

SPRINT MOBILE VOICE SYSTEM PRODUCT ANNEX

The following terms and conditions ("**Mobile Voice System Product Annex**"), together with the applicable Sprint Customer Agreement govern Customer's purchase and use of the Mobile Voice System. If a conflict exists between the Customer's Service agreement and this Mobile Voice System Product Annex, the terms and conditions in this Mobile Voice System Product Annex will control.

1. General.

a. **Wireless Pricing Plans.** Pricing plans with unlimited incoming calls are not available to Blackberry Data plan subscribers utilizing the Mobile Voice System. Unlimited free incoming calls are a feature of certain Sprint rate plans. Rate plans without this feature are not subject to this exclusion.

b. **Compatibility.** Customer's Mobile Voice System is generally compatible with certain Blackberry Devices and applications offered by RIM, including certain Blackberry Mobile Voice Services applications. Non-BlackBerry wireless devices are generally compatible, but with out the BlackBerry enhanced User Interface.

c. **Blackberry Enterprise Server ("BES").** A BES Client Access Licenses ("CAL") is required for all Mobile Voice System users, including any non-Blackberry devices. The numbers of users for the Mobile Voice System Server Software is dependent upon the number of BES CAL that Customer has purchased and are available for use as well as certain system limitations for the Mobile Voice System Server Software.

d. **Enhanced In-Building Coverage.** Customer may need to install enhanced in-building coverage in order for the Mobile Voice System to work effectively. Pricing for enhanced in-building coverage will be set forth in a separate agreement with Sprint.

2. **No Warranty – Mobile Voice System.** SPRINT DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES AND IN PARTICULAR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND WARRANTIES RELATED TO EQUIPMENT, MATERIAL, SERVICES, OR SOFTWARE.

3. **Service Disruptions.** WITHOUT LIMITING THE FOREGOING, SPRINT'S SOLE LIABILITY FOR SERVICE DISRUPTION RESULTING FROM THE UNAVAILABILITY OR NON-OPERATION OF THE MOBILE VOICE SYSTEM IS LIMITED TO THE APPLICABLE REMEDIES AND SUBJECT TO THE LIMITATIONS PROVIDED FOR UNDER THE SERVICE AGREEMENT FOR SERVICE DISRUPTIONS.

4. **Maintenance.** Mobile Voice System maintenance and technical support leverages the general BES maintenance and support purchased by Customer under other provisions of this Agreement or through separate contractual arrangements with RIM. If Customer's current BES is not compatible with the Mobile Voice System, Customer may be required to upgrade its BES (at Customer's expense) to the level necessary for compatibility with the Mobile Voice System.

5. **Requirements.** Certain equipment is necessary for full MVS functionality, for more information as to the specific requirements for your contemplated solution, please contact your Sprint account team or visit the product documentation available at: http://na.blackberry.com/eng/services/blackberry_mvsv/.