United States of Business Contact Information for the purpose of: (a) fulfilling its obligations under this Service Schedule; and (b) providing information to Customer about Lumen’s products and services via these Business Contacts. Customer represents that the Business Contact Information is accurate and that each Business Contact has consented to Lumen’s processing of their Business Contact Information for the purposes set forth in this Service Schedule. The Business Contact Information provided by Customer has been collected, processed, and transferred in accordance with applicable laws, including, where applicable, any necessary notification to the relevant data protection authority in the territory in which Customer is established (“Authority”). Customer will notify Lumen promptly of staffing or other changes that affect Lumen’s use of Business Contact Information. Lumen will have in place technical and organizational measures that ensure a level of security appropriate to the risk represented by the processing and the nature of the Business Contact Information and that protects such information against accidental or unlawful destruction or accidental loss, alteration, and unauthorized disclosure or access. Lumen will use the information only for the express purposes set forth in this Service Schedule. Lumen will identify a contact authorized to respond to inquiries concerning processing of Business Contact Information and will reasonably cooperate in good faith with Customer and the Authority concerning all such inquiries without excessive delays.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
DATA SECURITY ADDENDUM**

This Data Security Addendum (“Addendum”) forms part of the service agreement (“Agreement”) between Customer and Lumen and is applicable to the services provided by Lumen pursuant to the Agreement (“Services”). “Lumen” is defined for purposes of this Addendum as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities. In the event of a conflict between the Agreement and this Addendum, the terms of this Addendum will control.

Lumen has implemented the data security measures described in this Addendum and will maintain them, or an equally secure equivalent, during the applicable term of the Services. These measures generally apply to Lumen’s standard services and certain measures may not apply or may be applied differently to customized services, configurations, or environments ordered or as deployed by Customer. These measures have been implemented by Lumen to protect, directly or indirectly, the confidentiality, integrity and availability of Customer Data. As used in this Addendum, “Customer Data” means any data, content or information of Customer or its end users that is stored, transmitted, or otherwise processed using the Lumen Services.

## **1. COMPLIANCE WITH LAW, AUDIT REPORT**

Lumen has adopted and implemented a corporate information security program as described below, which program is subject to reasonable changes by Lumen from time to time. Lumen has completed an AICPA sanctioned Type II audit report (SSAE18/ISAE3402 SOC 1 or SOC 2) for certain facilities/services and will continue to conduct such audits pursuant to a currently sanctioned or successor standard. Customer will be entitled to receive a copy of the then-available report upon request, which report is Lumen Confidential Information. Customer may make such report available to its end users subject to confidentiality terms provided by Lumen. Customer will ensure that all Customer Data complies with all applicable laws and appropriate information security practices, and nothing in this Addendum will relieve Customer from its responsibility to select and implement such practices.

## **2. INFORMATION SECURITY PROGRAM**

Lumen has implemented an information security program (the “Program”) that includes reasonable measures designed to: (1) secure the confidentiality and integrity of Customer Data; (2) to the extent related to the Services and Lumen infrastructure, protect against foreseeable threats to the security or integrity of Customer Data; (3) protect against unauthorized access to, disclosure of or unauthorized use of Customer Data; and (4) provide that Lumen employees are aware of the need to maintain the confidentiality, integrity and security of Customer Data. Lumen will limit access to Customer Data to only those employees, agents, contractors or service providers of Lumen who need the information to carry out the purposes for which Customer Data was disclosed to Lumen.

The Lumen Program is modelled on the ISO27001:2013-based Information Security Management System (“ISMS”), which establishes the guidelines and general principles used for establishing, implementing, operating, monitoring, reviewing, maintaining and improving protections for Lumen information and Customer Data. The Lumen Program, in alignment with the ISMS, is designed to select adequate and proportionate security controls to protect information and provides general guidance on the commonly accepted goals of information security management and standard practices for controls in the following areas of information security management:

- Security policy
- Organization of information security
- Asset management
- Human resources security
- Physical and environmental security
- Communications and operations management
- Communications security
- Access control
- Information systems acquisition, development, and maintenance
- Information security incident management

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
DATA SECURITY ADDENDUM**

- Business continuity management
- Compliance
- Cryptography
- Supplier relationships

Lumen has also implemented a formal information security policy and supporting methods and procedures, technical standards, and processes to reinforce the importance of information security throughout the organization (“Information Security Policy”). The Information Security Policy is in alignment with ISO 27002:2013 and is approved by the Chief Information Security Officer. The Information Security Policy outlines the requirements to maintain reasonable security for the Services. Employees and contractors with access to corporate information and Customer Data are required to complete annual security training based on the Information Security Policy. The Information Security Policy includes the following:

- Physical Security Policy for data centers and Office Locations
- Electronic Use Policy including:
  - Email Usage
  - Wireless Networks
  - Internet Access
  - Anti-Virus control
- Password Management
- Remote and Home Working
- Computer Security Incident Response Plan
- Information Protection
- Third Party Connections Agreements
- Third Party Access
- Wireless Scanning
- Risk Management
- Vendor Management

### **3. SPECIFIC SECURITY CONTROLS**

Lumen’s security controls include:

- Logical access controls to manage access to Customer Data on a least privilege and need-to-know basis, including through the use of defined authority levels and job functions, unique IDs and passwords, strong (i.e., two-factor) authentication for remote access systems (and elsewhere as appropriate), and promptly revoking or changing access in response to terminations or changes in job functions.
- Password controls to manage and control password complexity and expiration. Any password controlling access to the Lumen infrastructure must be of a minimum length and complexity.
- Operational procedures and controls to provide that technology and information systems are configured and maintained according to prescribed internal standards.
- Network security controls, including the use of firewalls, layered DMZs, and updated intrusion detection/prevention systems to help protect systems from intrusion and/or limit the scope or success of any attack or attempt at unauthorized access.
- Vulnerability management procedures and technologies to identify, assess, mitigate and protect against new and existing security vulnerabilities and threats, including viruses, bots, and other malicious code.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
DATA SECURITY ADDENDUM**

- Approved anti-malware software is installed on Lumen equipment capable of running it where the risk of infection is high. It is configured to prevent users disabling the software where possible or altering its configuration without authorization. Periodic evaluations are performed to confirm whether systems continue to require (or not) antivirus software.
- Security policies which reinforce the importance of physical security of all company facilities including procedures specific to data center physical security. Data center security personnel are responsible for controlling data center access, monitoring local security alarms and managing all reported physical security-related events.
- CCTV (Closed Circuit Television) commonly deployed as a physical security control in high value facilities to deter, detect and identify intruders. The Corporate Security Operations Center (CSOC) provides global, 24/7 support with remote monitoring, management, administration and maintenance of the CCTV video surveillance systems used throughout Lumen.
- The Central Access Control Center (CACC) supports the distribution of all Lumen access badges and administration of access permissions within the access control system.
- Disposal procedures for different types and classifications of information which are documented and communicated to personnel. Employees have access to secure shredders for hardcopy. Electronic media are disposed of through certified disposal vendors.
- Pre-employment screening and background checks are conducted on incoming personnel in accordance with Lumen human resource on-boarding practices and applicable local law. The checks are dependent on, amongst other things: the role, location, any custom requirements, and can include: identity, drug, criminal, academic and credit checks.
- Annual security awareness training for Lumen employees and contractors working on Lumen premises. The training reflects current threats and encourages basic security good practice, access to and knowledge of Information Security Policy and procedures such as how to report an incident. Employees in particular positions receive supplementary security training and if a training or testing issue arises (e.g., internal phishing exercises), further guidance is provided. Lumen conducts a continuous program of phishing tests on staff to reinforce the requirement for awareness and good email and browsing habits and to assess the effectiveness of security awareness training. The company intranet and email system are used to disseminate flash announcements on security matters as appropriate.
- Change management procedures outlining that modifications to Lumen technology and information assets are tested, approved, recorded, and monitored.
- Organizational management designed to ensure the proper development and maintenance of information security and technology policies, procedures and standards.
- Dedicated organizations with global responsibility for all physical security operations, security systems, access administration, and security controls within all Lumen-owned facilities and data centers. Third-party data centers are utilized for certain services and, in such cases, certain physical security and other controls are reviewed by Lumen.

#### **4. SECURITY AUDITS.**

Customer may, no more than once per year and at its own expense, audit Lumen's performance with respect to its security obligations under this Addendum ("Audit"). In the event Customer retains a third party to perform an Audit, Lumen may require additional documentation be executed by the third party auditor prior to granting access to a Lumen facility where Services are provided, and Lumen may, at its sole and reasonable discretion, decline to allow a third party access to a data center. Lumen will reasonably cooperate with Customer in its performance of the Audit and will make available to Customer or its auditors documents and records reasonably required to complete the Audit. Lumen will provide Customer with reasonable access to the relevant facility for the purpose of inspection of the equipment and facilities which are used to provide the Services to Customer. For purposes of clarification, access will not be granted to certain areas of certain facilities (such as data centers) to which Lumen does not generally allow access to its customers (e.g., areas which house equipment used to support services for multiple customers). Audit access is subject to Lumen's reasonable security requirements for its most sensitive security policies/materials. Audit access must be within Lumen's normal business hours and must be scheduled at least ten (10) business days in advance, and Customer or its auditor will be



**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION  
DATA SECURITY ADDENDUM**

escorted by Lumen personnel during the period of access. The Audit and any findings related thereto will be treated as Confidential Information.

**5. SECURITY INCIDENTS AND RESPONSE.**

In the event Lumen determines that a Security Incident has impacted Customer Data, Lumen will promptly take the following actions:

- Notify Customer of such Security Incident and provide periodic updates as appropriate given the nature of the Security Incident and as information becomes available;
- Take reasonable steps to remediate and mitigate the Security Incident, to the extent such steps are technically feasible and appropriate in the circumstances;
- Conduct a preliminary investigation into the Security Incident to determine, to the extent reasonably feasible, its root cause; and
- Reasonably cooperate with Customer in its efforts to remediate or mitigate the Security Incident and its efforts to comply with applicable law and legal authorities, as necessary.

For purposes of this Addendum, “Security Incident” means any unlawful or unauthorized access, theft, or use of Customer Data while being stored, transmitted or otherwise processed using Lumen services.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

**FOR ILLUSTRATIVE PURPOSES ONLY**

**Lumen reserves the right to amend the Acceptable Use Policy effective upon posting.**

## **Lumen's Acceptable Use Policy**

Effective August 13, 2021

This Acceptable Use Policy ("AUP") defines acceptable practices relating to the use of Lumen's network, websites, systems, facilities, products and services (collectively, the "Services") by Lumen customers and by users that have gained access to the Services through customer accounts (collectively, "Users"). The Services must be used in a manner that is consistent with the intended purpose of the Services and the terms of the applicable agreement with Lumen. By using the Services, Users consent to be bound by the terms of this AUP. For purposes of this AUP, "Lumen" includes CenturyLink Communications, LLC and all other affiliates, including direct and indirect subsidiaries of Lumen, Inc. Your use of Lumen Services must comply with [Lumen's copyright/DCMA Policy](#).

### Prohibited Conduct

- **General.** Users will not use the Services to transmit, distribute or store material in a manner that: (a) violates any applicable law or regulation; (b) may adversely affect the Services or Users; (c) may expose Lumen to criminal or civil liability or (d) violate, infringe upon or otherwise misappropriate any third party rights, including intellectual property rights, rights of publicity and privacy rights. Users are prohibited from facilitating the violation of any part of this AUP or applicable third-party policies, including, but not limited to transmitting, distributing, or otherwise making available any product or service that violates this AUP or another provider's policy.
- **Inappropriate Content.** Users will not use the Services to transmit, distribute or store material that Lumen reasonably determines is inappropriate, obscene, indecent, defamatory, libelous, tortious, threatening, abusive, hateful, or excessively violent. Users will also not use the Services to host terrorist-related web sites, including sites that advocate human violence and hate crimes based upon religion, ethnicity, or country of origin.
- **Intellectual Property.** Material accessible through the Services may be subject to protection under privacy, publicity, or other personal rights and intellectual property rights, including but not limited to, copyrights and laws protecting patents, trademarks, trade secrets or other proprietary information. Users will not use the Services in any manner that would infringe, dilute, misappropriate, or otherwise violate any such rights. If a domain name is used with any of the Services, it may not be used in violation of the trademark, service mark, or other rights of any third party.
- **Harmful Content.** Users will not use the Services to transmit, distribute or store material that may be harmful to or interfere with the Services or any third party's networks, systems, services, or websites. Such prohibited harmful content includes, but is not limited to, viruses, worms, or Trojan horses, root kits, password crackers, adware, and key stroke capture programs.
- **Fraudulent/Misleading Content.** Users will not use the Services to transmit or distribute material containing fraudulent offers for goods or services, or any advertising or promotional materials that contain false, deceptive, or misleading statements, claims, or representations. In

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

addition, Users are prohibited from submitting any false or inaccurate data on any order form, contract or online application, including the fraudulent use of credit cards.

- **Email and Unsolicited Messages.** Users will not use the Services to (i) transmit unsolicited e-mail messages, including, without limitation, unsolicited bulk email, where such emails could reasonably be expected to provoke complaints, and (ii) send e-mail messages which are excessive and/or intended to harass or annoy others ("Spam"). Further, Users are prohibited from using the service of another provider to send Spam to promote a site hosted on or connected to the Services. In addition, Users will not use the Services to (a) continue to send e-mail messages to a recipient that has indicated that he/she does not wish to receive them, (b) send e-mail with forged TCP/IP packet header information, (c) send malicious e-mail, including, without limitation, "mail-bombing", (d) send or receive e-mail messages in a manner that violates the use policies of any other Internet service provider, or (e) use an e-mail box exclusively as a storage space for data.
- **Third Party Rules; Usenet.** Users will not use the Services in violation of the rules, guidelines or agreements associated with search engines, subscription Web services, chat areas, bulletin boards, Web pages, USENET, or other services accessed via the Services.
- **Inappropriate Actions.** Users will not use the Services to conduct activities that may be harmful to or interfere with the Services, a User's terminal session or any third party's networks, systems, services, or websites. Users will not engage in any activities designed to harass, or that will preclude or interfere with the use of Service (e.g., synchronized number sequence attacks) by any other User on the Lumen network or on another provider's network. In addition, Users will not use the Service (a) by any means or device to avoid payment; (b) to access User's account or Lumen Services after User has terminated User's account; (c) on behalf of persons or firms listed in the Spamhaus Register of Known Spam Operations database at [www.spamhaus.org](http://www.spamhaus.org); or (d) to engage in phishing activities. Users will not use the Service to engage in any activities that may interfere with the ability of others to access or use the Service or the Internet.
- **Illegal Use:** Customer will not use the Services in a manner that constitutes illegal activities, including but not limited to, death threats, terroristic threats, threats of harm to another individual, multi-level marketing schemes, HYIP or Ponzi schemes, invasion of privacy, credit card fraud, racketeering, defamation, slander, child pornography and violations of the Child Protection Act of 1984, or any other applicable law.
- **Security Breaches and Obligations.** Users are prohibited from violating or attempting to violate the security of the Services or the computers, accounts, or networks of another party, including but not limited to, circumventing the user authentication or security of any host, network or account. Users will not use the Services to cause security breaches or disruptions of Internet communication and/or connectivity. Security breaches include, but are not limited to, accessing data, accounts or systems without authorization or logging into a server or account that the Customer is not expressly authorized to access and denial of service attacks. Disruptions include port scans, flood pings, email-bombing, packet spoofing, IP spoofing, forged routing information. Customer must use reasonable care in keeping its software on the Lumen's servers up-to-date and patched with the latest security updates.
- **IP Allocation.** Users are prohibited from using IP addresses not originally allocated for use or on unassigned VLANs or servers. All IP Addresses are currently owned and registered to Lumen and are non-transferable. Customer retains no ownership or transfer rights.

## Rights of Lumen

- Lumen may suspend or terminate Service of any User which Lumen believes has violated any element of this AUP. Lumen will suspend Service for violation of the AUP on the most limited basis as Lumen determines is reasonably practical under the

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

circumstances to address the underlying violation. Lumen will attempt to notify Users via email or other method prior to suspending Service for violation of the AUP; provided, however, Lumen may suspend Service without notice if Lumen becomes aware of a violation of any applicable law or regulation or activity, including but not limited to a violation of the AUP that exposes Lumen to criminal or civil liability or that exposes the Lumen network or Lumen customers' network or property to harm. Such harm to a network may include, but is not limited to, risk of having an IP address placed on blacklists. Lumen may take such further action as Lumen determines to be appropriate under the circumstances to eliminate or preclude repeat violations.

- Lumen reserves the right to take down any material—or otherwise block access thereto—created or accessible on or through the Services and suspend or terminate any User creating, storing or disseminating such material where Lumen becomes aware that the material violates this AUP and/or exposes Lumen to civil or criminal liability, including without limitation, under applicable copyright laws. Lumen reserves the right to avail itself to the safe harbor provisions of the Digital Millennium Copyright Act.
- Access the [Service Provider/Designated Agent Information](#) pursuant to the Digital Millennium Copyright Act, 17 U.S.C., Section 512(c).
- Users are responsible for configuring their own systems to provide the maximum possible accountability. Lumen shall not be liable for any damage caused by such system configurations regardless of whether such configurations have been authorized or requested by Lumen. For example, Users should ensure there are clear "path" lines in news headers so that the originator of a post may be identified. Users should also configure their Mail Transport Agents (MTA) to authenticate (by look-up on the name or similar procedures) any system that connects to perform a mail exchange, and should generally present header data as clearly possible. As another example, Users should maintain logs of dynamically assigned IP addresses. Users are responsible for educating themselves and configuring their systems with at least basic security. Should systems at a User's site be violated, the User is responsible for reporting the violation and then fixing the exploited system. For instance, should a site be abused to distribute unlicensed software due to a poorly configured FTP (File Transfer Protocol) Server, the User is responsible for re-configuring the system to stop the abuse.
- Lumen reserves the right to cooperate with legal authorities and third parties in the investigation of any alleged wrongdoing related to this AUP, including the disclosure of the identity of the User that Lumen deems responsible for the wrongdoing. Lumen will not be liable for any damages of any nature suffered by any User, or any third party resulting in whole or in part from Lumen's exercise of its rights under this AUP.
- Lumen reserves the right to install and use, or to have you install and use, any appropriate devices to prevent violations of this Policy, including devices designed to filter or terminate access to the Service. By accepting and using the Service, Users consent to allowing Lumen to collect service information and routing information in the normal course of our business, and to use such information for general business purposes. Users may not use the Service to monitor any data, information or communications on any network or system without authorization. Users may not attempt to gain unauthorized access to the user accounts or passwords of other Users.

**LUMEN MASTER SERVICE AGREEMENT  
STATE, LOCAL AND EDUCATION GOVERNMENT AGENCIES VERSION**

- In most cases, Lumen will notify Users of complaints received by Lumen regarding an alleged violation of this Policy. You agree to promptly investigate all such complaints and take all necessary actions to remedy any violations of this Policy. Lumen may inform the complainant that you are investigating the complaint and may provide the complainant with the necessary information to contact you directly to resolve the complaint. You shall identify a representative for the purposes of receiving such communications.
- Lumen reserves the right to modify this AUP in its discretion at any time. Such modifications will be effective upon posting, and use of the Services after such modification constitutes acceptance of such modifications.

### Responsibility for Content

Lumen takes no responsibility for any material created or accessible on or through the Services and will not exercise any editorial control over such material. Lumen is not obligated to monitor such material, but reserves the right to do so.

