

SPRINT HOSTED MESSAGING PRODUCT ANNEX

This Sprint Hosted Messaging Product Annex, together with the applicable cover agreement (collectively, the "Agreement"), will govern Sprint's provision and Customer's use of the Sprint Hosted Messaging Service. When attached to the applicable cover agreement, this product annex supersedes the version posted at www.sprint.com/ratesandconditions.

1. **SERVICE DESCRIPTION.** Sprint Hosted Messaging Service (the "Service") is a network-based, business focused, voice messaging platform. It is designed to replace or integrate with traditional premise-based business voice messaging platforms. The Service offers a wide range of standard and enhanced voice messaging features.
2. **REQUIREMENTS.** In order to use the Service, Customer must also acquire the following Sprint Products and Services, whether through the Agreement or through separate contractual arrangements.
 - 2.1. **Sprint ISDN PRI Network Connectivity.** The Service requires dedicated Sprint ISDN PRI voice network connectivity between Customer's Domestic location and the Sprint Hosted Messaging server.
 - 2.2. **Service-enabling Equipment.** Sprint will advise Customer on specific devices and models of equipment approved for use with the Service to provide message waiting indicator functionality. Sprint sells equipment under the terms of the Sprint Equipment Sales Product Annex as posted at www.sprint.com/ratesandconditions, except that the limited warranty for the "terminal server" device is 3 years from installation.
3. **TERM.**
 - 3.1. **Term.** The initial Order Term for the Service will be stated in the Order and begin on the first day of the first billing month after the Service, along with all requirements identified in Section 2 above, is installed and made available (the "Commencement Date"). The minimum Order Term is one year. At the end of the initial Order Term, the Service will continue on a month-to-month basis. Either party may terminate the Service at the end of the initial Order Term or during a renewal term by providing the other party written notice at least 30 days before the effective termination date.
 - 3.2. **Termination.** In addition to other rights of the parties to terminate under the Agreement, Sprint may terminate the Service in whole or in part on 30 days prior written notice if Sprint is unable to secure continued third-party support for the Service.
4. **SERVICE ELEMENTS AND FEATURES.**
 - 4.1. **Feature Levels.** Sprint offers 3 principal levels of feature sets for the Service: Basic Voice Messaging, Enhanced Messaging, and Voice Messaging Multi-Mailbox. Feature descriptions for the 3 principal features sets are as follows:
 - 4.2. **Basic Voice Messaging Features.**
 - A. **Broadcast Message:** The ability for an enterprise administrator to send a message to all mailboxes within a particular enterprise.
 - B. **Create & send, reply to or forward voice messages:** With or without comments to mailboxes, including those in distribution lists, in the particular enterprise on the Hosted Messaging system.
 - C. **Distribution List:** The ability of an end user to create and send (or forward) messages to a distribution list. Users can create up to 25 distribution lists with up to 250 members each, provided that all members are using the Service.
 - D. **Autoplay voice messages:** All unheard messages will be automatically played when a mailbox is accessed.
 - E. **Change message order (newest first or oldest first):** Modify how your messages are listed via telephone for all feature bundles.
 - F. **Message Greetings:** Customize standard outgoing messages, or provide conditional greetings for busy, no answer, and extended absence occasions.
 - G. **Express login:** When used in conjunction with an access number, subscriber can quickly log in to mailbox via the telephone without having to enter the mailbox number.
 - H. **Extended absence message blocking:** Allows user to choose to not receive messages when extended absence greeting is enabled.

- I. Future delivery of voice messages: When sending a message from your mailbox via the telephone, you can select a future delivery date for the message.
 - J. Listen to voice messages & voice message envelopes: Ability to retrieve a message and its delivery information.
 - K. Passcode skip: If enabled, allows access to mailbox without passcode entry.
 - L. Play comments attached to messages: Comments attached to a message are played, newest to oldest, before the message is played.
 - M. Receive messages marked urgent or private: Callers can specify delivery options, such as adding and removing private and urgent flags.
 - N. Save & delete voice messages via telephone.
 - O. Abbreviated Dialing: Use the same 4, 5, 6, and 8-digit dialing patterns on Sprint PCS Phones as on office phones.
 - P. Single Voicemail: Integrates wireline and wireless messages into a single voicemail box. Unanswered calls to Sprint PCS Phones automatically forward to office voicemail. Notification of new messages automatically sent to both Sprint PCS Phones and office phones.
- 4.3. Enhanced Messaging.** In addition to all Basic Voice Messaging features, Customer will receive the following features:
- A. Alternate numbers with unique greetings: Additional called numbers with access to the same mailbox as the main telephone number, but with ability to set unique greetings per alternate number.
 - B. Forward fax messages: With or without comments to mailboxes, including those in distribution lists, on the system
 - C. Future delivery of fax messages: When forwarding a fax message via the telephone, user can select a future delivery date for the message
 - D. Listen to fax message envelopes: Hear the delivery details of a fax via telephone, including date, time and sender information
 - E. Send fax messages as email attachments: Fax messages are automatically forwarded to an email address as an attached image file (.tiff)
 - F. View fax messages online via Web-based mailbox
 - G. Save & delete fax messages via telephone or Web
 - H. Send voice messages as email attachments: Voice messages are automatically forwarded to an email address as an attached sound file (.wav)
 - I. Send information from messages to multiple email addresses, using multiple formats: Voice message sound files (.wav) are automatically forwarded to more than one email address as a link to the Web-based mailbox; as an attachment; numeric, and/or SMS
 - J. Sort messages: On the Web portla, messages can be sorted by priority, date or sender
 - K. Save & delete voice messages via Web portal.
- 4.4. Voice Messaging Multi-Mailbox.**
- A. This option offers Customer the ability to create up to 8 “extension” end user mailboxes associated with a single telephone number. Customer also receives a “group” mailbox that controls and manages features for the “extension” mailboxes.
 - B. Group and Extension mailboxes receive the same features as Basic Voice Messaging except for the following limitations:
 - (1) The “Distribution List” feature is limited. VMMM users can only send messages to extension mailboxes within the same group.
 - (2) Abbreviated Dialing and Single Voicemail features are not available for extension end users.
- 4.5. Message Waiting Indicator.** Customer may receive notification at particular desk sets or extensions upon receipt of new messages. The Message Waiting Indicator feature integrates the Service with Customer’s existing telephony hardware to light the indicator lamp on specified extensions. Customer