Violations of this AUP may be reported to:

[abuse@aup.lumen.com](mailto:abuse@aup.lumen.com)

# Lumen Master Service Agreement

Updated: April 21, 2022

“Lumen” is defined for purposes of this Service Level Agreement as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services subject to this Service Level Agreement. This Service Level Agreement applies when Customer orders Lumen service(s) listed as Qualifying Services in Table 1.1. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Qualifying Services are contained in the Service Levels applicable to the Affected Service. Terms used but not defined in this Service Level Agreement will have the meaning set forth in the Agreement. In the event of a conflict between the definition section below and a defined term in another Service Attachment, the definitions section below will prevail for purposes of interpretation of this Service Level Agreement.

## 1. Availability Tiers

Lumen offers Service Availability Service Levels for Qualifying Services based on the following Availability Tiers. The Availability Tiers only apply to the Service Availability Service Level in this Service Level Agreement and do not relate in any way to any tiers in other service level agreements.

**Table 1.1**

Availability Tier	Qualifying Services
BRONZE	<ul style="list-style-type: none"> <li>• Unprotected Wavelength Service</li> <li>• Off-Net Unprotected EPL Service within North America</li> <li>• On-Net Unprotected EPL Service within North America*, Europe, Latin America** and Service that includes subsea cable</li> </ul>
SILVER	<ul style="list-style-type: none"> <li>• Off-Net Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within Europe, Latin America and Asia-Pacific, and Service that includes subsea cable,</li> <li>• Off-Net Internet Services outside North America (“Silver Internet”),</li> <li>• Off-Net MPLS (IPVPN and VPLS) Services outside North America (“Silver MPLS (IPVPN and VPLS)”)),</li> <li>• Standalone Managed Service</li> <li>• Standalone Edge Gateway Service</li> <li>• Broadband Internet Access with Backup Cellular Internet Access</li> <li>• Silver Internet with Broadband Internet Access or Backup Cellular Internet Access****, or</li> <li>• Silver MPLS (IPVPN and VPLS) with Broadband Internet Access or Backup Cellular Internet Access****</li> </ul>
GOLD	<ul style="list-style-type: none"> <li>• Protected Wavelength Service</li> <li>• On-Net Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within Latin America and Asia-Pacific, and Service that includes subsea cable,</li> <li>• All On-Net Internet Services and Off-Net Internet Services in North America (collectively “Gold Internet”),</li> <li>• All On-Net MPLS (IPVPN and VPLS) Services and Off-Net MPLS (IPVPN and VPLS) Services in North America (collectively “Gold MPLS (IPVPN and VPLS)”)),</li> <li>• Gold Internet with Broadband Internet Access or Backup Cellular Internet Access****</li> <li>• Gold MPLS (IPVPN and VPLS) with Broadband Internet Access or Backup Cellular Internet Access****</li> <li>• Dynamic Connections – IPVPN, or</li> <li>• Managed Service with MPLS (IPVPN and VPLS) or Internet Service directly connected to the Managed Service at a Site, or</li> <li>• Edge Gateway Service with MPLS (IPVPN and VPLS) or Internet Service directly connected to the Edge Gateway Service at a Site</li> </ul>

PLATINUM	<ul style="list-style-type: none"> <li>On-Net and Off-Net Protected EPL, EVPL, E-Line, E-Access and E-LAN Service within North America,</li> <li>On-Net Protected EPL, EVPL, E-Line, E-Access, and E-LAN Service within Europe,</li> <li>eLynk, or</li> <li>Dynamic Connections – Ethernet</li> </ul>
PLATINUM MANAGED SERVICE***	<ul style="list-style-type: none"> <li>High Availability Managed Services</li> </ul>

\* Any references to North America mean the United States and Canada.

\*\* Any references to Latin America include Mexico.

\*\*\* Lumen SD-WAN with Cisco Meraki is not eligible for the Platinum Managed Service Tier.

\*\*\*\* The Enterprise Access Service(s) must be configured to create a backup design to qualify for the availability tier.

## 2. Service Availability Service Level

If a Qualifying Service experiences Service Unavailability, Customer is entitled to a credit as a percentage of the MRCs or BCCs, as applicable, for the Affected Service as set forth in Table 2.1.

If Customer purchases Managed Services or Edge Gateway Service and MPLS (IPVPN and VPLS) or Internet at a specific site, the cause of the Service Unavailability determines the applicable Service Tier. If the Service Unavailability is due to an issue with the MPLS (IPVPN and VPLS) or Internet Service, the Service Tier that the MPLS (IPVPN and VPLS) or Internet Service qualifies for independently applies. If the Service Unavailability is due to an issue with the Managed Service or Edge Gateway Service, the Service Tier that the Managed Service or Edge Gateway Service with the MPLS (IPVPN and VPLS) or Internet Service qualifies for applies. When any nonperformance, outages, failures to deliver or defect in the Service occur due to a Lumen Managed Service hosted on the Edge Gateway, the applicable Managed Services Service tier will apply in lieu of the Edge Gateway Service tier.

Lumen does not provide any Service Level credits for Service Unavailability for Standalone Broadband Internet Access, Primary Cellular Internet Access, or Temporary Primary Transport. Lumen also does not provide any Service Level credits for Off-Net Unprotected EPL outside North America, Third Party Internet Service or Third Party Wavelength Service.

**Table 2.1**

Availability Tier	Service Availability	Availability Service Credit (in hrs:mins:secs)
PLATINUM MANAGED SERVICE	100%	00:00:01 - 00:30:00 = 10% 00:30:01 – 01:00:00 = 20% 01:00:01 – 02:00:00 = 30% 2:00:01 – 3:00:00 = 40% 3:00:01 – 4:00:00 = 50% 04:00:01 or greater = 100%
PLATINUM	99.999%	00:00:44 - 00:30:00 = 10% 00:30:01 – 01:00:00 = 20% 01:00:01 – 02:00:00 = 30% 2:00:01 – 3:00:00 = 40% 3:00:01 – 4:00:00 = 50% 04:00:01 or greater = 100%
GOLD	99.99%	00:04:33 – 00:43:00 = 10% 00:43:01 – 04:00:00 = 20% 04:00:01 – 08:00:00 = 30% 08:00:01 – 12:00:00 = 40% 12:00:01 – 20:00:00 = 50% 20:00:01 or greater = 100%



SILVER	99.9%	00:43:21 – 04:00:00 = 10% 04:00:01 – 8:00:00 = 20% 08:00:01 – 12:00:00 = 30% 12:00:01 – 16:00:00 = 40% 16:00:01 – 24:00:00 = 50% 24:00:01 or greater = 100%
BRONZE	99.5%	03:36:01 – 10:00:00 = 10% 10:00:01 – 14:00:00 = 20% 14:00:01 – 18:00:00 = 30% 18:00:01 – 22:00:00 = 40% 22:00:01 – 26:00:00 = 50% 26:00:01 or greater = 100%

### 3. Installation Service Level

Lumen will exercise commercially reasonable efforts to install (i) a Managed Service, Edge Gateway Service or Network Service except for Dynamic Connections-IPVPN or Dynamic Connections-Ethernet on or before the Customer Commit Date specified for the Service or (ii) a Dynamic Connections-IPVPN or Dynamic Connections-Ethernet Service within 24 hours of Lumen’s receipt of Customer’s order or request for circuit connection. If a Service is not installed within these timeframes for reasons other than an Excluded Delay, Customer is entitled to a one-time service credit as set forth in Table 3.1.1 or Table 3.2.1. If Customer’s Agreement contains a right of termination for installation delay, that right of termination will not apply to the Services covered under this Installation Service Level. Instead, this Installation Service Level is Customer’s sole remedy for delayed installation of the Service. This Installation Service Level does not apply to Enterprise Access Services.

#### 3.1 Installation Service Level for Edge Gateway Service, all Managed Services and Network Services except for Dynamic Connections-IPVPN and Dynamic Connections-Ethernet.

Table 3.1.1

Business Days Beyond Customer Commit Date	Service Level Credit of Affected Service MRC
1-5	10%
6-11	20%
12-17	30%
18-23	40%
24-30	50%
Greater than 30	100%

#### 3.2 Installation Service Level for Dynamic Connections-IPVPN and Dynamic Connections-Ethernet

To be eligible for this Installation Service Level, the affected instance of Dynamic Connections-IPVPN or Dynamic Connections-Ethernet must be active for at least 1 hour for hourly service, or 48 hours for monthly service.

Table 3.2.1

Hours After Lumen’s Receipt of Customer’s Order or Request for Circuit Connection	Service Level Credit of Affected Service MRC or BCC
25-29	10%
30-35	20%
36-41	30%
42-47	40%
48-54	50%
Greater than 54	100%

### 4. Performance Service Level

Lumen offers the following Performance Service Levels on Lumen provided Network Services, with the exception of Fiber+ Internet and Wavelength Service. No Performance Service Levels apply for Fiber+ Internet or Wavelength Service.

**4.1 Packet Delivery, Latency and Jitter Service Levels - POP to POP.** Lumen’s service levels for Packet Delivery, Latency, or Jitter are set forth below in Tables 4.1.1, 4.1.2, and 4.1.3. Internet Service is not eligible for the Jitter Service Level in 4.1.1. For the Latency and Jitter calculations in Table 4.1.1 and Packet Delivery calculations in Table 4.2, targets are averaged monthly metrics between all Lumen designated points of presence (“POPs”) in a given region.

**Table 4.1.1 Regional Two Way Latency and Jitter for MPLS (IPVPN and VPLS) Service, EPL, EVPL, E-Line, E-Access, E-LAN Service, Dynamic Connections-Ethernet, Dynamic Connections IPVPN eLynk and Internet Services except for Fiber+ Internet.\***

Regions	Latency	Jitter
Intra-North America**	<45ms	<3ms
Intra-Europe	<35ms	<3ms
Intra-United Kingdom****	<25ms	<3ms
Intra-Asia***	<110ms	<3ms
Intra-Latin America	<120ms	<3ms
Trans-Atlantic (London/Amsterdam – New York)	<95ms	<3ms
Trans-Pacific (Tokyo – Sacramento, CA)****	<150ms	<3ms
Trans-Pacific (Sydney – Sacramento, CA)****	<270ms	<3ms
Trans-Pacific (Sydney – Tokyo)****	<200ms	<3ms
North America to Latin America^	<140ms	<3ms
Europe to Asia^	<345ms	<3ms
Europe to Latin America^	<210ms	<3ms
Asia to Latin America^	<315ms	<3ms

\* Internet Service is not eligible for the Jitter Service Level.

\*\* Add 90ms from/to the Mexico POP, add 30ms from/to Hawaii, and add 25ms from/to Alaska.

\*\*\* ‘Intra-Asia’ is defined as: Bangkok, Beijing, Hanoi, Hong Kong, Kuala Lumpur, Manila, Jakarta, Shanghai, Taipei, Tokyo, Seoul and Singapore; excluding Australia.

\*\*\*\* Region is not available for Internet Service.

^Additionally, add the applicable “intra-region” Latency parameter for the region in which the applicable Customer site is located.

**Table 4.1.2 POP to POP Service Levels for MPLS (IPVPN and VPLS) Service, EPL, EVPL, E-Line, E-Access, E-LAN Service, Dynamic Connections-Ethernet, Dynamic Connections IPVPN and eLynk.** For Dynamic Connections IPVPN, only Basic Class of Service Pop to Pop metrics apply.

POP to POP Service Levels				
Region		Class of Service		
		Dedicated/Premium	Enhanced	Basic
Intra-US	Packet Delivery	99.99%	99.95%	99.90%
	Latency	City Pair*	City Pair*	City Pair*
	Jitter	<3ms	<3ms	<3ms
Intra-Europe & US-Europe	Packet Delivery	99.99%	99.95%	99.90%
	Latency	City Pair*	City Pair*	City Pair*
	Jitter	<3ms	<3ms	<3ms

Rest of World	Packet Delivery	99.90%	99.80%	99.50%
	Latency	City Pair*	City Pair*	City Pair*
	Jitter	<3ms	<3ms	<3ms

\*Appendix 1 sets forth the “City Pair” monthly average two-way latency in the POP to POP two-way Latency Service Level matrix. For city pairs that are not listed in Appendix 1, the regional metrics apply per Table 4.1.1. Regional metric calculations are averaged monthly between all Lumen POPs in a given region.

**Table 4.1.3 Packet Delivery Service Level for Internet Services except for Fiber+ Internet**

Region	Packet Delivery
Global	99.95%

**4.2 Packet Delivery, Latency and Jitter Service Levels (“End to End Service Level”).** Internet Service and EPL do not qualify for this End to End Service Level. End to End Service Levels apply only to sites where Customer has ordered enhanced reporting for E-Line, E-LAN, E-Access, eLynk, IPVPN, and VPLS. For sites with DSL, microwave or satellite access, End to End packet delivery, jitter, and latency service levels do not apply. To calculate an end to end two-way Latency Service Level, the loop factor table applies per Table 4.2.2. For End-to-End Service Levels, the measurement of Packet Delivery, Two-Way Latency and Jitter excludes any time period that Customer’s total bandwidth utilization exceeds 70% of the applicable contracted bandwidth. All measurements are based on the average of the metrics for that calendar month.

**Table 4.2.1 End-to-End Service Levels**

Service Specific End-to-End Network (CE to CE) Service Levels				
Region		Class of Service		
		Dedicated/Premium	Enhanced	Basic
Intra-US	Packet Delivery	99.90%	99.50%	99.50%
	Latency	City Pair + Loop Table	City Pair + Loop Table	City Pair + Loop Table
	Jitter	<3ms	<3ms	<3ms
Intra-Europe & US-Europe	Packet Delivery	99.90%	99.50%	99.50%
	Latency	City Pair + Loop Table	City Pair + Loop Table	City Pair + Loop Table
	Jitter	<3ms	<3ms	<3ms
Rest of World	Packet Delivery	99.50%	99.00%	99.00%
	Latency	City Pair + Loop Table	City Pair + Loop Table	City Pair + Loop Table
	Jitter	<6ms	<6ms	<6ms

Table 4.2.2 below provides Latency increments to add to the Service Specific POP to POP City Pair Latency values given above in Table 4.2.1 for Customer sites located within the mileage bands indicated in Table 4.2.2. For T1 and bonded NxT1 transport circuits, an additional 12 ms will be added to the values in Table 4.2.1.

**Table 4.2.2 Loop Factor Latency Table**

PE to CE Loop factor Latency Table			
0-10 miles	+3ms	401-600 miles	+40ms
11-50 miles	+6ms	601-800 miles	+50ms
51-100 miles	+10ms	801-1000 miles	+60ms

101-200 miles	+15ms	1001-1200 miles	+80ms
201-400 miles	+30ms	1201+ miles	ICB

**4.3 Packet Delivery, Latency and Jitter Service Levels Credits.** Customer will be entitled to a service credit off of the MRC or BCC for the Affected Service as set forth below for the Service parameter(s) not met for reasons other than an Excused Outage. Customer will not be entitled to credits under the Packet Delivery, Latency, or Jitter service levels for the Affected Service where such failure is related to Service Unavailability under the Availability Service Level.

**Table 4.3.1**

Service Level Credits	
Performance Metric	Service Level Credit
Packet Delivery	99.99% 99.98% to 99.38% = 10% 99.37% to 98.77% = 30% Below 98.77% = 50%
	99.95% 99.94% to 99.34% = 10% 99.33% to 98.73% = 30% Below 98.73% = 50%
	99.90% 99.89% to 98.89% = 10% 98.88% to 97.89% = 30% Below 97.89% = 50%
	99.80% 99.79% to 98.80% = 10% 98.79% to 97.80% = 30% Below 97.80 = 50%
	99.50% 99.49% to 98.50% = 10% 98.49% to 97.50% = 30% Below 97.50 = 50%
	99.00% 98.99% to 97.51% = 10% 97.50% to 96.03% = 30% Below 96.03% = 50%
Latency	1-10ms = 10% 11-25ms = 30% >25ms = 50%
Jitter	>2ms to 3ms = 10% >3ms-5ms = 30% >5ms = 50%

## 5. Managed Services and Edge Gateway Service, Service Level

Lumen offers the following Managed Service Service Levels on Lumen provided Managed Services and Edge Gateway Service.

**5.1 Change Management Service Level.** Lumen will implement Soft Change Requests received by Lumen prior to 6 P.M. local time on a Business Day, by the close of the following Business Day unless Customer schedules a later implementation date. All such change requests must be made through the Lumen web-based portal or by dialing the applicable support number provided to Customer during provisioning. As Hard Change Requests require a Change Order, this Service Level does not apply to Hard Change Requests. Instead, the Installation Service Level applies to Hard Change Requests. This Service Level does not apply during the first 30 days following the Service Commencement Date. If Lumen does not meet this Service Level, Customer will be entitled to the following service credit. This Change Management Service Level does not apply to Edge Gateway Service.

**Table 5.1.1**

<b>Business Days to Implement Soft Configuration Change from Time Request is Received or Customer Scheduled Date</b>	<b>Service Level Credit of Managed Service MRC</b>
2	10%
3	20%
4	30%
5	40%
Greater than 5	50%

**5.2 Notification Service Level.** Lumen will notify Customer (i) of a Critical Incident within 15 minutes of the alarm signaling the Critical Incident and (ii) of an Incident within 30 minutes of the alarm signaling the Incident. If Lumen does not meet this Notification Service Level, Customer will be entitled to the following service credits. This Notification Service Level does not apply to the Security Upgrade option for Lumen SD-WAN with Versa Networks or to Customer applications hosted on the Edge Gateway Service.

**Table 5.2.1**

<b>Number of Missed Notifications in a Calendar Month</b>	<b>Service Level Credit of Managed Service MRC</b>
1	10%
2	20%
3	30%
4	40%
5 or more	50%

**5.3 Response Time Service Level.** Lumen continuously monitors all Managed Devices and provides on-site maintenance and repair once Lumen has determined, through fault isolation, that a Managed Device has experienced a fault (i.e. “problem dispatch”). Lumen will begin remotely working to resolve the issue within the response times listed in Table 5.3.1. Prior to Lumen’s response, or, if Customer requests maintenance assistance, Lumen may request Customer to verify that the local environment (including power, WAN/LAN connectivity, inside wiring / cabling etc.) has been diagnosed and ruled out as the source of the reported fault. This Response Time Service Level does not apply to the Security Upgrade option for Lumen SD-WAN with Versa Networks or to Customer applications hosted on the Edge Gateway Service.

**Table 5.3.1**

<b>Managed Service</b>	<b>Response Time</b>
Managed Network Service and Edge Gateway Service	Within 4 hours of Customer’s response to the initial Critical Incident notification
Lumen SD-WAN Service with Versa Networks and Lumen SD-WAN Service with Cisco Meraki	Within 4 hours of (i) Customer’s response to the initial Incident notification or (ii) Lumen’s detection if it is a Critical Incident

If Lumen does not meet this Response Time Service Level, Customer will be entitled the following service credits.

**Table 5.3.2**

<b>Number of Missed Response Time(s) in a Calendar Month</b>	<b>Service Level Credit of Managed Service MRC</b>
1	10%
2	20%
3	30%
4	40%
5 or more	50%

**5.4 Time To Resolve (TTR).** Lumen will target Resolution of a service impacted event based on the severity, according to the timeline below. The Service Level metric is measured in Business Hours from the Response Time in 5.3. This Time To Resolve Service Level will not apply to events that cause Service Unavailability. If Managed Service is unavailable, Customer will instead receive the Availability Service Level. This Time To Resolve Service Level will also not apply to events isolated to an issue related to the Managed Device. If the issue is related to the Managed Device, Customer will receive the Managed Device Replacement Service Level. This Time To Resolve Service Level does not apply to the Security Upgrade option for Lumen SD-WAN with Versa Networks or to Customer applications hosted on the Edge Gateway Service.

**Table 5.4.1 Time To Resolve Service Level**

Severity Level	Description	Service Level
High	Service available but is experiencing an issue that has caused essential functionality to be significantly impaired	Less than 4 hours
Medium	Service degraded performance or functionality	Less than 12 hours
Low	Intermittent Service issues	Less than 24 hours

**Table 5.4.2 Time To Resolve Service Level Credits High Severity**

Service Impacted Hours	Service Level Credit of Managed Service MRC
4:00-6:00	10%
6:01-8:00	20%
8:01-10:00	30%
10:01-12:00	40%
Greater than 12:00	50%

**Table 5.4.3 Time To Resolve Service Level Credits Medium Severity**

Service Impacted Hours	Service Level Credit of Managed Service MRC
12:00-16:00	10%
16:01-20:00	20%
20:01-24:00	30%
24:01-28:00	40%
Greater than 28:00	50%

**Table 5.4.4 Time to Resolve Service Level Credits Low Severity**

Service Impacted	Service Level Credit of Managed Service MRC
24:00-30:00	10%
30:01-36:00	20%
36:01-42:00	30%
42:01-48:00	40%
Greater than 48:00	50%

**5.5 Managed Device Replacement Service Level.** If Lumen has determined, through fault isolation, that a Lumen provided Managed Device has experienced a fault (i.e. “problem dispatch”), Lumen will use commercially reasonable efforts to ship a replacement CPE device to Customer within the following time frames if Customer notifies Lumen by 12:00 p.m. in the time zone where the affected Managed Device is located. The Lumen Zone List can be found at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html>. Lumen will not support or replace CPE that is altered, modified, mishandled, destroyed, or damaged by one or more of the following: (i) natural causes; (ii) environmental failures; (iii) Customer’s failure to take any required actions; (iv) a negligent or willful act or omission by Customer or unauthorized use; or (v) an act or omission of a third party. Customer must provide a safe place to work at its premises and comply with all laws and regulations regarding the working conditions at its premises.

**Table 5.5.1**

Zone	Managed Device Replacement Service Level
Zone 0*	24x7x4
Zone 1	8x5 NBD
Zone 2	Within 5 Business Days
Zone 3	Within 10 Business Days

\* If Managed Service is Managed Network Service and Customer has purchased 24x7x4 device maintenance, the replacement CPE device will arrive at the Customer site within 4 hours. This repair and replacement coverage is 24 hours per day, 7 days per week. This repair and replacement option is not available for purchase in all regions.

If Lumen does not meet this Service Level, Customer will be entitled the following service credits:

**Table 5.5.2**

<b>Business Days Beyond Service Level</b>	<b>Service Level Credit of Managed Service MRC</b>
1	10%
2	20%
3	30%
4	40%
5 or more	50%

If replacement of the Lumen provided Managed Device is not reasonably practical, Lumen will notify Customer and Customer may terminate the Managed Service upon 10 Business Days prior written notice to Lumen. Inventory will be maintained consistent with vendor recommendations. In the event that a Customer provided Managed Device fails, Customer will not be eligible for a Service Level credit. Instead, Lumen will attempt to diagnose and restore the Managed Device. However, should the Customer provided Managed Device need replacement, Lumen will notify Customer of its inability to restore that Managed Device and the need for Customer to coordinate replacement per Customer's pre-existing CPE maintenance agreement at Customer's expense.

## 6. Chronic Outage Service Level

As its sole remedy, Customer may elect to terminate an Affected Service, or an Affected Converged Service, prior to the end of the Service Term without termination liability if, for reasons other than an Excused Outage the Affected Services or an Affected Converged Service experiences a Chronic Outage. Chronic Outage is defined as follows:

- For a Wavelength, Unprotected EPL, E-Line, E-Access, or E-LAN Service (excluding any Wavelength or Unprotected EPL Service provided in Latin America) when Service experiences Service Unavailability for more than 12 consecutive hours in each of three consecutive calendar months, or for more than 42 hours in the aggregate in any calendar month.
- For an affected EVPL Service, Protected EPL, E-Line, E-Access, or E-LAN Service (excluding any Protected EPL Service provided in Latin America), MPLS (IPVPN or VPLS), Internet Service, Edge Gateway Service, or Managed Service, when Service experiences Service Unavailability in any calendar month: (i) for more than one consecutive hour in each of three consecutive calendar months, or (ii) more than 24 aggregate hours during a calendar month.

Customer may only terminate a Service that is Unavailable as described above and must exercise its right to terminate the Affected Service under this Section, in writing, within 30 days after the event giving rise to the termination right. For clarification, termination of a Converged Service will result in termination of all applicable Services bundled together as the Converged Service under the Order. Customer is responsible for all Service charges until the termination date. If Customer fails to notify Lumen in the manner set forth in this section with respect to the applicable termination right, Customer will have waived its right to terminate the Affected Service or Affected Converged Service. This Service Level does not apply to Enterprise Access Service, Dynamic Connections-Ethernet, or Dynamic Connections-IPVPN.

## 7. Credit Request Process

Unless otherwise set forth in the Agreement, Customer must notify Lumen of requests for service credits within 60 days after the end of the month in which the event occurred. To request a credit, Customer must contact Customer Service (contact information is located at <https://www.lumen.com/en-us/home.html>) or deliver a written request with sufficient detail to identify the Affected Service.

## 8. Limitations

In no event will Service Level credits in any calendar month exceed 100% of the total MRC or BCC for the Affected Services. Unless otherwise stated, Service Levels are measured over a calendar month. Customer will not be entitled to Service Level credits for missed Service Levels due to Excused Outages or if Customer does not timely submit the request for service credit as defined in the Credit Request Process. Service Level credits are calculated after deduction of all discounts and other special pricing arrangements, and are not applied to governmental fees, taxes, surcharges and similar additional charges. Lumen's maintenance log and trouble ticketing systems are used to calculate Service Level events.

The Availability, Chronic Outage, Performance and Managed Service, Service Levels do not apply during the first 3 days following the Service Commencement Date. Instead, if Service is not functioning properly during the first 3 days and Customer notifies Lumen,



Lumen will correct any deficiencies and, upon Customer's request, credit Customer's account in the amount of 1/30 of the applicable MRC or BCC for each day the Service did not function properly.

## 9. Definitions

"Affected Service" is defined as the Qualifying Service at a specific service location that does not meet a service level defined in this Service Level Agreement.

"Backup Cellular Internet Access" is defined as Cellular Internet Access deployed as a backup access service to Broadband Internet Access Service, Internet Service, or MPLS (IPVPN and VPLS) Service. BIA may appear as Lumen IQ Delta Port Internet Connection on ordering, invoicing or other documentation.

"Broadband Internet Access" is defined as Lumen procured third-party provided unsecured local internet broadband service and 24x7 monitoring and management of the broadband service.

"Business Day" is defined as Monday through Friday excluding all banking, U.S. holidays, and national or local holidays applicable to Customer's service location.

"Business Hours" is defined as 8:00 am to 5:00 pm in the time zone where the Affected Service is located.

"Billing Cycle Charges" or "BCC" is defined as the total hourly Service usage charges (not including taxes, fees and surcharges) in the billing cycle in which the event occurred giving rise to the requested service level credit. Billing Cycle Charges are only applicable to Dynamic Connections- Ethernet and Dynamic Connections-IPVPN Service billed on an hourly basis instead of a monthly recurring charge.

"Cellular Internet Access" is defined as a Lumen procured third party provided machine to machine wireless communication service for the receipt and transmission of data, information or messages.

"City Pair" is defined as the "City Pair" monthly average Service Level matrix set forth in Appendix 1. Appendix 1 is available upon request.

"Converged Service" is defined as Internet Services bundled with Enterprise Voice SIP Based Services or MPLS (IPVPN or VPLS) Services bundled with either Internet Services or Enterprise Voice SIP Based Services.

"CPE" is defined as Customer premises equipment.

"Critical Incident" is defined as an incident that produces a situation in which one or more Managed Devices becomes inoperable, produces incorrect results, or fails catastrophically. The list of incident alarms that signal a Critical Incident is available in the Lumen Managed Services Alarm Guide located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> and is subject to change.

"Customer Commit Date" is defined as the date by which Lumen will install Service. If Customer's service installation is delayed due to an Excluded Delay, Lumen will provide Customer with a revised Customer Commit Date.

"Edge Gateway Service" is defined as Lumen Edge Gateway Services, which may also be called "Adaptive Virtual Services Premises- Lumen Edge Gateway" or "Adaptive Virtual Services Premises" on ordering, invoicing, or other documentation.

"Enterprise Access Service" is defined as Broadband Internet Access Service or Cellular Internet Access Service.

"Excluded Delay" is defined as an installation delay resulting from (a) the unavailability of required Customer personnel, including as a result of failure to provide Lumen with accurate, current contact information (b) Lumen's lack of access to the Customer premises where reasonably required to deliver the Service (c) incorrect information, equipment, cables or software components specified or supplied by Customer, (d) Customer requested changes to Customer Orders after submission and acceptance by Lumen, (e) Customer not being ready to receive Service (f) Customer's failure to timely provide complete configuration information (g) Customer's failure to fulfill any Customer responsibility described in the Agreement, Service Attachment, or this Service Level Agreement (h) unforeseen circumstances such as construction, build requirements, shipping delays, or material/equipment shortage (i) for off-net service, delays caused by Lumen's third party providers or (j) force majeure events.

"Excused Outage" is defined as any event that adversely impacts the Service that is caused by: (a) the acts or omissions of Customer, its employees, contractors or agents, or its end users; (b) the failure or malfunction of equipment, applications, or systems not owned



or controlled by Lumen or its third party providers; (c) Scheduled Maintenance, alteration, or implementation; (d) the unavailability of required Customer personnel, including as a result of failure to provide Lumen with accurate, current contact information; (e) Lumen's lack of access to the Customer premises where reasonably required to restore the Service; (f) Customer's failure to release the Service for testing or repair and continuing to use the Service on an impaired basis; (g) Lumen's termination of Service for cause or Customer's use of Service in an unauthorized or unlawful manner; (h) improper or inaccurate specifications provided by Customer; (i) intentional shutdowns due to emergency intervention during security related incidents; (j) Customer-initiated changes to the network environment, architectures, or Managed Device configuration; (k) Customer's failure to comply with any environmental requirements provided by Lumen or (l) force majeure events.

"Hard Change Request" is defined as any service request that impacts the pricing of the Service. Hard Change Requests require Customer to execute a change Order.

"High Availability Managed Service" is defined as two Managed Service packages each with active transport (Lumen or Customer provided) at the same site or same Customer provided cloud environment configured to create a failover design.

"Jitter" is defined as the measurement of the interpacket delay variance and packet loss in the Lumen IP network, which is measured by generating synthetic user datagram protocol (UDP) traffic.

"Incident" is defined as an incident that produces a situation in which the operability of one or more Managed Devices is adversely impacted. The list of incident alarms that signal an Incident is available in the Lumen Managed Services Alarm Guide located at <https://www.lumen.com/en-us/about/legal/business-customer-terms-conditions.html> and is subject to change.

"Internet Service" is defined as Dedicated Internet Access, Internet Services, High Speed IP, IP Transit Services, Hyper Internet, CenturyLink IQ Networking Internet Port, or Fiber+ Internet.

"Latency" is defined as the monthly average time it takes for a IP test packet to travel round trip across the relevant portion of the Lumen Network calculated as:

$$\text{Monthly Core Network Latency} = \frac{\text{Sum of daily Average Latency calculations for a given month}}{\text{Total number of days in a month}}$$

"Managed Device" is defined as an eligible CPE device managed as part of a Managed Service.

"Managed Service" is defined as Lumen SD-WAN with Versa Networks, Lumen SD-WAN with Cisco Meraki, or Managed Network Service.

"MPLS (IPVPN and VPLS) Service" is defined as IP VPN, IPVPN, IPVPN Port, Private Port, IQ Networking Private Port, MPLS/IP VPN Port, VPN, NBIPVPN (Network Based IP VPN), Virtual Private Network, Hyper IPVPN or IP Solutions Private Port.

"Network Service" is defined as Internet Service, Wavelength Service, MPLS (IPVPN and VPLS) Service, EPL, EVPL, E-Line, E-Access, E-LAN Service, Dynamic Connections-Ethernet, Dynamic Connections IPVPN and eLynk. For clarity, the Ethernet services that do not meet the definition of Qualifying Service are not eligible for this Service Level Agreement.

"Off-Net" is defined as local access Service not provided on the Lumen owned and operated network.

"On-Net" is defined as local access Service provided on the Lumen owned and operated network.

"Packet Delivery" means the monthly average percentage of packets that are delivered over the relevant portion of the Lumen Network calculated as:

$$\text{Monthly Packet Delivery} = \frac{\text{Sum of daily Average Packet Delivery calculations for a given month}}{\text{Total number of days in a month}}$$

"Primary Cellular Internet Access" is defined as Cellular Internet Access without any other Lumen provided access method at Customer's site. Primary CIA may appear as Enterprise Wireless Access Service ("EWAS") on ordering invoicing or other documentation.

"Protected Wavelength Service" means Wavelength Service that includes a Lumen managed protection scheme that allows traffic to be re-routed in the event of a fiber cut or equipment failure.

“Qualifying Service” is defined as the Services listed in Table 1.1. For clarity, the following Ethernet services are not eligible for this Service Level Agreement: CenturyTel Metro Ethernet Services, EMBARQ Classic Ethernet Services, CenturyLink QCC Domestic Ethernet Private Line and Metro Ethernet Private Line, CenturyLink Metro Ethernet, CenturyLink QCC Metro Ethernet, CenturyLink QC Metro Ethernet, CenturyLink Ethernet over SONET, CenturyLink QC Intrastate Metro Ethernet, and CenturyLink E-Line Service.

“Resolution” means Lumen has determined the Managed Device(s) reporting the event has been returned to fully operational status and has been determined to be operating within expected limits.

“Service Commencement Date” is defined as the date Service is installed and billing commences.

“Service Unavailability” is defined as the complete inability (for reasons other than an Excused Outage) of Customer to deliver IP packets, from an individual Customer site to the network over the Qualifying Service. For a Managed Service to experience Service Unavailability, Customer must be unable to deliver IP Packets from an individual Customer site to the network over both the Managed Service(s) and any associated transport. For Protected Wavelengths, Customer must be unable to deliver IP Packets from an individual Customer site to the network over both the primary and failover path. Service Unavailability is measured from the time a trouble ticket is opened to the time the Service is restored.

“Soft Change Request” is defined as any software change that involves network features or system parameters and requires no onsite visit or physical modification. Soft Change Requests do not (a) include service additions or deletions, (b) addition or removal of security gateway services (c) design impacting changes such as changes to the virtual service chain, if applicable (d) configuration change requests that impact more than 5 Managed Devices or (e) any items that are considered the Customer’s responsibility, including but not limited to, user and group configurations.

“Standalone Edge Gateway Service” is defined as a single instance of Edge Gateway Service (1) not combined with MPLS (IPVPN or VPLS) or Internet Service at a specific Service location (2) combined only with a single instance of Broadband Internet Access service or (3) combined with Broadband Internet Access service and Backup Cellular Internet Access.

“Standalone Managed Service” is defined as a single instance of Managed Service (1) not combined with MPLS (IPVPN or VPLS) or Internet Service at a specific Service location (2) combined only with a single instance of Broadband Internet Access service or (3) combined with Broadband Internet Access service and Backup Cellular Internet Access.

“Standalone Broadband Internet Access” is defined as a single instance of Broadband Internet Access not combined with Backup Cellular Internet Access, Internet Service, or MPLS (IPVPN and VPLS) Service at a specific Service location.

“Temporary Primary Transport” is defined as Cellular Internet Access used as temporary primary transport only until either the actual primary transport (“Primary Transport”) is available at the Customer premises or 180 calendar days from the date Cellular Internet Access is available for use, whichever is earlier.

“Third Party Internet Service” is defined as Internet Service provided entirely by Lumen’s third party subcontractor(s). For clarity, Third Party Internet Service is not Off-Net Internet Service. Off-Net Internet Service is Internet Service when the local access service component is not provided on the Lumen owned and operated network. Customer may report faults and/or outages in Third Party Internet Service to Lumen on a 24x7 basis and, in such circumstances, Lumen will contact the applicable third-party service provider with a view to restoring service as quickly as possible.

“Third Party Wavelength Service” is defined as a Wavelength Service provided entirely by Lumen’s third party subcontractor(s). For this service, Lumen will pass-through to Customer any service levels and associated credits (or other express remedies) provided to Lumen by the applicable third party carrier.

“Unprotected Wavelength Service” means Wavelength Service that does not include a Lumen managed protection scheme that would allow traffic to be re-routed in the event of a fiber cut or equipment failure.



**Quote # 12859962**

Proposal											
Pricing Prepared For			Prepared On		Price Valid Until		Currency	Total Mrc	Total Nrc		
RAMSEY COUNTY - MN			10/31/2022		01/29/2023		USD	0.00	0.00		
Voice Complete Standard											
Term		Total Mrc			Total Nrc			# Sites			
3 Years		See Rate Sheet			See Rate Sheet			See Rate Sheet			
Summary					Coordinated Services						
Mrc		Nrc			Coordinated Service Type			Asset/Circuit ID			
.00		.00									
Product Details											
Description				Qty	Mrc	Nrc	Priced Amount	Mrc Per	Nrc Per	Usage Mrc	Usage Nrc
Voice Complete											
				See Rate Sheet							

**Order Terms and Conditions**

1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 4. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.

2. Prior to installation, Lumen may notify Customer in writing (including by e-mail) of price increases due to off-net vendors or increased construction costs. Customer has 5 business days following notice to terminate this Order without liability; or otherwise, Customer is deemed to accept the increase.

3. If a generic demarcation point (such as a street address) is provided, the demarcation point for on-net services will be Lumen's Minimum Point of Entry (MPOE) at such location (as determined by Lumen). Off-net demarcation points will be the off-net vendor's MPOE. If this Order identifies aspects of services that are procured by Customer directly from third parties, Lumen is not liable for such services.

4. The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) and applicable Service Schedule(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such affiliate Master Service Agreement). If Customer has not executed a Lumen or CenturyLink Master Service Agreement with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order); in such cases, the current standard Service Schedule applicable to the Services will apply. If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement and/or applicable Service Schedule(s) governing the Service and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement/Service Schedule(s) will govern, a copy of which are available upon request. The Lumen entity providing Services is identified on the invoice.

Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month at the existing rates, subject to adjustment by Lumen on 30 days' written notice. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: <http://www.lumen.com/ancillary-fees>. "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any companies that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an Affiliate Agreement). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.

5. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

6. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

7. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit <http://www.lumen.com/taxes>.

8. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>) and (b) unless otherwise set forth in a Service Attachment, the ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at <http://www.lumen.com/ancillary-fees>. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

9. For certain services, equipment provided by Lumen to be located in Customer's premises ("CPE") is subject to the terms of the Customer Premise Equipment Addendum. A copy of the CPE Addendum and a list of services to which it applies is available upon request. For colocation, data center and/or hosting services, pre-arranged escorted access may be required at certain locations, and cross connect services are subject to whether facilities are available at the particular location to complete the connection.

10. For Internet Services provided in certain countries in the Asia-Pacific region where Lumen does not currently hold a license to provide such Services, Customer consents to Lumen providing Service by procuring services of third-party carriers as Customer's agent, and Customer appoints Lumen as its agent to the extent necessary to obtain such Service. Lumen's affiliate is licensed in Hong Kong, Japan, Singapore and Australia.