must obtain the use of certain Equipment to make use of the Message Waiting Indicator feature, as noted in Section 2.2 of this Annex.

- 4.6. **Auto Attendant Features.** Sprint also offers an Auto Attendant feature sets as part of the Service with the following features.
 - A. **Menu Mailbox.** The menu mailbox provides the caller with a personalized menu prompt that includes a list of possible responses to the prompt. By choosing an item from the list, callers will be transferred to another mailbox.
 - B. **Schedule Mailbox.** The schedule mailbox routes a call depending on when a call arrives.
 - C. **Info Mailbox.** The info mailbox prompts a caller with information and then performs a predetermined action.
 - D. **Dial-by-Mailbox.** The dial-by-mailbox mailbox greets callers and prompts them to enter the mailbox number of the person they want to reach.
- 4.7. **PCS Only Feature.** The PCS Only feature allows Customer to establish Basic or Enhanced Messaging mailboxes for users who do not have traditional desk extensions. Calls that are not answered on the user's Sprint PCS wireless device are directed to the Service for voice mail functionality. Conversion of existing Sprint PCS wireless devices to use the Service may require reprovisioning or reprogramming. Sprint may take up to 30 days from receiving a PCS Only request to migrate existing devices.
- 4.8. **Voice Profile over Internet Mail ("VPIM").** Sprint offers custom VPIM programming to allow interconnection of certain legacy enterprise voice messaging systems with the Service. Due to the customized nature of VPIM solutions, Sprint offers VPIM programming on a time and materials basis. VPIM programming may not be available for all legacy enterprise voice messaging systems.

5. SPRINT RESPONSIBILITIES.

- 5.1. **Maintenance.** In order to maintain the quality of the Service, Sprint reserves the right to perform preventative maintenance and software updates.
 - A. "Scheduled Maintenance" is performed for functions such as hardware and software upgrades. Sprint will perform Scheduled Maintenance at times that are anticipated to minimize disruption of customer service and activity. Sprint will use commercially reasonable efforts to provide advance notice of all Scheduled Maintenance.
 - B. "Demand Maintenance" may occur as a result of unexpected events and is performed when Service elements are in jeopardy. Sprint will perform Demand Maintenance at its discretion. Due to the nature of Demand Maintenance, prior notification may not be possible.
- 5.2. **Documentation.** Sprint will make user manuals for Subscribers available via web download.
- 5.3. **Service Standards.** Customer will receive a P.02 grade of service for both Basic Voice Mail and Unified Messaging.

6. CUSTOMER RESPONSIBILITIES.

- 6.1. **Equipment.** Customer's existing premise telephony equipment must be compatible with the Service.
- 6.2. **Settings.** Customer must forward calls to be answered by the Sprint Hosted Messaging platform, typically "busy" or "no answer" calls, from the existing premise telephony equipment to the Sprint Hosted Messaging platform.
- 6.3. **Toll Fraud.**
 - A. Toll fraud is the unauthorized use of telecommunications systems by third parties (for example, anyone who is not a corporate employee, agent, subcontractor, or person working on a company's behalf). There may be a risk of toll fraud associated with forwarding calls from telephony systems to outside resources. Toll fraud can result in substantial additional charges for telecommunications service.
 - B. Customer accepts the risk of toll fraud and will hold Sprint harmless for any expense or liability resulting from or related to toll fraud occurring in connection with the Service.
- 6.4. **Support.** Customer will direct all Subscriber helpdesk or support calls to Customer's internal helpdesk or telecom manager for triage. Sprint may refuse support calls from persons other than Customer's designated network administrators.