**911 Acknowledgement**

BY SIGNING THIS ORDER, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO THE LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR, THE "911 EMERGENCY SERVICE" SECTION OR "EMERGENCY CALLING CAPABILITY" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO AN AFFILIATE AGREEMENT, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE EXHIBIT/SERVICE SCHEDULE IF I HAVE NOT EXECUTED A LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE. I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HV1QSIP/911advisory.pdf>.

**Declarations and Signatures**

Customer submits this document as a Customer Order.

Authorized Signature:	
Name:	
Title:	
Date:	



**Voice Rate Sheet**  
**Deal# 11621765**  
**Quote# 12859962**

Term Plan					
Product	Customer Name	Currency	Term	Rates Good Until	Exchange Rate Effective Date
Voice Complete	RAMSEY COUNTY - MN	USD	3 Years	1/29/2023	9/19/2022 8:57:20 PM

CCP (Concurrent Call Path)						
CCP Plans						
Currency	CCP Plan 1	CCP Plan 2	CCP Plan 3	CCP Plan 4	CCP Plan 5	Measured
	MRC	MRC	MRC	MRC	MRC	MRC
USD	10.00	27.00	34.00	38.00	87.00	8.00
GBP	8.75	23.63	29.76	33.26	76.14	7.00
EUR	9.98	26.94	33.93	37.92	86.81	7.98

\*Plan maximum included minutes of 5000 minutes per CCP.

- Plan 1 includes United States Local Calling
- Plan 2 includes Local and National Calling in the United States, the United Kingdom, and France
- Plan 3 includes Local and National Calling in the United States, the United Kingdom, France, and Germany
- Plan 4 includes Local and National Calling in the United States, the United Kingdom, France, Germany, and the Netherlands
- Plan 5 includes Local and National Calling in the United States, the United Kingdom, France, Germany, the Netherlands, and Belgium as well as United Kingdom Mobile: 3 Mobile, O2, EE (Orange, T-Mobile), Vodafone
- Measured: Every call is rated.

CCP (Concurrent Call Path)						
Call Type Feature						
Currency	Voice Order Change Charge		Expedite Charge per ckt end (separate from LEC charges)		Account and Authorization Codes	
	MRC	NRC	MRC	NRC	MRC	NRC
USD		100.00		250.00	10.00	15.00
GBP		87.52		218.79	8.75	13.13
EUR		99.78		249.46	9.98	14.97

Feature Packs						
Currency	Feature Pack 1		Feature Pack 2		Mobility Feature Pack	
	MRC	NRC	MRC	NRC	MRC	NRC
USD			3.00		3.00	
GBP			2.63		2.63	
EUR			2.99		2.99	

Prepaid Minute Plan USD					
Minutes	Prepaid Minute Plan 1	Prepaid Minute Plan 2	Prepaid Minute Plan 3	Prepaid Minute Plan 4	Prepaid Minute Plan 5
	MRC	MRC	MRC	MRC	MRC

10,000 Prepaid Minutes	24.00	99.75	127.05	168.00	360.94
50,000 Prepaid Minutes	120.00	498.75	635.25	813.75	1804.69
100,000 Prepaid Minutes	240.00	997.50	1270.50	1627.50	3609.38
250,000 Prepaid Minutes	570.00	2418.94	3017.44	3865.31	8572.27
500,000 Prepaid Minutes	1116.00	4738.13	5907.83	7567.88	16783.60
750,000 Prepaid Minutes	1620.00	6957.56	8575.88	10985.63	24363.29
1,000,000 Prepaid Minutes	2112.00	8977.50	11179.65	14322.00	31762.50
Customized Prepaid Minutes					

Prepaid Minute Plan GBP					
Minutes	Prepaid Minute Plan 1	Prepaid Minute Plan 2	Prepaid Minute Plan 3	Prepaid Minute Plan 4	Prepaid Minute Plan 5
	MRC	MRC	MRC	MRC	MRC
10,000 Prepaid Minutes	21.00	87.30	111.19	147.03	315.88
50,000 Prepaid Minutes	105.02	436.49	555.95	712.17	1579.40
100,000 Prepaid Minutes	210.04	872.98	1111.90	1424.33	3158.81
250,000 Prepaid Minutes	498.84	2116.97	2640.76	3382.79	7502.16
500,000 Prepaid Minutes	976.69	4146.65	5170.33	6623.15	14688.44
750,000 Prepaid Minutes	1417.77	6089.02	7505.32	9614.25	21321.93
1,000,000 Prepaid Minutes	1848.35	7856.81	9784.05	12534.13	27797.47
Customized Prepaid Minutes					

Prepaid Minute Plan EUR					
Minutes	Prepaid Minute Plan 1	Prepaid Minute Plan 2	Prepaid Minute Plan 3	Prepaid Minute Plan 4	Prepaid Minute Plan 5
	MRC	MRC	MRC	MRC	MRC
10,000 Prepaid Minutes	23.95	99.53	126.77	167.63	360.15
50,000 Prepaid Minutes	119.74	497.67	633.87	811.98	1800.76
100,000 Prepaid Minutes	239.48	995.33	1267.74	1623.96	3601.53
250,000 Prepaid Minutes	568.76	2413.68	3010.88	3856.90	8553.62
500,000 Prepaid Minutes	1113.57	4727.82	5894.98	7551.42	16747.09
750,000 Prepaid Minutes	1616.48	6942.43	8557.23	10961.73	24310.29
1,000,000 Prepaid Minutes	2107.41	8957.97	11155.33	14290.85	31693.41
Customized Prepaid Minutes					

- Plan 1 includes United States Local Calling
- Plan 2 includes Local and National Calling in the United States, the United Kingdom, and France as well as International Calling to Canada, UK, UK-London, Italy, and Sweden
- Plan 3 includes Local and National Calling in the United States, the United Kingdom, France, and Germany as well as International Calling to Canada, UK, UK-London, Italy, Sweden, Germany, France-Paris, Ireland, Portugal, USA (Continental 48), and the Netherlands
- Plan 4 includes Local and National Calling in the United States, the United Kingdom, France, Germany, and the Netherlands as well as International Calling to Canada, UK, UK-London, Italy, Sweden, Germany, France-Paris, Ireland, Portugal, USA (Continental 48), the Netherlands, Austria, France, USA-Puerto Rico, and Spain
- Plan 5 includes Local and National Calling in the United States, the United Kingdom, France, Germany, the Netherlands, and Belgium. UK mobile Calling: 3 Mobile, O2, EE (Orange, T-Mobile), Vodafone, as well as International Calling to Canada, UK, UK-London, Italy, Sweden, Germany, France-Paris, Ireland, Portugal, USA (Continental 48), the Netherlands, Austria, France, USA-Puerto Rico, Spain, Luxembourg, USA (Hawaii), and Belgium

National Voice Services - United States							
	MRC			NRC			
	USD	GBP	EUR	USD	GBP	EUR	
Directory Listing Additional Listing	5.00	4.38	4.99	3.00	2.63	2.99	
Directory Listing Caption	5.00	4.38	4.99	3.00	2.63	2.99	
Directory Listing Foreign Additional Listing	12.00	10.50	11.97	3.00	2.63	2.99	
Directory Listing Non Pub	3.00	2.63	2.99	3.00	2.63	2.99	
Directory Listing Primary Listing							
Directory Listing Un Listed	3.00	2.63	2.99	3.00	2.63	2.99	
Interstate - Per Call Surcharge Directory Assistance				1.99	1.74	1.99	
Intrastate - Per Call Surcharge Directory Assistance				0.69	0.60	0.69	

LD Oper Chg: Person-to-Person Per Call Surcharge				3.50	3.06	3.49
LD Oper Chg: Station-to-Station Per Call Surcharge				1.75	1.53	1.75
Telephone Number Vanity Charge				100.00	87.52	99.78
Telephone Number	0.18	0.16	0.18			
Port Charge Per Telephone Number						
Telephone Number with Teams/Lync 911	0.50	0.44	0.50	2.00	1.75	2.00

National Voice Services Outbound - United States									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Interstate	.0125	.0109	.0125						
Intrastate (All States)	.0125	.0109	.0125						
Local	.0125	.0109	.0125						

National Voice Services - UK						
	MRC			NRC		
	USD	GBP	EUR	USD	GBP	EUR
Directory Listing	5.00	4.38	4.99	3.00	2.63	2.99
Telephone Number	1.00	0.88	1.00			
Telephone Number Vanity Charge				100.00	87.52	99.78
Port Charge Per Telephone Number				2.00	1.75	2.00

National Voice Services Outbound - UK									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Local and National	.0092	.0081	.0092						
03 UK Wide	.0092	.0081	.0092						
Message Svc / Personal Number C	.1916	.1677	.1912						
Mobile FM10	.0443	.0388	.0442						
Mobile FM11	.3525	.3085	.3517						
Mobile FM12	.0263	.0230	.0262						
Mobile FM13	.3263	.2856	.3256						
Mobile FM14	.0353	.0309	.0352						
Mobile FM15	.0263	.0230	.0262						
Mobile FM16	.0263	.0230	.0262						
Mobile FM17	.1320	.1155	.1317						
Mobile FM2	.2700	.2363	.2694						
Mobile FM7	.2700	.2363	.2694						
Mobile FM8	.0263	.0230	.0262						
Mobile/Personal Number F	.5250	.4595	.5239						
New Voice Services G21	.0120	.0105	.0120						
NGCS Service Charge SC001									
NGCS Service Charge SC002	.0179	.0157	.0179						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

NGCS Service Charge SC003	.0357	.0312	.0356						
NGCS Service Charge SC004	.0536	.0469	.0535						
NGCS Service Charge SC005	.0714	.0625	.0712						
NGCS Service Charge SC006	.0893	.0782	.0891						
NGCS Service Charge SC007	.1071	.0937	.1069						
NGCS Service Charge SC008	.1250	.1094	.1247						
NGCS Service Charge SC009	.1429	.1251	.1426						
NGCS Service Charge SC010	.1607	.1406	.1604						
NGCS Service Charge SC011	.1786	.1563	.1782						
NGCS Service Charge SC012	.1964	.1719	.1960						
NGCS Service Charge SC013	.2143	.1875	.2138						
NGCS Service Charge SC014	.2321	.2031	.2316						
NGCS Service Charge SC015	.2679	.2345	.2673						
NGCS Service Charge SC016	.3571	.3125	.3563						
NGCS Service Charge SC017	.4464	.3907	.4454						
NGCS Service Charge SC018	.5357	.4688	.5345						
NGCS Service Charge SC019	.6250	.5470	.6236						
NGCS Service Charge SC020	.6429	.5626	.6415						
NGCS Service Charge SC021	.7143	.6251	.7127						
NGCS Service Charge SC022	.8036	.7033	.8019						
NGCS Service Charge SC023	.8214	.7189	.8196						
NGCS Service Charge SC024	.8929	.7814	.8910						
NGCS Service Charge SC025	.9821	.8595	.9800						
NGCS Service Charge SC026	1.0714	.9377	1.0691						
NGCS Service Charge SC027	1.1607	1.0158	1.1582						
NGCS Service Charge SC028	1.2500	1.0940	1.2473						
NGCS Service Charge SC029	1.3393	1.1721	1.3364						
NGCS Service Charge SC030	1.4286	1.2503	1.4255						
NGCS Service Charge SC031	1.6071	1.4065	1.6036						
NGCS Service Charge SC032	1.6964	1.4846	1.6927						
NGCS Service Charge SC033	1.7679	1.5472	1.7641						
NGCS Service Charge SC034	1.7857	1.5628	1.7818						
NGCS Service Charge SC035	1.9643	1.7191	1.9600						
NGCS Service Charge SC036	2.1429	1.8754	2.1382						
NGCS Service Charge SC037	2.5893	2.2661	2.5837						
NGCS Service Charge SC038	2.6786	2.3442	2.6728						
NGCS Service Charge SC039	2.7679	2.4224	2.7619						
NGCS Service Charge SC040	3.2143	2.8130	3.2073						
NGCS Service Charge SC041	3.5714	3.1256	3.5636						
NGCS Service Charge SC042	3.9286	3.4382	3.9201						
NGCS Service Charge SC043	4.4643	3.9070	4.4546						



Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

NGCS Service Charge SC044	5.3571	4.6884	5.3454						
NGCS Service Charge SC045	6.4286	5.6261	6.4146						
NGCS Service Charge SC046				.0893	.0782	.0891			
NGCS Service Charge SC047				.1786	.1563	.1782			
NGCS Service Charge SC048				.2679	.2345	.2673			
NGCS Service Charge SC049				.4464	.3907	.4454			
NGCS Service Charge SC050				.5357	.4688	.5345			
NGCS Service Charge SC051				.6250	.5470	.6236			
NGCS Service Charge SC052				.7143	.6251	.7127			
NGCS Service Charge SC053				.8571	.7501	.8552			
NGCS Service Charge SC054				.8929	.7814	.8910			
NGCS Service Charge SC055				1.2500	1.0940	1.2473			
NGCS Service Charge SC056				1.3393	1.1721	1.3364			
NGCS Service Charge SC057				1.7857	1.5628	1.7818			
NGCS Service Charge SC058				2.5893	2.2661	2.5837			
NGCS Service Charge SC059				2.6786	2.3442	2.6728			
NGCS Service Charge SC060				3.5714	3.1256	3.5636			
NGCS Service Charge SC061				4.4643	3.9070	4.4546			
NGCS Service Charge SC062				5.3571	4.6884	5.3454			
NGCS Service Charge SC063				7.1429	6.2512	7.1274			
NGCS Service Charge SC064				8.9286	7.8140	8.9092			
NGCS Service Charge SC065				10.7143	9.3768	10.6910			
NGCS Service Charge SC066	1.3750	1.2034	1.3720	2.7679	2.4224	2.7619			
NGCS Service Charge SC067	1.4286	1.2503	1.4255	.4464	.3907	.4454			
NGCS Service Charge SC068	2.4750	2.1660	2.4696	7.1250	6.2356	7.1095			
NGCS Service Charge SC069	2.4145	2.1131	2.4092	8.9100	7.7977	8.8906			
NGCS Service Charge SC070	4.9050	4.2927	4.8943				9.8250	8.5985	9.8036
NGCS Service Charge SC071	5.3400	4.6734	5.3284				10.2450	8.9661	10.2227
NGCS Service Charge SC072	6.2250	5.4479	6.2115				12.4650	10.9089	12.4379
NGCS Service Charge SC073	4.4700	3.9120	4.4603						
NGCS Service Charge SC074	.0893	.0782	.0891				.0893	.0782	.0891
NGCS Service Charge SC075	.1785	.1562	.1781				.1785	.1562	.1781
NGCS Service Charge SC076	.7143	.6251	.7127				.7143	.6251	.7127
NGCS Service Charge SC077	1.2500	1.0940	1.2473				1.2500	1.0940	1.2473
NGCS Service Charge SC078	2.6786	2.3442	2.6728				2.6786	2.3442	2.6728
NGCS Service Charge SC079	3.5715	3.1257	3.5637				3.5715	3.1257	3.5637
NGCS Service Charge SC080	6.0000	5.2510	5.9869				6.0000	5.2510	5.9869
Non Emergency Number FF31				.2330	.2039	.2325			
Pager Services Fixed Fee FF3				.6383	.5586	.6369			
Pager Services Fixed Fee FF8				.6383	.5586	.6369			
Pager Services Fixed Fee FF9				.6383	.5586	.6369			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Pager Services Nofee								
Pager/Messaging R	.0383	.0335	.0382					
Personal Number D	.1916	.1677	.1912					
Personal Number E	.0495	.0433	.0494					
Personal Number J	.5700	.4988	.5688					
Personal Number K	.6750	.5907	.6735					
Personal Number PN1	.4200	.3676	.4191					
Personal Number PN10	.7950	.6958	.7933					
Personal Number PN11	.8700	.7614	.8681					
Personal Number PN12	.5850	.5120	.5837					
Personal Number PN13	.8250	.7220	.8232					
Personal Number PN14	.6750	.5907	.6735					
Personal Number PN15	.2400	.2100	.2395					
Personal Number PN16	.2625	.2297	.2619					
Personal Number PN17	.2925	.2560	.2919					
Personal Number PN18	.3150	.2757	.3143					
Personal Number PN19	.1650	.1444	.1646					
Personal Number PN2	1.1550	1.0108	1.1525					
Personal Number PN20	.5100	.4463	.5089					
Personal Number PN21	.8850	.7745	.8831					
Personal Number PN22	.0825	.0722	.0823					
Personal Number PN3	.1125	.0985	.1123					
Personal Number PN4	.5550	.4857	.5538					
Personal Number PN5	.3450	.3019	.3442					
Personal Number PN6	.4650	.4070	.4640					
Personal Number PN7	3.4500	3.0193	3.4425	.6383	.5586	.6369		
Personal Number PN8	.4125	.3610	.4116					
Personal Number PN9	.4950	.4332	.4939					
RadioPager Services Service Local Nts L3	.0639	.0559	.0638					
UK Mobile	.0195	.0171	.0195					
Wifi Services FW1	.1500	.1313	.1497					
Wifi Services FW10	.1500	.1313	.1497					
Wifi Services FW12	.1500	.1313	.1497					
Wifi Services FW2	.1500	.1313	.1497					
Wifi Services FW3	.1500	.1313	.1497					
Wifi Services FW4	.1500	.1313	.1497					
Wifi Services FW5	.3000	.2625	.2993					
Wifi Services FW6	.3000	.2625	.2993					
Wifi Services FW7	.1500	.1313	.1497					
Wifi Services FW8	.1500	.1313	.1497					
Wifi Services FW9	.1500	.1313	.1497					

National Voice Services - Germany						
	MRC			NRC		
	USD	GBP	EUR	USD	GBP	EUR
Directory Listing	5.00	4.38	4.99	3.00	2.63	2.99
Port Charge Per Telephone Number				132.00	115.52	131.71
Port Charge Per Telephone Number - 10 Consecutive				13.20	11.55	13.17
Port Charge Per Telephone Number - 100 Consecutive				2.20	1.93	2.20
Telephone Number	1.00	0.88	1.00	5.60	4.90	5.59
Telephone Number Vanity Charge				100.00	87.52	99.78

National Voice Services Outbound - Germany									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Local and National	.0110	.0096	.0110						
Directory Assistance 118	2.8956	2.5341	2.8893						
Directory Assistance 11833	5.7750	5.0541	5.7624	19.2430	16.8408	19.2011			
Directory Assistance 11834	5.7750	5.0541	5.7624	19.2430	16.8408	19.2011			
Emergency Services									
Freephone 800									
Germany Mobile	.0532	.0466	.0531						
Mass Transit 13	.2459	.2152	.2454						
Mass Transit 1371				.2459	.2152	.2454			
Mass Transit 1375				.2459	.2152	.2454			
Mass Transit 1376				.4391	.3843	.4381			
Mass Transit 1377				1.7562	1.5370	1.7524			
Mass Transit 1378				.8782	.7686	.8763			
Mass Transit 1379				.8782	.7686	.8763			
Mobile-Others	.4114	.3600	.4105						
National Subscriber 32	.0559	.0489	.0558						
Pager Services 16	.3266	.2858	.3259						
Pager Services 169				.8607	.7533	.8588			
Pager Services 1695	1.3066	1.1435	1.3038						
Pager Services 16953				2.1514	1.8828	2.1467			
Personal Number 700	.1990	.1742	.1986						
Premium 900	6.6000	5.7761	6.5856	21.9920	19.2467	21.9442			
Shared Cost 1801	.0686	.0600	.0685						
Shared Cost 1802				.1053	.0922	.1051			
Shared Cost 1803	.1581	.1384	.1578						
Shared Cost 1804				.3513	.3074	.3505			
Shared Cost 1805	.2459	.2152	.2454						

National Voice Services - France						
	MRC			NRC		
	USD	GBP	EUR	USD	GBP	EUR
Directory Listing	5.00	4.38	4.99	3.00	2.63	2.99
Port Charge Per Telephone Number				151.80	132.85	151.47
Port Charge Per Telephone Number - 10 Consecutive				22.00	19.25	21.95
Port Charge Per Telephone Number - 100 Consecutive				8.80	7.70	8.78
Telephone Number	1.00	0.88	1.00			
Telephone Number Vanity Charge				100.00	87.52	99.78

National Voice Services Outbound - France									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Local and National	.0045	.0039	.0045						
Administrative Information									
Directory Enquiry 118000	3.4322	3.0037	3.4247	3.4322	3.0037	3.4247			
Directory Enquiry 118006	.5428	.4750	.5416	2.1713	1.9002	2.1666	2.7143	2.3755	2.7084
Directory Enquiry 118008	1.4630	1.2804	1.4598	1.4630	1.2804	1.4598			
Directory Enquiry 118050	.5428	.4750	.5416	2.1713	1.9002	2.1666	2.7143	2.3755	2.7084
Directory Enquiry 118222	1.4630	1.2804	1.4598	1.4630	1.2804	1.4598			
Directory Enquiry 118318	.5428	.4750	.5416	2.1713	1.9002	2.1666	2.7143	2.3755	2.7084
Directory Enquiry 118444				.0116	.0102	.0116			
Directory Enquiry 118500	.3620	.3168	.3612	1.2666	1.1085	1.2638			
Directory Enquiry 118700				4.8317	4.2285	4.8212			
Directory Enquiry 118711	.5428	.4750	.5416	1.2666	1.1085	1.2638			
Directory Enquiry 118712	.7314	.6401	.7298	2.5410	2.2238	2.5355			
Directory Enquiry 118888	1.8096	1.5837	1.8057	1.8096	1.5837	1.8057			
Directory Enquiry 118999	.3620	.3168	.3612	1.6286	1.4253	1.6251			
Directory Enquiry 1187									
France Mobile	.0280	.0245	.0279						
Freephone 080									
Internet Access	.0375	.0328	.0374	.1848	.1617	.1844			
Local Rate 3	.0480	.0420	.0479	.1358	.1188	.1355			
Personal Numbers 087	.0357	.0312	.0356						
Personal Numbers 0873	.0472	.0413	.0471						
Premium 08360	.1123	.0983	.1121				.2069	.1811	.2064
Premium 083601	.2069	.1811	.2064						
Premium 0836019301	.0375	.0328	.0374				.1848	.1617	.1844
Premium 0836097	.1331	.1165	.1328						
Premium 083660	.6203	.5429	.6190				.4137	.3621	.4128

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 0836603				1.8612	1.6289	1.8572			
Premium 0836604	1.7821	1.5596	1.7782				.2069	.1811	.2064
Premium 0836622	.1033	.0904	.1031						
Premium 0890	.2751	.2408	.2745				.2751	.2408	.2745
Premium 089064	.2069	.1811	.2064				.2069	.1811	.2064
Premium 08907	.2069	.1811	.2064				.2069	.1811	.2064
Premium 0891	.4137	.3621	.4128				.4137	.3621	.4128
Premium 0892	.6203	.5429	.6190				.6203	.5429	.6190
Premium 0897				1.0340	.9049	1.0318			
Premium 0899	.6203	.5429	.6190	2.4815	2.1717	2.4761	3.1021	2.7149	3.0954
Premium 089970	.6203	.5429	.6190	2.4815	2.1717	2.4761			
Shared Cost 081	.0490	.0429	.0489	.1363	.1193	.1360			
Shared Cost 0820	.2069	.1811	.2064	.1965	.1720	.1961			
Shared Cost 082020	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 082021	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 082022	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 082048	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 0821	.2069	.1811	.2064	.1965	.1720	.1961			
Shared Cost 082111	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 082161	.1568	.1372	.1565	.1965	.1720	.1961			
Shared Cost 0825	.2613	.2287	.2607	.1965	.1720	.1961			
Shared Cost 0826	.2613	.2287	.2607	.1965	.1720	.1961			
Shared Cost 1044	.0480	.0420	.0479	.1358	.1188	.1355			
Short Number 320	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3203	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3210	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3213	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3214	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3215	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3216	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3217	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3218	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3219	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 322	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3223	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3229	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 323	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3234	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3236	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3240	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3242	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Short Number 3243	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3245	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 325	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3253	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3256	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3258	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 326	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3260	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 327	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3270	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3275	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 328	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3281	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 329	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3299	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3600	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3601	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3602	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3603	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3604	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3605	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3606	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3608	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3610	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3611	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3618	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3620	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3621	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3624	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3626	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 363	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3634	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3635	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3637	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3639	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3644	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3650	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3655	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3656	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 366	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3660	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			

Short Number 3666	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3667	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 367	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3677	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3678	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3680	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 369	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 3699	1.9243	1.6841	1.9201	7.2000	6.3012	7.1843			
Short Number 390	.0506	.0443	.0505	.1430	.1251	.1427			
Short Number 3910	.2177	.1905	.2172						
Short Number 3911	.6203	.5429	.6190	2.4815	2.1717	2.4761			
Short Number 3920	.6203	.5429	.6190						
Short Number 3922	.6203	.5429	.6190	2.4815	2.1717	2.4761			
Short Number 393	.6203	.5429	.6190						
Short Number 3939	.0506	.0443	.0505	.1430	.1251	.1427			
Short Number 3940	.6203	.5429	.6190						
Short Number 3969	.6203	.5429	.6190						
Short Number 397	.0506	.0443	.0505	.1430	.1251	.1427			
Short Number 3980				1.0340	.9049	1.0318			
Short Number 399	.0506	.0443	.0505	.1430	.1251	.1427			

National Voice Services - Netherlands						
	MRC			NRC		
	USD	GBP	EUR	USD	GBP	EUR
Directory Listing	5.00	4.38	4.99	3.00	2.63	2.99
Port Charge Per Telephone Number				74.80	65.46	74.64
Port Charge Per Telephone Number - 10 Consecutive				50.60	44.28	50.49
Port Charge Per Telephone Number - 100 Consecutive				5.50	4.81	5.49
Telephone Number	1.00	0.88	1.00			
Telephone Number Vanity Charge				100.00	87.52	99.78

National Voice Services Outbound - Netherlands									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Local and National	.0132	.0116	.0132						
Business Number 088	.0275	.0241	.0274	.0550	.0481	.0549			
Data Services 67	.2200	.1925	.2195						
Data Services 672	.2860	.2503	.2854						
Data Services 673	.2860	.2503	.2854						
Data Services 67400	.4355	.3811	.4346						
Data Services 67500	.5565	.4870	.5553						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Data Services 67777	.1320	.1155	.1317					
Data Services 678	.9919	.8681	.9897					
Data Services 679	.9919	.8681	.9897					
Data Services 67100	.1018	.0891	.1016	.8468	.7411	.8450		
Freephone 800								
Netherlands Mobile	.0575	.0503	.0574					
Pager Services 65				1.4630	1.2804	1.4598		
Pager Services 656				.4598	.4024	.4588		
Pager Services 6570				.4598	.4024	.4588		
Pager Services 6571				.4598	.4024	.4588		
Pager Services 6572				.4598	.4024	.4588		
Pager Services 6573				.4598	.4024	.4588		
Pager Services 6574				.4598	.4024	.4588		
Pager Services 6599	.9423	.8247	.9403					
Pager Services 6600	.6270	.5487	.6256					
Pager Services 6601	.6270	.5487	.6256					
Pager Services 6602				1.0450	.9145	1.0427		
Pager Services 6603				2.2781	1.9937	2.2731		
Pager Services 6604				1.3794	1.2072	1.3764		
Pager Services 6605				2.2781	1.9937	2.2731		
Pager Services 66066	.8360	.7316	.8342					
Pager Services 6607				1.3794	1.2072	1.3764		
Pager Services 6608				1.9228	1.6828	1.9186		
Pager Services 6609	.0477	.0417	.0476	.1625	.1422	.1621		
Pager Services 6616				.9423	.8247	.9403		
Pager Services 66160	.6270	.5487	.6256					
Pager Services 66161	.9423	.8247	.9403					
Pager Services 66162	.4180	.3658	.4171					
Pager Services 66163	1.4710	1.2874	1.4678					
Pager Services 66164	1.4710	1.2874	1.4678					
Pager Services 66165				1.8847	1.6494	1.8806		
Pager Services 66169	1.1495	1.0060	1.1470					
Pager Services 66506				.7315	.6402	.7299		
Pager Services 66507				.7315	.6402	.7299		
Pager Services 66508				.7315	.6402	.7299		
Pager Services 66509				.7315	.6402	.7299		
Pager Services 66510				.1568	.1372	.1565		
Pager Services 66511				.1568	.1372	.1565		
Pager Services 66512	.0808	.0707	.0806	.0857	.0750	.0855		
Pager Services 66513				2.0915	1.8304	2.0870		
Pager Services 66519	.9423	.8247	.9403					



Pager Services 6653				1.4630	1.2804	1.4598			
Pager Services 665				1.2635	1.1058	1.2608			
Personal Assistance Services 84	.4180	.3658	.4171						
Personal Assistance Services 8408	.6270	.5487	.6256						
Personal Assistance Services 84262	1.6778	1.4684	1.6742						
Personal Assistance Services 84263				2.7170	2.3778	2.7111			
Personal Assistance Services 8475	.1008	.0882	.1006	.0857	.0750	.0855			
Personal Assistance Services 8476	.0477	.0417	.0476	.0477	.0417	.0476			
Personal Assistance Services 848	.1254	.1097	.1251						
Personal Assistance Services 8485	.1008	.0882	.1006	.0857	.0750	.0855			
Personal Assistance Services 84899	.0477	.0417	.0476	.1625	.1422	.1621			
Personal Assistance Services 849									
Personal Assistance Services 870	.9500	.8314	.9479						
Personal Assistance Services 871	1.6778	1.4684	1.6742						
Personal Assistance Services 87193				2.7170	2.3778	2.7111			
Personal Assistance Services 873	.9423	.8247	.9403						
Personal Assistance Services 87500	.0550	.0481	.0549						
Personal Assistance Services 8765	1.4710	1.2874	1.4678						
Personal Assistance Services 87785	.0919	.0804	.0917						
Personal Assistance Services 87786	.0919	.0804	.0917						
Personal Assistance Services 87787	.0241	.0211	.0240	.0857	.0750	.0855			
Personal Assistance Services 87788	.0241	.0211	.0240	.0857	.0750	.0855			
Personal Assistance Services 8700									
Personal Assistance Services 8701	.0919	.0804	.0917	.0857	.0750	.0855			
Personal Assistance Services 87784	.7355	.6437	.7339						
Personal Assistance Services 87789									

National Voice Services - Belgium						
	MRC			NRC		
	USD	GBP	EUR	USD	GBP	EUR
Directory Listing	5.00	4.38	4.99	3.00	2.63	2.99
Port Charge Per Telephone Number				26.40	23.10	26.34
Port Charge Per Telephone Number - 10 Consecutive				19.80	17.33	19.76
Port Charge Per Telephone Number - 100 Consecutive				13.20	11.55	13.17
Telephone Number	1.00	0.88	1.00			
Telephone Number Vanity Charge				100.00	87.52	99.78

National Voice Services Outbound - Belgium									
Rates are per minute / 18 second minimum / 6 second rounding									
	Rate Per Minute			Rate Per Call			Minimum Call Charge		
	USD	GBP	EUR	USD	GBP	EUR	USD	GBP	EUR
Local and National	.0350	.0306	.0349						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Belgium Mobile	.0427	.0374	.0426						
Clock service 1200				.1159	.1014	.1156			
Clock service 1300				.1159	.1014	.1156			
Emergency Services									
Freephone 17									
Freephone 800									
Infokiosk 77									
Infokiosk 776	.7481	.6547	.7465	.0440	.0385	.0439			
Infokiosk 777	.7481	.6547	.7465	.0440	.0385	.0439			
Information Services 1207	.0653	.0571	.0652	1.9524	1.7087	1.9482	2.0200	1.7678	2.0156
Information Services 1307	.0653	.0571	.0652	1.9524	1.7087	1.9482			
Information Services 1313	.4546	.3979	.4536	1.8818	1.6469	1.8777			
Information Services 1414	.4546	.3979	.4536	4.9246	4.3098	4.9139			
Missing Child Hot Line 116000									
Pager Services 452				.5171	.4525	.5160			
Pager Services 453				.5171	.4525	.5160			
Pager Services 454				1.1700	1.0239	1.1675			
Pager Services 458				.5171	.4525	.5160			
Pager Services 459				.5171	.4525	.5160			
Premium 70	.5456	.4775	.5444						
Premium 70231	.2727	.2387	.2721						
Premium 70246	.2727	.2387	.2721						
Premium 70270	.2727	.2387	.2721						
Premium 70271	.2727	.2387	.2721						
Premium 70272	.2727	.2387	.2721						
Premium 70273	.2727	.2387	.2721						
Premium 70274	.2727	.2387	.2721						
Premium 70442	.2727	.2387	.2721						
Premium 70445	.2727	.2387	.2721						
Premium 70474	.2727	.2387	.2721						
Premium 70650	.2727	.2387	.2721						
Premium 70651	.2727	.2387	.2721						
Premium 70652	.2727	.2387	.2721						
Premium 70653	.2727	.2387	.2721						
Premium 70654	.2727	.2387	.2721						
Premium 706634	.2727	.2387	.2721						
Premium 706635	.2727	.2387	.2721						
Premium 70680	.2727	.2387	.2721						
Premium 70681	.2727	.2387	.2721						
Premium 70682	.2727	.2387	.2721						
Premium 70683	.2727	.2387	.2721						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 70684	.2727	.2387	.2721						
Premium 7070	.2727	.2387	.2721						
Premium 70752	.2727	.2387	.2721						
Premium 70753	.2727	.2387	.2721						
Premium 70777	.2727	.2387	.2721						
Premium 900	.9092	.7957	.9072						
Premium 90025	.4546	.3979	.4536						
Premium 900425	.4546	.3979	.4536						
Premium 900502	.4546	.3979	.4536						
Premium 900503	.4546	.3979	.4536						
Premium 900770	.4546	.3979	.4536						
Premium 900771	.4546	.3979	.4536						
Premium 900772	.4546	.3979	.4536						
Premium 900773	.4546	.3979	.4536						
Premium 900774	.4546	.3979	.4536						
Premium 900775	.4546	.3979	.4536						
Premium 900820	.4546	.3979	.4536						
Premium 900821	.4546	.3979	.4536						
Premium 900822	.4546	.3979	.4536						
Premium 900823	.4546	.3979	.4536						
Premium 900824	.4546	.3979	.4536						
Premium 900889	.4546	.3979	.4536						
Premium 902	1.8181	1.5911	1.8141						
Premium 90215	1.3636	1.1934	1.3606						
Premium 902280	1.3636	1.1934	1.3606						
Premium 902281	1.3636	1.1934	1.3606						
Premium 902282	1.3636	1.1934	1.3606						
Premium 902283	1.3636	1.1934	1.3606						
Premium 902284	1.3636	1.1934	1.3606						
Premium 902330	1.3636	1.1934	1.3606						
Premium 902331	1.3636	1.1934	1.3606						
Premium 902332	1.3636	1.1934	1.3606						
Premium 902333	1.3636	1.1934	1.3606						
Premium 902334	1.3636	1.1934	1.3606						
Premium 902425	1.3636	1.1934	1.3606						
Premium 902426	1.3636	1.1934	1.3606						
Premium 90251	1.3636	1.1934	1.3606						
Premium 902522	1.3636	1.1934	1.3606						
Premium 902523	1.3636	1.1934	1.3606						
Premium 90254	1.3636	1.1934	1.3606						
Premium 902770	1.3636	1.1934	1.3606						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 902771	1.3636	1.1934	1.3606						
Premium 902772	1.3636	1.1934	1.3606						
Premium 902773	1.3636	1.1934	1.3606						
Premium 902774	1.3636	1.1934	1.3606						
Premium 903	2.7273	2.3868	2.7214						
Premium 903471	2.2727	1.9890	2.2678						
Premium 903472	2.2727	1.9890	2.2678						
Premium 903473	2.2727	1.9890	2.2678						
Premium 90351	2.2727	1.9890	2.2678						
Premium 903532	2.2727	1.9890	2.2678						
Premium 903533	2.2727	1.9890	2.2678						
Premium 90354	2.2727	1.9890	2.2678						
Premium 903550	2.2727	1.9890	2.2678						
Premium 903551	2.2727	1.9890	2.2678						
Premium 903552	2.2727	1.9890	2.2678						
Premium 903553	2.2727	1.9890	2.2678						
Premium 903889	2.2727	1.9890	2.2678						
Premium 904	3.1817	2.7845	3.1748						
Premium 904045									
Premium 904046									
Premium 904047									
Premium 904048									
Premium 904049									
Premium 90436									
Premium 90437									
Premium 90439									
Premium 90439552									
Premium 904442									
Premium 904443									
Premium 904444									
Premium 904445									
Premium 904446									
Premium 904447									
Premium 904448									
Premium 904449									
Premium 90456									
Premium 90469									
Premium 904805									
Premium 904806									
Premium 904807									
Premium 904808									

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 904809									
Premium 90482									
Premium 904885	3.6363	3.1824	3.6284						
Premium 904886	3.6363	3.1824	3.6284						
Premium 904887	3.6363	3.1824	3.6284						
Premium 904888	3.6363	3.1824	3.6284						
Premium 904889	3.6363	3.1824	3.6284						
Premium 90516				.9092	.7957	.9072			
Premium 905162				1.8181	1.5911	1.8141			
Premium 905163				1.8181	1.5911	1.8141			
Premium 905164				1.8181	1.5911	1.8141			
Premium 905165				2.7273	2.3868	2.7214			
Premium 905166				2.7273	2.3868	2.7214			
Premium 905167				3.6363	3.1824	3.6284			
Premium 905168				3.6363	3.1824	3.6284			
Premium 905169				3.6363	3.1824	3.6284			
Premium 90522				.4546	.3979	.4536			
Premium 90523				3.6363	3.1824	3.6284			
Premium 90524				2.7273	2.3868	2.7214			
Premium 905244				2.2727	1.9890	2.2678			
Premium 905245				2.2727	1.9890	2.2678			
Premium 905246				2.2727	1.9890	2.2678			
Premium 905247				3.1817	2.7845	3.1748			
Premium 905248				3.1817	2.7845	3.1748			
Premium 905249				3.1817	2.7845	3.1748			
Premium 905330				.4546	.3979	.4536			
Premium 905331				.9092	.7957	.9072			
Premium 905332				1.3636	1.1934	1.3606			
Premium 905333				1.8181	1.5911	1.8141			
Premium 905334				2.2727	1.9890	2.2678			
Premium 905335				2.7273	2.3868	2.7214			
Premium 905336				3.1817	2.7845	3.1748			
Premium 905337				3.6363	3.1824	3.6284			
Premium 905338				3.6363	3.1824	3.6284			
Premium 905339				1.8181	1.5911	1.8141			
Premium 90538				3.6363	3.1824	3.6284			
Premium 90540				.4546	.3979	.4536			
Premium 905404				1.3636	1.1934	1.3606			
Premium 905405				2.2727	1.9890	2.2678			
Premium 905406				2.7273	2.3868	2.7214			
Premium 90541				.9092	.7957	.9072			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 905414				3.6363	3.1824	3.6284			
Premium 905415				3.1817	2.7845	3.1748			
Premium 905416				3.6363	3.1824	3.6284			
Premium 90542				1.8181	1.5911	1.8141			
Premium 90544				.9092	.7957	.9072			
Premium 90550				3.6363	3.1824	3.6284			
Premium 905500				.4546	.3979	.4536			
Premium 905502				.9092	.7957	.9072			
Premium 905505				1.8181	1.5911	1.8141			
Premium 90553				.9092	.7957	.9072			
Premium 905534				.4546	.3979	.4536			
Premium 905535				.4546	.3979	.4536			
Premium 905536				.4546	.3979	.4536			
Premium 905537				1.3636	1.1934	1.3606			
Premium 905538				1.3636	1.1934	1.3606			
Premium 905539				1.3636	1.1934	1.3606			
Premium 90556				.9092	.7957	.9072			
Premium 905659				56.3636	49.3275	56.2410			
Premium 90566				1.8181	1.5911	1.8141			
Premium 90567				.4546	.3979	.4536			
Premium 90568				.9092	.7957	.9072			
Premium 90569				1.8181	1.5911	1.8141			
Premium 905770				.4546	.3979	.4536			
Premium 905771				.9092	.7957	.9072			
Premium 905772				1.3636	1.1934	1.3606			
Premium 905773				1.8181	1.5911	1.8141			
Premium 905774				2.2727	1.9890	2.2678			
Premium 905775				2.7273	2.3868	2.7214			
Premium 905776				2.7273	2.3868	2.7214			
Premium 905777				3.1817	2.7845	3.1748			
Premium 905778				3.6363	3.1824	3.6284			
Premium 905779				3.6363	3.1824	3.6284			
Premium 90582				1.8181	1.5911	1.8141			
Premium 90586				3.6363	3.1824	3.6284			
Premium 905860				.9092	.7957	.9072			
Premium 905861				.9092	.7957	.9072			
Premium 905862				1.8181	1.5911	1.8141			
Premium 905863				1.8181	1.5911	1.8141			
Premium 905864				1.8181	1.5911	1.8141			
Premium 905865				2.7273	2.3868	2.7214			
Premium 905866				2.7273	2.3868	2.7214			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 90588				3.6363	3.1824	3.6284			
Premium 905880				.4546	.3979	.4536			
Premium 905881				.9092	.7957	.9072			
Premium 905882				1.3636	1.1934	1.3606			
Premium 905883				1.8181	1.5911	1.8141			
Premium 905884				2.2727	1.9890	2.2678			
Premium 905885				2.7273	2.3868	2.7214			
Premium 905886				3.1817	2.7845	3.1748			
Premium 906	1.8181	1.5911	1.8141						
Premium 90600	.9092	.7957	.9072						
Premium 90606	1.8181	1.5911	1.8141						
Premium 906060	.4546	.3979	.4536						
Premium 906061	.4546	.3979	.4536						
Premium 906062	.9092	.7957	.9072						
Premium 906063	.9092	.7957	.9072						
Premium 906064	1.3636	1.1934	1.3606						
Premium 906065	1.3636	1.1934	1.3606						
Premium 90616	1.3636	1.1934	1.3606						
Premium 90622	.9092	.7957	.9072						
Premium 90623	1.3636	1.1934	1.3606						
Premium 90625	.9092	.7957	.9072						
Premium 906330	.4546	.3979	.4536						
Premium 906331	.9092	.7957	.9072						
Premium 906332	1.3636	1.1934	1.3606						
Premium 906400									
Premium 906401									
Premium 906444	.9091	.7956	.9071						
Premium 906445	.9091	.7956	.9071						
Premium 906488	1.3636	1.1934	1.3606						
Premium 906489	1.3636	1.1934	1.3606						
Premium 906800	.4545	.3978	.4535						
Premium 906801	.4545	.3978	.4535						
Premium 906802	.9091	.7956	.9071						
Premium 906803	.9091	.7956	.9071						
Premium 906804	1.3636	1.1934	1.3606						
Premium 906805	1.3636	1.1934	1.3606						
Premium 907	2.7273	2.3868	2.7214						
Premium 907070	2.2727	1.9890	2.2678						
Premium 907071	2.2727	1.9890	2.2678						
Premium 907074	3.1817	2.7845	3.1748						
Premium 907075	3.1817	2.7845	3.1748						

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 907076	3.6363	3.1824	3.6284						
Premium 907077	3.6363	3.1824	3.6284						
Premium 907078	3.6363	3.1824	3.6284						
Premium 907079	3.6363	3.1824	3.6284						
Premium 90723	2.2727	1.9890	2.2678						
Premium 90736	3.6363	3.1824	3.6284						
Premium 90738	3.6363	3.1824	3.6284						
Premium 90739	3.6363	3.1824	3.6284						
Premium 90739000	3.6363	3.1824	3.6284						
Premium 90739275	3.6363	3.1824	3.6284						
Premium 90739276	3.6363	3.1824	3.6284						
Premium 90739277	3.6363	3.1824	3.6284						
Premium 90739552	3.6363	3.1824	3.6284						
Premium 907471	2.2727	1.9890	2.2678						
Premium 907472	2.2727	1.9890	2.2678						
Premium 907473	2.2727	1.9890	2.2678						
Premium 907474	3.1817	2.7845	3.1748						
Premium 907475	3.1817	2.7845	3.1748						
Premium 907476	3.1817	2.7845	3.1748						
Premium 907477	3.6363	3.1824	3.6284						
Premium 907478	3.6363	3.1824	3.6284						
Premium 907479	3.6363	3.1824	3.6284						
Premium 90756	3.1817	2.7845	3.1748						
Premium 907800	2.2727	1.9890	2.2678						
Premium 907801	2.2727	1.9890	2.2678						
Premium 907804	3.1817	2.7845	3.1748						
Premium 907805	3.1817	2.7845	3.1748						
Premium 907806	3.6363	3.1824	3.6284						
Premium 907807	3.6363	3.1824	3.6284						
Premium 907808	3.6363	3.1824	3.6284						
Premium 907809	3.6363	3.1824	3.6284						
Premium 90782	3.6363	3.1824	3.6284						
Premium 907880	2.2727	1.9890	2.2678						
Premium 907881	3.1817	2.7845	3.1748						
Premium 907882	3.6363	3.1824	3.6284						
Premium 90900				56.3636	49.3275	56.2410			
Premium 909000				1.8181	1.5911	1.8141			
Premium 909001				6.3636	5.5692	6.3498			
Premium 909002				10.9091	9.5473	10.8854			
Premium 909003				15.4546	13.5253	15.4210			
Premium 909004				24.5454	21.4813	24.4920			



Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 909280	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909281				6.3636	5.5692	6.3498			
Premium 909282	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 909283				15.4546	13.5253	15.4210			
Premium 909284	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909285				19.9999	17.5032	19.9564			
Premium 909286	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909287				24.5454	21.4813	24.4920			
Premium 909288	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909289				56.3636	49.3275	56.2410			
Premium 90937				56.3636	49.3275	56.2410			
Premium 909370				19.9999	17.5032	19.9564			
Premium 909371				19.9999	17.5032	19.9564			
Premium 909372				19.9999	17.5032	19.9564			
Premium 909373				38.1819	33.4155	38.0988			
Premium 909374				38.1819	33.4155	38.0988			
Premium 909375				38.1819	33.4155	38.0988			
Premium 90940				10.9091	9.5473	10.8854			
Premium 909405	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909406	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909407	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909408	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909409	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 90941				6.3636	5.5692	6.3498			
Premium 909415	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 909416	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 909417	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 909418	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 909419	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			
Premium 90942				15.4546	13.5253	15.4210			
Premium 909425	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909426	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909427	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909428	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909429	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 90943				19.9999	17.5032	19.9564			
Premium 909435	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909436	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909437	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909438	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909439	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 90944				24.5454	21.4813	24.4920			
Premium 909445	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909446	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909447	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909448	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909449	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 90945				29.0909	25.4594	29.0276			
Premium 909455	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909456	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909457	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909458	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909459	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 90946				56.3636	49.3275	56.2410			
Premium 90947				33.6364	29.4374	33.5632			
Premium 909475	2.2727	1.9890	2.2678	33.6364	29.4374	33.5632			
Premium 909476	2.2727	1.9890	2.2678	33.6364	29.4374	33.5632			
Premium 909477	2.2727	1.9890	2.2678	33.6364	29.4374	33.5632			
Premium 909478	2.2727	1.9890	2.2678	33.6364	29.4374	33.5632			
Premium 909479	2.2727	1.9890	2.2678	33.6364	29.4374	33.5632			
Premium 90948				38.1819	33.4155	38.0988			
Premium 909485	1.8181	1.5911	1.8141	38.1819	33.4155	38.0988			
Premium 909486	1.8181	1.5911	1.8141	38.1819	33.4155	38.0988			
Premium 909487	1.8181	1.5911	1.8141	38.1819	33.4155	38.0988			
Premium 909488	1.8181	1.5911	1.8141	38.1819	33.4155	38.0988			
Premium 909489	1.8181	1.5911	1.8141	38.1819	33.4155	38.0988			
Premium 90949				1.8181	1.5911	1.8141			
Premium 909495	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909496	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909497	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909498	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909499	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909650	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909651	3.6363	3.1824	3.6284	19.9984	17.5019	19.9549			
Premium 909652	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909653	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909654	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909655	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909656	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909657	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909658	4.5455	3.9781	4.5356	10.9091	9.5473	10.8854			
Premium 909660	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 909661				15.4546	13.5253	15.4210			
Premium 909662				10.9091	9.5473	10.8854			
Premium 909663				6.3636	5.5692	6.3498			
Premium 909664				19.9999	17.5032	19.9564			
Premium 909665				24.5454	21.4813	24.4920			
Premium 909666				29.0909	25.4594	29.0276			
Premium 909667				33.6364	29.4374	33.5632			
Premium 909668				38.1819	33.4155	38.0988			
Premium 909669				56.3636	49.3275	56.2410			
Premium 90977				1.8181	1.5911	1.8141			
Premium 909774				6.3636	5.5692	6.3498			
Premium 909775				6.3636	5.5692	6.3498			
Premium 909776				15.4546	13.5253	15.4210			
Premium 909777				19.9999	17.5032	19.9564			
Premium 909778				24.5454	21.4813	24.4920			
Premium 909779				56.3636	49.3275	56.2410			
Premium 90980				1.8181	1.5911	1.8141			
Premium 909805	5.4546	4.7737	5.4427	1.8181	1.5911	1.8141			
Premium 909806	5.4546	4.7737	5.4427	1.8181	1.5911	1.8141			
Premium 909807	5.4546	4.7737	5.4427	1.8181	1.5911	1.8141			
Premium 909808	5.4546	4.7737	5.4427	1.8181	1.5911	1.8141			
Premium 909809	5.4546	4.7737	5.4427	1.8181	1.5911	1.8141			
Premium 90981				6.3636	5.5692	6.3498			
Premium 909815	5.0025	4.3780	4.9916	6.3636	5.5692	6.3498			
Premium 909816	5.0025	4.3780	4.9916	6.3636	5.5692	6.3498			
Premium 909817	5.0025	4.3780	4.9916	6.3636	5.5692	6.3498			
Premium 909818	5.0025	4.3780	4.9916	6.3636	5.5692	6.3498			
Premium 909819	5.0025	4.3780	4.9916	6.3636	5.5692	6.3498			
Premium 90982				15.4546	13.5253	15.4210			
Premium 909825	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909826	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909827	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909828	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909829	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 90983				19.9999	17.5032	19.9564			
Premium 909835	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909836	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909837	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909838	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 909839	3.6363	3.1824	3.6284	19.9999	17.5032	19.9564			
Premium 90984				24.5454	21.4813	24.4920			

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Premium 909845	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909846	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909847	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909848	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 909849	3.1817	2.7845	3.1748	24.5454	21.4813	24.4920			
Premium 90985				29.0909	25.4594	29.0276			
Premium 909855	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909856	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909857	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909858	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 909859	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Premium 90986				56.3636	49.3275	56.2410			
Premium 90987				1.8181	1.5911	1.8141			
Premium 909875	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909876	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909877	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909878	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909879	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 90988				1.8181	1.5911	1.8141			
Premium 909885	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909886	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909887	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909888	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909889	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 90989				1.8181	1.5911	1.8141			
Premium 909895	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909896	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909897	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909898	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909899	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 9099	5.4544	4.7735	5.4425	56.3636	49.3275	56.2410			
Premium 909900	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909901				6.3636	5.5692	6.3498			
Premium 909902				10.9091	9.5473	10.8854			
Premium 909903				15.4546	13.5253	15.4210			
Premium 909904				19.9999	17.5032	19.9564			
Premium 909905				24.5454	21.4813	24.4920			
Premium 909906				29.0909	25.4594	29.0276			
Premium 909907				33.6364	29.4374	33.5632			
Premium 909908				38.1819	33.4155	38.0988			
Premium 909990	5.0001	4.3759	4.9892	6.3636	5.5692	6.3498			

Premium 909991				1.8181	1.5911	1.8141			
Premium 909992				6.3636	5.5692	6.3498			
Premium 909993				10.9091	9.5473	10.8854			
Premium 909994				15.4546	13.5253	15.4210			
Premium 909995				24.5454	21.4813	24.4920			
Premium 909996				56.3636	49.3275	56.2410			
Premium 909997	5.4544	4.7735	5.4425	1.8181	1.5911	1.8141			
Premium 909998	4.0909	3.5802	4.0820	15.4546	13.5253	15.4210			
Premium 909999	2.7273	2.3868	2.7214	29.0909	25.4594	29.0276			
Shared Cost 78	.0480	.0420	.0479	.0418	.0366	.0417			

Toll Free/Free Phone - United States							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
United States Toll Free Number	800 Number	3.00	2.63	2.99			
United States Toll Free Call Type Feature	Area Code Blocking				25.00	21.88	24.95
United States Toll Free Call Type Feature	Info Digit Blocking	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Info Digit Routing	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Info Digit Screening	15.00	13.13	14.97	15.00	13.13	14.97
United States Toll Free Call Type Feature	National Directory Assistance	20.00	17.50	19.96			
United States Toll Free Call Type Feature	Origin of Call Blocking	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Origin of Call Routing	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Payphone Surcharge (per call)				0.62	0.54	0.62
United States Toll Free Call Type Feature	Percent Allocation Routing	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Time of Day Routing	10.00	8.75	9.98			
United States Toll Free Call Type Feature	Vanity Number						

Toll Free/Free Phone - United States					
Rates are per minute / 18 second minimum / 6 second rounding					
		Rate Per Minute			
		USD	GBP	EUR	
United States Interstate	Interstate		.0150	.0131	.0150
United States Canadian Origination	United States		.0700	.0613	.0698
United States Intrastate	Alabama		.0150	.0131	.0150
United States Intrastate	Alaska		.0180	.0158	.0180
United States Intrastate	Arizona		.0150	.0131	.0150
United States Intrastate	Arkansas		.0180	.0158	.0180
United States Intrastate	California		.0150	.0131	.0150
United States Intrastate	Colorado		.0150	.0131	.0150
United States Intrastate	Connecticut		.0150	.0131	.0150
United States Intrastate	Delaware		.0150	.0131	.0150
United States Intrastate	Florida		.0150	.0131	.0150
United States Intrastate	Georgia		.0150	.0131	.0150
United States Intrastate	Hawaii		.0180	.0158	.0180
United States Intrastate	Idaho		.0180	.0158	.0180
United States Intrastate	Illinois		.0150	.0131	.0150
United States Intrastate	Indiana		.0150	.0131	.0150
United States Intrastate	Iowa		.0250	.0219	.0249

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

United States Intrastate	Kansas	.0180	.0158	.0180
United States Intrastate	Kentucky	.0180	.0158	.0180
United States Intrastate	Louisiana	.0150	.0131	.0150
United States Intrastate	Maine	.0180	.0158	.0180
United States Intrastate	Maryland	.0180	.0158	.0180
United States Intrastate	Massachusetts	.0150	.0131	.0150
United States Intrastate	Michigan	.0150	.0131	.0150
United States Intrastate	Minnesota	.0180	.0158	.0180
United States Intrastate	Mississippi	.0180	.0158	.0180
United States Intrastate	Missouri	.0150	.0131	.0150
United States Intrastate	Montana	.0250	.0219	.0249
United States Intrastate	Nebraska	.0180	.0158	.0180
United States Intrastate	Nevada	.0150	.0131	.0150
United States Intrastate	New Hampshire	.0180	.0158	.0180
United States Intrastate	New Jersey	.0150	.0131	.0150
United States Intrastate	New Mexico	.0150	.0131	.0150
United States Intrastate	New York	.0180	.0158	.0180
United States Intrastate	North Carolina	.0150	.0131	.0150
United States Intrastate	North Dakota	.0550	.0481	.0549
United States Intrastate	Ohio	.0150	.0131	.0150
United States Intrastate	Oklahoma	.0180	.0158	.0180
United States Intrastate	Oregon	.0150	.0131	.0150
United States Intrastate	Pennsylvania	.0180	.0158	.0180
United States Intrastate	Rhode Island	.0180	.0158	.0180
United States Intrastate	South Carolina	.0150	.0131	.0150
United States Intrastate	South Dakota	.0180	.0158	.0180
United States Intrastate	Tennessee	.0150	.0131	.0150
United States Intrastate	Texas	.0150	.0131	.0150
United States Intrastate	Utah	.0150	.0131	.0150
United States Intrastate	Vermont	.0180	.0158	.0180
United States Intrastate	Virginia	.0180	.0158	.0180
United States Intrastate	Washington	.0150	.0131	.0150
United States Intrastate	West Virginia	.0180	.0158	.0180
United States Intrastate	Wisconsin	.0180	.0158	.0180
United States Intrastate	Wyoming	.0180	.0158	.0180

Toll Free/Free Phone - UK							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
UK Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
UK Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
UK Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - UK				
Rates are per minute / 18 second minimum / 6 second rounding				
		Rate Per Minute		
		USD	GBP	EUR
UK Origination	Landline Origination	.0398	.0348	.0397
UK Origination	Payphone Origination	1.1455	1.0025	1.1430

Toll Free/Free Phone - Germany							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Germany Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Germany Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Germany Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Germany							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
Germany Origination	Landline Origination		.0158		.0138		.0158
Germany Origination	Mobile Origination		.2178		.1906		.2173
Germany Origination	Payphone Origination		.4950		.4332		.4939

Toll Free/Free Phone - France							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
France Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
France Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
France Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - France							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
France Origination	Landline Origination		.0198		.0173		.0198
France Origination	Mobile Origination		.0880		.0770		.0878
France Origination	Payphone Origination		.2200		.1925		.2195

Toll Free/Free Phone - Netherlands							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Netherlands Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Netherlands Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Netherlands Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Netherlands							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
Netherlands Origination	Landline Origination		.0880		.0770		.0878
Netherlands Origination	Mobile Origination		.4400		.3851		.4390

Toll Free/Free Phone - Belgium							
		MRC			NRC		

		USD	GBP	EUR	USD	GBP	EUR
Belgium Toll Free / Freephone Number	Freephone Number	3.00	2.63	2.99			
Belgium Toll Free / Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Belgium Toll Free / Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Belgium							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
Belgium Origination	Landline Origination		.0334		.0292		.0333
Belgium Origination	Mobile Origination		.6027		.5275		.6014
Belgium Origination	Payphone Origination		.3568		.3123		.3560

Toll Free/Free Phone - Ireland							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Ireland Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Ireland Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Ireland Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Ireland							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
Ireland Origination	Landline Origination		.0264		.0231		.0263
Ireland Origination	Mobile Origination		.7480		.6546		.7464
Ireland Origination	Payphone Origination		.5060		.4428		.5049

Toll Free/Free Phone - Austria							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Austria Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Austria Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Austria Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Austria							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD	GBP	EUR	USD	GBP	EUR
Austria Origination	Landline Origination		.0626		.0548		.0625
Austria Origination	Mobile Origination		.2323		.2033		.2318
Austria Origination	Payphone Origination		.1320		.1155		.1317

Toll Free/Free Phone - Portugal							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Portugal Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			



Portugal Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Portugal Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Portugal							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD		GBP		EUR	
Portugal Origination	Landline Origination		.0925		.0810		.0923
Portugal Origination	Mobile Origination		.0925		.0810		.0923
Portugal Origination	Payphone Origination		.0925		.0810		.0923

Toll Free/Free Phone - Spain							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Spain Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Spain Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Spain Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Spain							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD		GBP		EUR	
Spain Origination	Landline Origination		.0168		.0147		.0168
Spain Origination	Mobile Origination		.2926		.2561		.2920
Spain Origination	Payphone Origination		.1540		.1348		.1537

Toll Free/Free Phone - Switzerland							
		MRC			NRC		
		USD	GBP	EUR	USD	GBP	EUR
Switzerland Toll Free/ Freephone Number	Freephone Number	3.00	2.63	2.99			
Switzerland Toll Free/ Freephone Number	Freephone Number Port Charge Per Number				3.00	2.63	2.99
Switzerland Toll Free/Freephone Call Type Feature	Vanity Number				100.00	87.52	99.78

Toll Free/Free Phone - Switzerland							
Rates are per minute / 18 second minimum / 6 second rounding							
		Rate Per Minute					
		USD		GBP		EUR	
Switzerland Origination	Landline Origination		.0334		.0292		.0333
Switzerland Origination	Mobile Origination		.1836		.1607		.1832
Switzerland Origination	Payphone Origination		.4720		.4131		.4710

International			
International Outbound			
Rates are per minute / 18 second minimum / 6 second rounding			
Country	Dedicated Rate Per Minute (USD)	Dedicated Rate Per Minute (GBP)	Dedicated Rate Per Minute (EUR)

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Afghanistan	.3000	.2625	.2993
Afghanistan-Mobile	.3200	.2801	.3193
Albania	.2400	.2100	.2395
Albania-Mobile	.6000	.5251	.5987
Algeria	.1000	.0875	.0998
Algeria-Mobile	.6800	.5951	.6785
American Samoa	.0500	.0438	.0499
Andorra	.1800	.1575	.1796
Andorra-Mobile	.3500	.3063	.3492
Angola	.1000	.0875	.0998
Angola-Mobile	.2600	.2275	.2594
Anguilla	.4000	.3501	.3991
Anguilla-Mobile	.4200	.3676	.4191
Antarctica	2.6000	2.2754	2.5943
Antarctica-Norfolk Island	1.6638	1.4561	1.6602
Antigua and Barbuda	.3000	.2625	.2993
Antigua and Barbuda-Mobile	.4015	.3514	.4006
Argentina	.0330	.0289	.0329
Argentina-Buenos Aires	.0330	.0289	.0329
Argentina-Mobile	.2200	.1925	.2195
Armenia	.3800	.3326	.3792
Armenia-Mobile	.3800	.3326	.3792
Aruba	.1500	.1313	.1497
Aruba-Mobile	.3300	.2888	.3293
Ascension Island	1.7500	1.5315	1.7462
Australia	.0200	.0175	.0200
Australia-Melbourne	.0120	.0105	.0120
Australia-Mobile	.0354	.0310	.0353
Australia-Perth	.0120	.0105	.0120
Australia-Sydney	.0120	.0105	.0120
Austria	.0800	.0700	.0798
Austria-Mobile	.0800	.0700	.0798
Austria-NGN	.3494	.3058	.3486
Azerbaijan	.5000	.4376	.4989
Azerbaijan-Mobile	.4000	.3501	.3991
Bahamas	.3535	.3094	.3527
Bahamas-Mobile	.3521	.3081	.3513
Bahrain	.2200	.1925	.2195
Bahrain-Mobile	.2200	.1925	.2195
Bahrain-NGN	.2200	.1925	.2195
Bangladesh	.0600	.0525	.0599
Bangladesh-Mobile	.0600	.0525	.0599
Barbados	.2200	.1925	.2195
Barbados-Mobile	.3200	.2801	.3193
Belarus	.4500	.3938	.4490
Belarus-Mobile	.4500	.3938	.4490
Belgium	.0500	.0438	.0499
Belgium-Mobile	.3682	.3222	.3674
Belgium-Mobile Base	.1127	.0986	.1125
Belgium-Mobile Mobistar	.0846	.0740	.0844
Belgium-Mobile Proximus	.0718	.0628	.0716

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Belgium-NGN	.3660	.3203	.3652
Belize	.3100	.2713	.3093
Benin	.4200	.3676	.4191
Bermuda	.0700	.0613	.0698
Bhutan	.0750	.0656	.0748
Bhutan-Mobile	.0750	.0656	.0748
Bolivia	.3500	.3063	.3492
Bolivia-La Paz	.3500	.3063	.3492
Bolivia-Mobile	.3500	.3063	.3492
Bosnia/Herzegovina	.1997	.1748	.1993
Bosnia/Herzegovina-Mobile	.7219	.6318	.7203
Botswana	.2000	.1750	.1996
Botswana-Mobile	.2800	.2450	.2794
Brazil	.0200	.0175	.0200
Brazil-Belo Horizonte	.0120	.0105	.0120
Brazil-Brasilia	.0120	.0105	.0120
Brazil-Curitiba	.0120	.0105	.0120
Brazil-Florianapolis	.0120	.0105	.0120
Brazil-Fortaleza	.0120	.0105	.0120
Brazil-Goiania	.0120	.0105	.0120
Brazil-Governador Valadares	.0120	.0105	.0120
Brazil-Mobile	.1200	.1050	.1197
Brazil-Porto Alegre	.0120	.0105	.0120
Brazil-Recife	.0120	.0105	.0120
Brazil-Rio de Janeiro	.0120	.0105	.0120
Brazil-Salvador	.0120	.0105	.0120
Brazil-Sao Paulo	.0120	.0105	.0120
Brazil-Vitoria	.0120	.0105	.0120
British Virgin Islands	.2329	.2038	.2324
British Virgin Islands-Mobile	.2329	.2038	.2324
Brunei	.0600	.0525	.0599
Brunei-Mobile	.0616	.0539	.0615
Bulgaria	.1000	.0875	.0998
Bulgaria-Mobile	.4000	.3501	.3991
Burkina Faso	.4500	.3938	.4490
Burkina Faso-Mobile	.4500	.3938	.4490
Burundi	1.0242	.8963	1.0220
Burundi-Mobile	1.0242	.8963	1.0220
Cambodia	.1000	.0875	.0998
Cambodia-Mobile	.1000	.0875	.0998
Cameroon	.1810	.1584	.1806
Cameroon-Mobile	.4500	.3938	.4490
Canada	.0100	.0088	.0100
Canada-Yukon and NW Territories 867	.0566	.0495	.0565
Cape Verde Islands	.3394	.2970	.3387
Cape Verde Islands-Mobile	.4659	.4077	.4649
Cayman Islands	.2000	.1750	.1996
Cayman Islands-Mobile	.2000	.1750	.1996
Cayman Islands-NGN	.2000	.1750	.1996
Central African Republic	.6500	.5689	.6486

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Chad	.8500	.7439	.8482
Chad-Mobile	.8500	.7439	.8482
Chile	.1000	.0875	.0998
Chile-Easter Island	.7653	.6698	.7636
Chile-Mobile	.1000	.0875	.0998
Chile-NGN	.1000	.0875	.0998
Chile-Santiago	.1000	.0875	.0998
China	.0750	.0656	.0748
Colombia	.0500	.0438	.0499
Colombia-Mobile	.0500	.0438	.0499
Comoros	.6500	.5689	.6486
Comoros-Mobile	.6500	.5689	.6486
Congo	.6500	.5689	.6486
Cook Islands	2.5000	2.1879	2.4946
Costa Rica	.0400	.0350	.0399
Costa Rica-Mobile	.0900	.0788	.0898
Costa Rica-NGN	.0900	.0788	.0898
Croatia	.2200	.1925	.2195
Croatia-Mobile	.3800	.3326	.3792
Croatia-NGN	.2200	.1925	.2195
Cuba	.8500	.7439	.8482
Cyprus	.0600	.0525	.0599
Cyprus-Mobile	.1000	.0875	.0998
Cyprus-NGN	.0600	.0525	.0599
Czech Republic	.0500	.0438	.0499
Czech Republic-Mobile	.1500	.1313	.1497
Czech Republic-Prague	.0253	.0221	.0252
Dem. Rep. of Congo	.7597	.6649	.7580
Dem. Rep. of Congo-Mobile	.6899	.6038	.6884
Dem. Rep. of Congo-NGN	.7597	.6649	.7580
Denmark	.0180	.0158	.0180
Denmark-Mobile	.0500	.0438	.0499
Denmark-NGN	.0500	.0438	.0499
Diego Garcia	2.5626	2.2427	2.5570
Djibouti	.5500	.4813	.5488
Djibouti-Mobile	.5500	.4813	.5488
Dominica	.3500	.3063	.3492
Dominica-Mobile	.3500	.3063	.3492
Dominican Republic	.0500	.0438	.0499
Dominican Republic-Mobile	.1200	.1050	.1197
Ecuador	.2000	.1750	.1996
Ecuador-Mobile	.3000	.2625	.2993
Egypt	.1500	.1313	.1497
Egypt-Mobile	.1500	.1313	.1497
El Salvador	.2800	.2450	.2794
El Salvador-Mobile	.2800	.2450	.2794
Equatorial Guinea	.7000	.6126	.6985
Eritrea	.4000	.3501	.3991
Estonia	.0450	.0394	.0449
Estonia-Mobile	.5000	.4376	.4989
Estonia-NGN	1.5714	1.3752	1.5680

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Eswatini	.2500	.2188	.2495
Eswatini-Mobile	.2500	.2188	.2495
Ethiopia	.3500	.3063	.3492
Ethiopia-Mobile	.3500	.3063	.3492
Falkland Islands	1.2645	1.1066	1.2617
Faroe Islands	.0693	.0606	.0691
Fiji	.4500	.3938	.4490
Fiji-Mobile	.4500	.3938	.4490
Finland	.3450	.3019	.3442
Finland-Corporate Services	.3450	.3019	.3442
Finland-Helsinki	.3450	.3019	.3442
Finland-Mobile	.3900	.3413	.3892
Finland-NGN	.3450	.3019	.3442
France	.0300	.0263	.0299
France-Mobile	.1322	.1157	.1319
France-Mobile Orange	.1322	.1157	.1319
France-Mobile SFR	.1322	.1157	.1319
France-NGN	.3627	.3174	.3619
France-Paris	.0300	.0263	.0299
French Antilles/Martinique	.0160	.0140	.0160
French Antilles/Martinique-Mobile	.1500	.1313	.1497
French Guiana	.1500	.1313	.1497
French Guiana-Mobile	.2000	.1750	.1996
French Polynesia	.3500	.3063	.3492
French Polynesia-Mobile	.3500	.3063	.3492
Gabon	.5500	.4813	.5488
Gabon-Mobile	.5500	.4813	.5488
Gambia	3.0000	2.6255	2.9935
Gambia-Mobile	.6500	.5689	.6486
Georgia	.3000	.2625	.2993
Georgia-Mobile	.5000	.4376	.4989
Germany	.0120	.0105	.0120
Germany-Berlin	.0104	.0091	.0104
Germany-Frankfurt	.0104	.0091	.0104
Germany-Hamburg	.0104	.0091	.0104
Germany-Mobile	.0420	.0368	.0419
Germany-Munich	.0104	.0091	.0104
Germany-NGN	.0120	.0105	.0120
Ghana	.3200	.2801	.3193
Ghana-Mobile	.3200	.2801	.3193
Gibraltar	.0700	.0613	.0698
Gibraltar-Mobile	.2500	.2188	.2495
Global Mobile	11.6967	10.2366	11.6713
Greece	.0400	.0350	.0399
Greece-Athens	.0400	.0350	.0399
Greece-Mobile	.1500	.1313	.1497
Greenland	.7500	.6564	.7484
Greenland-Mobile	.7500	.6564	.7484
Grenada	.3200	.2801	.3193
Grenada-Mobile	.3200	.2801	.3193

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Guadeloupe	.0500	.0438	.0499
Guadeloupe-Mobile	.1500	.1313	.1497
Guam	.0500	.0438	.0499
Guatemala	.1800	.1575	.1796
Guatemala-Mobile	.1800	.1575	.1796
Guinea	.7000	.6126	.6985
Guinea Bissau	.7187	.6290	.7171
Guinea Bissau-Mobile	.7187	.6290	.7171
Guinea-Mobile Areeba	.7000	.6126	.6985
Guinea-NGN	.7000	.6126	.6985
Guyana	.3500	.3063	.3492
Guyana-Mobile	.3500	.3063	.3492
Haiti	.4200	.3676	.4191
Haiti-Mobile	.3500	.3063	.3492
Haiti-NGN	.4200	.3676	.4191
Honduras	.2000	.1750	.1996
Honduras-Mobile Celfel	.2063	.1805	.2059
Hong Kong	.0433	.0379	.0432
Hong Kong-Mobile	.0450	.0394	.0449
Hungary	.0750	.0656	.0748
Hungary-Mobile	.0750	.0656	.0748
Iceland	.0300	.0263	.0299
Iceland-Mobile	.0900	.0788	.0898
India	.0193	.0169	.0193
India-Mobile	.0185	.0162	.0185
Indonesia	.0450	.0394	.0449
Indonesia-Mobile	.0600	.0525	.0599
Inmarsat	12.3156	10.7782	12.2888
Iran	.3000	.2625	.2993
Iran-Mobile	.3000	.2625	.2993
Iraq	.2500	.2188	.2495
Iraq-Mobile	.2500	.2188	.2495
Iraq-NGN	.2500	.2188	.2495
Ireland	.0150	.0131	.0150
Ireland-Mobile	.0718	.0628	.0716
Ireland-NGN	.0150	.0131	.0150
Israel	.0193	.0169	.0193
Israel-Mobile	.0450	.0394	.0449
Israel-Paltel	.2662	.2330	.2656
Israel-Paltel Mobile	.2662	.2330	.2656
Italy	.0150	.0131	.0150
Italy-Milan	.0150	.0131	.0150
Italy-Mobile	.0280	.0245	.0279
Italy-NGN	.0150	.0131	.0150
Italy-Rome	.0150	.0131	.0150
Ivory Coast	.4600	.4026	.4590
Ivory Coast-Mobile	.4600	.4026	.4590
Jamaica-658	.2800	.2450	.2794
Jamaica-876	.2800	.2450	.2794
Jamaica-Mobile	.2800	.2450	.2794
Japan	.0400	.0350	.0399

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Japan-IP Phone	.0400	.0350	.0399
Japan-Mobile	.1000	.0875	.0998
Jordan	.3000	.2625	.2993
Jordan-Mobile	.3200	.2801	.3193
Kenya	.2800	.2450	.2794
Kenya-Mobile	.3000	.2625	.2993
Kiribati/Gilbert Island	3.1186	2.7293	3.1118
Kuwait	.1600	.1400	.1597
Kuwait-Mobile	.1800	.1575	.1796
Kuwait-NGN	.1600	.1400	.1597
Kyrgyzstan	.2200	.1925	.2195
Kyrgyzstan-Mobile	.3000	.2625	.2993
Laos	.1600	.1400	.1597
Laos-Mobile	.1600	.1400	.1597
Latvia	.6500	.5689	.6486
Latvia-Mobile	.9000	.7876	.8980
Latvia-NGN	.6500	.5689	.6486
Lebanon	.1965	.1720	.1961
Lebanon-Mobile	.2600	.2275	.2594
Lesotho	.4695	.4109	.4685
Lesotho-Mobile	.4695	.4109	.4685
Liberia	.5200	.4551	.5189
Libya	.3975	.3479	.3966
Libya-Mobile	.5285	.4625	.5274
Liechtenstein	.0900	.0788	.0898
Liechtenstein-Mobile	1.0500	.9189	1.0477
Liechtenstein-NGN	.0900	.0788	.0898
Lithuania	.2500	.2188	.2495
Lithuania-Mobile	.7130	.6240	.7114
Lithuania-NGN	1.7714	1.5503	1.7675
Luxembourg	.2150	.1882	.2145
Luxembourg-Mobile	.2650	.2319	.2644
Macau	.1572	.1376	.1569
Madagascar	.8200	.7176	.8182
Madagascar-Mobile	.8200	.7176	.8182
Malawi	.4500	.3938	.4490
Malaysia	.0340	.0298	.0339
Malaysia-Johar Bahru	.0340	.0298	.0339
Malaysia-Kuala Lumpur	.0340	.0298	.0339
Malaysia-Mobile	.0340	.0298	.0339
Maldives	1.2000	1.0502	1.1974
Maldives-Mobile	1.2000	1.0502	1.1974
Mali	.3985	.3488	.3976
Mali-Mobile	.5375	.4704	.5363
Malta	.3000	.2625	.2993
Malta-Mobile	.3800	.3326	.3792
Marshall Islands	.4350	.3807	.4341
Mauritania	.8400	.7351	.8382
Mauritius	.2400	.2100	.2395
Mexico	.0120	.0105	.0120
Mexico-Guadalajara	.0120	.0105	.0120

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Mexico-Mexico City	.0120	.0105	.0120
Mexico-Mobile	.0120	.0105	.0120
Mexico-Monterrey	.0120	.0105	.0120
Mexico-Satellite	.0144	.0126	.0144
Micronesia	.8485	.7426	.8467
Moldova	.5500	.4813	.5488
Moldova-Mobile	.5500	.4813	.5488
Monaco	.1500	.1313	.1497
Monaco-Mobile	.3910	.3422	.3901
Monaco-Mobile KFOR	.5530	.4840	.5518
Mongolia	.0296	.0259	.0295
Mongolia-NGN	.0296	.0259	.0295
Montenegro	.4250	.3719	.4241
Montenegro-Mobile	.4750	.4157	.4740
Montenegro-NGN	.4250	.3719	.4241
Montserrat	.3500	.3063	.3492
Morocco	.2000	.1750	.1996
Morocco-Mobile	.5500	.4813	.5488
Morocco-NGN	.2000	.1750	.1996
Mozambique	.1774	.1553	.1770
Mozambique-Mobile	.3200	.2801	.3193
Myanmar	.2450	.2144	.2445
Namibia	.1300	.1138	.1297
Namibia-Mobile	.1850	.1619	.1846
Nauru	1.8800	1.6453	1.8759
Nepal	.1950	.1707	.1946
Nepal-Mobile	.1950	.1707	.1946
Netherland Antilles	.2090	.1829	.2085
Netherland Antilles-Mobile	.1577	.1380	.1574
Netherland Antilles-NGN	.2090	.1829	.2085
Netherland Antilles-St Maarten	.1577	.1380	.1574
Netherlands	.1253	.1097	.1250
Netherlands-Mobile	.0600	.0525	.0599
Netherlands-Mobile Orange	.0600	.0525	.0599
Netherlands-NGN	.0363	.0318	.0362
New Caledonia	.4855	.4249	.4844
New Zealand	.0250	.0219	.0249
New Zealand-Mobile	.0750	.0656	.0748
Nicaragua	.1950	.1707	.1946
Nicaragua-Mobile	.2800	.2450	.2794
Niger	.5900	.5163	.5887
Niger-Mobile	.5900	.5163	.5887
Niger-NGN	.5900	.5163	.5887
Nigeria	.1700	.1488	.1696
Nigeria-Lagos	.1298	.1136	.1295
Nigeria-Mobile	.1700	.1488	.1696
Niue	2.8500	2.4942	2.8438
North Korea	.8560	.7491	.8541
North Macedonia	.2425	.2122	.2420
North Macedonia-Mobile	.5500	.4813	.5488



Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Northern Marianas	.0719	.0629	.0717
Norway	.0165	.0144	.0165
Norway-Mobile	.0300	.0263	.0299
Norway-Mobile Tele2	.0300	.0263	.0299
Norway-Mobile Telenor	.0300	.0263	.0299
Norway-NGN	.0985	.0862	.0983
Oman	.2800	.2450	.2794
Oman-Mobile	.3700	.3238	.3692
Pakistan	.0560	.0490	.0559
Pakistan-Mobile	.0560	.0490	.0559
Pakistan-NGN	.0560	.0490	.0559
Palau	.4000	.3501	.3991
Palestinian Authority	.1997	.1748	.1993
Palestinian Authority-Mobile	.2263	.1981	.2258
Panama	.0350	.0306	.0349
Panama-Mobile	.1800	.1575	.1796
Papua New Guinea	1.4200	1.2427	1.4169
Papua New Guinea-NGN	1.4200	1.2427	1.4169
Paraguay	.0700	.0613	.0698
Paraguay-Mobile	.1000	.0875	.0998
Peru	.0200	.0175	.0200
Peru-Lima	.0075	.0066	.0075
Peru-Lima-Mobile	.0075	.0066	.0075
Peru-Mobile	.0200	.0175	.0200
Peru-Rural	.2656	.2324	.2650
Philippines	.1525	.1335	.1522
Philippines-Mobile	.1525	.1335	.1522
Poland	.1540	.1348	.1537
Poland-Mobile	.1540	.1348	.1537
Poland-Mobile P4	.1540	.1348	.1537
Poland-NGN	.1540	.1348	.1537
Portugal	.0320	.0280	.0319
Portugal-Mobile	.1540	.1348	.1537
Principe and Sao Tome	2.5460	2.2282	2.5405
Qatar	.3000	.2625	.2993
Qatar-Mobile	.3000	.2625	.2993
Reunion Island	.6504	.5692	.6490
Reunion Island-Mobile	.2161	.1891	.2156
Romania	.0120	.0105	.0120
Romania-Mobile	.0300	.0263	.0299
Russia	.1200	.1050	.1197
Russia-Kazakhstan Mobile	.1800	.1575	.1796
Russia-Kazakhstan NGN	.1800	.1575	.1796
Russia-Mobile	.2500	.2188	.2495
Russia-Moscow	.0248	.0217	.0247
Rwanda	.4240	.3711	.4231
Rwanda-Mobile	.4240	.3711	.4231
San Marino	.2500	.2188	.2495
San Marino-Mobile	.2500	.2188	.2495
Satellite Network	11.6967	10.2366	11.6713
Saudi Arabia	.1265	.1107	.1262

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Saudi Arabia-Mobile	.2150	.1882	.2145
Saudi Arabia-Riyadh	.1265	.1107	.1262
Senegal	.4515	.3951	.4505
Senegal-Mobile	.4515	.3951	.4505
Senegal-NGN	.4905	.4293	.4894
Serbia	.3200	.2801	.3193
Serbia-Kosovo	.3893	.3407	.3885
Serbia-Mobile	.4500	.3938	.4490
Seychelles Island	1.1979	1.0484	1.1953
Sierra Leone	.6900	.6039	.6885
Sierra Leone-Mobile	.6900	.6039	.6885
Singapore	.0230	.0201	.0229
Singapore-Mobile	.0230	.0201	.0229
Sint Maarten	.1600	.1400	.1597
Slovakia	.0120	.0105	.0120
Slovakia-Mobile	.0844	.0739	.0842
Slovenia	.2335	.2044	.2330
Slovenia-Mobile	.5200	.4551	.5189
Slovenia-Mobile Mobitel	.5200	.4551	.5189
Slovenia-Mobile Simobil	.5200	.4551	.5189
Slovenia-Mobile Vega	.5200	.4551	.5189
Solomon Islands	1.5000	1.3127	1.4967
Somalia	.6950	.6082	.6935
South Africa	.2945	.2577	.2939
South Africa-Mobile	.2150	.1882	.2145
South Africa-NGN	.2945	.2577	.2939
South Korea	.0200	.0175	.0200
South Korea-Mobile	.0450	.0394	.0449
South Sudan	.7000	.6126	.6985
Spain	.0150	.0131	.0150
Spain-Mobile	.0651	.0570	.0650
Spain-Mobile Orange	.0651	.0570	.0650
Spain-Mobile Telefonica	.0651	.0570	.0650
Spain-Mobile Vodafone	.0651	.0570	.0650
Spain-NGN	.4000	.3501	.3991
Sri Lanka	.2200	.1925	.2195
Sri Lanka-Mobile	.2200	.1925	.2195
St. Helena	2.6347	2.3058	2.6290
St. Kitts/Nevis	.2502	.2190	.2497
St. Kitts/Nevis-Mobile	.2502	.2190	.2497
St. Lucia	.2800	.2450	.2794
St. Lucia-Mobile	.2800	.2450	.2794
St. Pierre and Miquelon	.2959	.2590	.2953
St. Vincent/Grenadines	.2100	.1838	.2095
St. Vincent/Grenadines-Mobile	.2642	.2312	.2636
Sudan	.2900	.2538	.2894
Sudan-Mobile	.2900	.2538	.2894
Suriname	.3350	.2932	.3343
Suriname-Mobile	.3350	.2932	.3343
Sweden	.0200	.0175	.0200

Voice Rates prepared for RAMSEY COUNTY - MN- Quote# 12859962

Sweden-Mobile	.0200	.0175	.0200
Sweden-Mobile Telia	.0200	.0175	.0200
Sweden-NGN	.0121	.0106	.0121
Switzerland	.0200	.0175	.0200
Switzerland-Mobile	.0800	.0700	.0798
Switzerland-Mobile Swisscom	.0800	.0700	.0798
Switzerland-NGN	.0200	.0175	.0200
Switzerland-Zurich	.0200	.0175	.0200
Syria	.2650	.2319	.2644
Syria-Mobile	.3000	.2625	.2993
Taiwan	.0280	.0245	.0279
Taiwan-Mobile	.1200	.1050	.1197
Tajikistan	.1800	.1575	.1796
Tanzania	.4292	.3756	.4283
Tanzania-Mobile	.4292	.3756	.4283
Thailand	.0515	.0451	.0514
Thailand-Mobile	.0515	.0451	.0514
Timor Leste	.4659	.4077	.4649
Togo	.4200	.3676	.4191
Togo-Mobile	.4200	.3676	.4191
Tokelau	1.9300	1.6891	1.9258
Tonga	1.2500	1.0940	1.2473
Trinidad and Tobago	.1975	.1728	.1971
Trinidad and Tobago-Mobile	.1975	.1728	.1971
Tunisia	.9438	.8260	.9417
Tunisia-Mobile	.9438	.8260	.9417
Turkey	.0505	.0442	.0504
Turkey-Istanbul	.0505	.0442	.0504
Turkey-Mobile	.2185	.1912	.2180
Turkey-Mobile Turkcell	.2185	.1912	.2180
Turkey-Mobile Vodafone	.2185	.1912	.2180
Turkey-North Cyprus	.0505	.0442	.0504
Turkey-North Cyprus Mobile	.2185	.1912	.2180
Turkmenistan	.1925	.1685	.1921
Turks and Caicos	.2478	.2169	.2473
Turks and Caicos-Mobile	.2478	.2169	.2473
Tuvalu	2.1175	1.8532	2.1129
Uganda	.3872	.3389	.3864
Uganda-Mobile	.3872	.3389	.3864
UK	.0036	.0032	.0036
UK-Freephone	.0036	.0032	.0036
UK-London	.0036	.0032	.0036
UK-Mobile	.1934	.1693	.1930
UK-Mobile H3G	.0133	.0116	.0133
UK-Mobile O2	.0133	.0116	.0133
UK-Mobile Orange	.0133	.0116	.0133
UK-Mobile T-Mobile	.0133	.0116	.0133
UK-Mobile Vodafone	.0133	.0116	.0133
UK-NGN	.2662	.2330	.2656
UK-NGN 84	.2662	.2330	.2656

UK-NGN 845	.2662	.2330	.2656
UK-NGN 870	.2662	.2330	.2656
UK-VoIP and Multimedia	.0700	.0613	.0698
UK-Wide	.0314	.0275	.0313
Ukraine	.2950	.2582	.2944
Ukraine-Mobile	.2950	.2582	.2944
United Arab Emirates	.2400	.2100	.2395
United Arab Emirates-Dubai	.2400	.2100	.2395
United Arab Emirates-Mobile	.2400	.2100	.2395
Uruguay	.0800	.0700	.0798
Uruguay-Mobile	.2100	.1838	.2095
US Virgin Islands	.0145	.0127	.0145
USA	.0125	.0109	.0125
USA-Alaska	.0165	.0144	.0165
USA-Hawaii	.0150	.0131	.0150
USA-Puerto Rico	.0150	.0131	.0150
Uzbekistan	.1162	.1017	.1159
Uzbekistan-Mobile	.1162	.1017	.1159
Vanuatu	1.8150	1.5884	1.8111
Vatican City	.0225	.0197	.0225
Venezuela	.0250	.0219	.0249
Venezuela-Caracas	.0250	.0219	.0249
Venezuela-Maracaibo	.0250	.0219	.0249
Venezuela-Mobile	.1445	.1265	.1442
Venezuela-Valencia	.0250	.0219	.0249
Vietnam	.0850	.0744	.0848
Vietnam-Mobile	.0850	.0744	.0848
Wallis and Futuna Islands	1.7692	1.5483	1.7654
Western Samoa	2.2500	1.9691	2.2451
Yemen	.2065	.1807	.2061
Yemen-Mobile	.2065	.1807	.2061
Zambia	.4375	.3829	.4365
Zambia-Mobile	.4840	.4236	.4829
Zimbabwe	.2487	.2177	.2482
Zimbabwe-Mobile	.4800	.4201	.4790

### **Terms and Conditions Governing This Order**

1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 4. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.

2. Prior to installation, Lumen may notify Customer in writing (including by e-mail) of price increases due to off-net vendors. Customer has 2 business days following notice to terminate this Order without liability; or otherwise, Customer is deemed to accept the increase.

3. If a generic demarcation point (such as a street address) is provided, the demarcation point for on-net services will be Lumen's Minimum Point of Entry (MPOE) at such location (as determined by Lumen). Off-net demarcation points will be the off-net vendor's MPOE. If this Order identifies aspects of services that are procured by Customer directly from third parties, Lumen is not liable for such services.

4. The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) and applicable Service Schedule(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such affiliate Master Service Agreement). If Customer has not

executed a Lumen or CenturyLink Master Service Agreement with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order); in such cases, the current standard Service Schedule applicable to the Services will apply. If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement and/or applicable Service Schedule(s) governing the Service and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement/Service Schedule(s) will govern, a copy of which are available upon request. The Lumen entity providing Services is identified on the invoice.

Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month, and rates are subject to change upon 30 days' notice from Lumen. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: [www.lumen.com/ancillary-fees](http://www.lumen.com/ancillary-fees). "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any companies that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an Affiliate Agreement). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.

5. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

6. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

7. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit [www.lumen.com/taxes](http://www.lumen.com/taxes).

8. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>), and (b) ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at [www.lumen.com/ancillary-fees](http://www.lumen.com/ancillary-fees). If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

9. Equipment provided by Lumen to be located in Customer's premises ("CPE") is subject to the terms of the Customer Premise Equipment Addendum, a copy of which is available upon request. For colocation, data center and/or hosting services, pre-arranged escorted access may be required at certain locations, and cross connect services are subject to whether facilities are available at the particular location to complete the connection.

10. For Internet Services provided in certain countries in the Asia-Pacific region where Lumen does not currently hold a license to provide such Services, Customer consents to Lumen providing Service by procuring services of third-party carriers as Customer's agent, and Customer appoints Lumen as its agent to the extent necessary to obtain such Service. Lumen's affiliate is licensed in Hong Kong, Japan, Singapore and Australia.

## 911 ACKNOWLEDGEMENT

BY SIGNING THIS ORDER, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO THE LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR, THE "911 EMERGENCY SERVICE" SECTION OR "EMERGENCY CALLING CAPABILITY" SECTION CONTAINED IN THE APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE ATTACHED TO AN AFFILIATE AGREEMENT, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE EXHIBIT/SERVICE SCHEDULE IF I HAVE NOT EXECUTED A LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE EXHIBIT/SERVICE SCHEDULE. I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

### Declarations and Signatures

By signing below, the Customer agrees that the above rates shall apply to the applicable Services and are hereby incorporated into the Customer's Agreement with Lumen.

<b>Customer</b>
Signature:
Name:
Title:
Date:

**Customer Information and Contract Specifications**

**Customer Name:** RAMSEY COUNTY - MN

**Account Number:** 3-799429

**Currency:** USD

**Monthly Recurring Charges (MRC):** \$2,097.20

**Non Recurring Charges (NRC):** 0

**Service Order**

Service Address	Description	Order Type	Term (Months)	Qty	Unit MRC	Unit NRC	Total MRC	Total NRC
121 7TH PL E SAINT PAUL MINNESOTA 55101 2148 UNITED STATES	<b>IP VPN Port and Access</b>	New	36	1	\$0.00	\$0.00	\$0.00	\$0.00
	- Standard Delivery - To the MPoE (Customer Provided)							
	<b>Port - 100 Mbps</b>			1	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Transport</b>	New	36	1			\$388.00	\$0.00
	<b>Subtotal</b>						<b>\$388.00</b>	<b>\$0.00</b>
121 7TH PL E SAINT PAUL MINNESOTA 55101 2148 UNITED STATES	<b>IP VPN Logical Interface (50 Mbps CIR, Flat Rate)</b>	New	36	1	\$660.60	\$0.00	\$660.60	\$0.00
	- Committed Information Rate (CIR) = 50 Mbps							
	<b>Subtotal</b>						<b>\$660.60</b>	<b>\$0.00</b>
15 KELLOGG BLVD W SAINT PAUL MINNESOTA 55102 1635 UNITED STATES	<b>IP VPN Port and Access</b>	New	36	1	\$0.00	\$0.00	\$0.00	\$0.00
	- Standard Delivery - To the MPoE (Customer Provided)							
	<b>Port - 100 Mbps</b>			1	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Transport</b>	New	36	1			\$388.00	\$0.00
	<b>Subtotal</b>						<b>\$388.00</b>	<b>\$0.00</b>
15 KELLOGG BLVD W SAINT PAUL MINNESOTA 55102 1635 UNITED STATES	<b>IP VPN Logical Interface (50 Mbps CIR, Flat Rate)</b>	New	36	1	\$660.60	\$0.00	\$660.60	\$0.00
	- Committed Information Rate (CIR) = 50 Mbps							
	<b>Subtotal</b>						<b>\$660.60</b>	<b>\$0.00</b>
	<b>Totals</b>						<b>\$2,097.20</b>	<b>\$0.00</b>

\*If the Service Address column above is blank, no Service Address is required for the Service or the Service Address is identified as a data center in the Description column.

**SLED Terms and Conditions Governing This Order**

- 
1. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group or its affiliated entities providing Services under this Order. This Order is subject to the applicable state or municipal public records laws governing Customer and is non-binding until accepted by Lumen, as set forth in section 4. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.
  2. Prior to installation, Lumen may notify Customer in writing (including by e-mail) of price increases due to off-net vendors or increased construction costs. Customer has 5 business days following notice to terminate this Order without liability; or otherwise, Customer is deemed to accept the increase.
  3. If a generic demarcation point (such as a street address) is provided, the demarcation point for on-net services will be Lumen's Minimum Point of Entry (MPOE) at such location (as determined by Lumen). Off-net demarcation points will be the off-net vendor's MPOE. If this Order identifies aspects of services that are procured by Customer directly from third parties, Lumen is not liable for such services.
  4. The service(s) identified in this Order (the "Service(s)") is/are subject to the current, unexpired services agreement between Customer and Lumen ("Existing Agreement") provided that, if a service attachment describing the Services is not included in the Existing Agreement, then the current standard applicable Lumen Service Attachment(s) will apply in addition to the Existing Agreement. If Customer and Lumen do not have a current Existing Agreement, then the current applicable Lumen Master Service Agreement(s), State, Local and Education Government Agencies Version, Public Safety Version for public safety services, or E-Rate Version for E-Rate eligible services (each, a "Lumen MSA"), and applicable Service Attachment(s) for the Services described in this Order will govern, copies of which are available upon request. Customer will accept and pay all charges indicated on invoices for the Services.

Notwithstanding anything in any Existing Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month at the existing rates, subject to adjustment by Lumen on 30 days' written notice. If the Existing Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: <http://www.lumen.com/ancillary-fees>.

5. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.
6. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end point's for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

7. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee



---

per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit <http://www.lumen.com/taxes>.

8. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>) and (b) unless otherwise set forth in a Service Attachment, the ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at <http://www.lumen.com/ancillary-fees>. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

9. For certain services, equipment provided by Lumen to be located in Customer's premises ("CPE") is subject to the terms of the Customer Premise Equipment Addendum. A copy of the CPE Addendum and a list of services to which it applies is available upon request. For colocation, data center and/or hosting services, pre-arranged escorted access may be required at certain locations, and cross connect services are subject to whether facilities are available at the particular location to complete the connection.

10. Compliance with Laws. The parties comply with all laws and regulations applicable to the execution of this Order and to the provision of Services by Lumen, including, as applicable, procurement laws or regulations regarding cumulative purchases of Services by Customer.

11. E-Rate and/or RHC/HCF Funding. If Customer applies for or seeks E-Rate and/or RHC/HCF funding for the Service(s) to be provided under this Order, Customer's Service(s) will be governed by a current eligible Existing Agreement, or if Customer and Lumen do not have a current eligible Existing Agreement, the Lumen E-Rate MSA or Lumen SLED MSA with the E-Rate and/or RHC/HCF Program Addendum will apply and must be executed contemporaneously with this Order.

12. If your network service utilizes TDM technologies, then the following apply: (a) During the Service Term and on 60 days' prior written notice, Lumen may re-provision Customer's off-net TDM services ("Service Re-provision"). If Customer objects to the Service Re-provision, Customer may terminate the affected service by notifying Lumen in writing within 30 days of the date of the Service Re-provision notification; and (b) During the Service Term, Lumen may increase rates for off-net TDM services. Lumen will provide Customer 60 days' prior written notice before implementing the increase ("Rerate Notice"). If Customer objects to the increase, Customer must notify Lumen in writing within 30 days of the date of the Rerate Notice whether Customer will (i) receive the affected service on a month-to-month basis or (ii) terminate the affected service, subject to early termination liability charges. Under subsection (ii), Customer's requested disconnect date must be within 90 days of the Rerate Notice. Unless Customer so notifies Lumen, the affected service will continue to be provided at the increased rates.

## **Additional Order Terms**

### Invoices

Single prices shown above for bundled Services, or for Services provided at multiple locations, will be allocated among the individual services for the purpose of applying Taxes and regulatory fees and also may be divided on Customer's invoice by location served.

### Activation Support

If requested by Customer, and for an additional charge, Lumen will provide assistance with activating and/or configuring equipment on Customer's side of the Demarcation Point ("Activation Support").

---

**Signature Block**

<b>Customer: RAMSEY COUNTY - MN</b>
<b>Total MRC: \$2,097.20</b> <b>Total NRC: 0</b>
Signature:
Name:
Title:
Date:

Customer and the individual signing above represent that such individual has the authority to bind Customer to this Agreement.

**Document Generation Date: 07-13-2022**