DOIT MASTER AGREEMENT NUMBER: **B-03-013**	DOIT APPROVAL DATE: **1/5/2012**

VENDOR NAME: MCI WorldCom Communications, Inc.	**FEIN: 47-0751768**

SERVICE/PRODUCT NAME: Inbound Toll Free Service: Basic Toll Free

SERVICE/PRODUCT DESCRIPTION:

MCI Toll Free Service (designated by the prefix 800, 888, 877, or 866) is a convenient, flexible service that allows callers to reach, free of charge, companies that subscribe to toll-free service. Customers can route their incoming, toll-free calls according to their business needs and in most cases, without any special equipment or significant expense. There are a significant number of optional services available with basic toll free and additional services using Enhanced Call Routing (ECR); please see the ECR product schedule.

Combined Features Package (includes following features)**:**

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Accounting Codes and ID Codes

Allows the customer to track usage of its toll-free number back to specified user codes and/or to limit use of its toll-free number to only those dialing authorized codes. This feature requires that additional digits be dialed after the regular 10-digit toll-free number is dialed. This feature applies only to calls carried on the MCI network.

For ID codes, codes are ordered in blocks of 100. A customer can order up to 90,000 blocks. All ID codes in a given block and all account codes must be of the same length, and may be up to 11 digits. The Change Charge will apply to additions of a block of Account or Identification Supplementary Codes.

Two types of supplementary codes are available: Account Codes or Identification (ID) Codes. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with ID codes, the calls are not completed until codes are verified for accuracy. As an option, the Call Detail report can be sorted by Supplementary Codes.

- **Accounting Codes**
  A customer can specify that non-verified Accounting Codes (up to 11 digits) are to be dialed from specific dedicated access groups, Dial "1" telephone numbers (ANIs) and calling cards.

- **Verified Accounting/ID Codes**
  Verified Accounting/ID Codes give the customer the power to define calling areas at the level of the individual user. Verified Accounting/ID Codes are digits entered after the phone number has been dialed. They offer the same management reporting benefits as Accounting Codes but are verified in MCI's intelligent network database to determine whether the caller has authorization to place the call. There are two types of Verified Accounting/ID Code sets - Global and Local.

Alternate Routing (Super Routing and Set Routing Plans)

Allows the customer to pre-define alternate routing arrangements that can be activated upon command in the event of a customer emergency such as power outages, natural disasters or other service disruptions. Customers can pre-define up to 99 alternate routing plans. The customer must have at least two different locations for this routing feature to be applicable. The monthly charge applies to each alternate plan being stored by MCI for the customer. Alternate Routing is not available in Super Routing Plans.

Super Routing Plans allow you to terminate your customer's traffic to one termination point. Ex. If your customer has ten 8XX numbers, the super routing plans will terminate all the numbers within the set to one logical termination point. Set Routing Plans allow you to terminate your customer's traffic to different locations. Ex. If your customer has ten 8XX numbers, you can create a set routing plan which contains ten different terminations with that plan. Super Routing and Set Routing and both be in place for a customer's application.

Call Area Selection/Tailored Call Coverage
This feature allows a customer to block incoming calls from one or more specific originating areas at the U.S. NPA or state level. Blockage from multiple originating areas is available at no additional charge. The Change Charge will apply when the customer changes the group of originating areas to be blocked, when this option is removed from a toll-free number, or when service is canceled for that toll-free number.

Time-of-Day Routing
Based on the time of day, this feature allows the customer to route calls made from a single 800 number to different answering locations. The following criteria define the capabilities and limitations:

- The clock for defining Time of Day is Military Eastern Time (0000 – 2359 hours).
- The customer must establish a schedule that provides a route for completing all calls during all hours of the day.
- Five minutes is the smallest increment which can be defined.

48 is the maximum number of time slots allowed per day.
Time of Day Routing must be defined for:

- All day types for Day-of-Week Routing
- All ORGs for Extended or Tailored Call Coverage

Time Interval Routing
Time Interval Routing enables MCI Toll Free customers to route calls made to a single toll-free number to different answering locations based on the time of day. This feature provides MCI Toll Free customers with the ability to route calls based on their schedules. It also provides the customer with the ability to accommodate after-hours traffic.

Cross Corporate Identification Routing (CCID)
This feature allows MCI Toll Free customers to route their toll-free calls to another service termination not on the same corporate ID. Many MCI Toll Free customers want to route their calls to another termination due to an increase in call volumes, lack of staffing, or lack of facilities to manage their toll-free calls. CCID can be used in conjunction with all MCI Toll Free routing features.

Customer-Defined Billing for MCI Toll Free Customers
MCI will deliver the invoice for traffic routed through CCID to the billing address of the inbound service Corporate ID of the location at which calls are terminated, or to the customer-of-record of the inbound service, whichever is specified by the customer. The non-billed party will be furnished with a call report summary showing all call directed to terminating locations. Unless otherwise specified, the customer-of-record will be responsible for payment of invoices for all calls terminating to those locations. All U.S. and international usage charges will apply.

Terminating Location
The toll-free service location where a toll-free number is directed.

Day-of-Week Routing
This feature allows customers to arrange for calls to a single toll-free service telephone number to be routed to different locations based on the particular day of the week. The customer can establish a different routing arrangement for each day of the week, with a maximum of seven day types. The customer must have at least two locations for this routing feature to be applicable and Exchange Routing must be in place.

Day-of-Year/Holiday Routing
This feature allows the customer to arrange for calls to a single toll-free service telephone number to be

routed to different locations based on a customer-specified holiday or key event. The following criteria define the capabilities and limitations:

- Available only if the customer has Day-of-Week coverage.
- Holiday calls must be routed to a pre-designated day type termination. A holiday route cannot be routed to a termination not defined by Day of Week.
- 45 single day holidays can be specified. In addition, ten ranges can be specified. A range is a period of ten or less consecutive days (total of 45 days in a one-year period).
- The customer's calendar year begins the day the service is ordered and it continues for 365 days.
- Each ORG can have a different answering location for each defined holiday.
- Holiday Routing overrides any existing Day-of-Week defined routing.
- Exchange Routing must be in place.

Exchange Routing

This feature allows a customer to define two or more originating routing groups and to arrange that calls to a single toll-free number placed from different routing groups will terminate at different locations. A routing group can consist of any combination of domestic NPA/NXXs. The service group to which calls from a particular originating routing group are to terminate need not be located in that originating routing group

Geographic/Point-of-Call Routing

Point-of-Call Routing allows MCI Toll Free customers to route calls made to a single toll-free number to different terminating locations based on each call's point of origin (defined by international toll-free country, state, area code or area code and exchange). Point-of-Call Routing should be defined after Extended Call Coverage and Tailored Call Coverage have been defined.

Percentage Allocation Routing

Percentage Allocation Routing enables MCI Toll Free customers to distribute calls to a single toll-free number to two or more answering locations, based on a customer designated percentage distribution. The customer can define up to 99 allocation percentages per time slot.
This feature provides MCI Toll Free customers with the ability to route calls based on staffing levels.

Extended Call Coverage

Extended Call Coverage (ECC) allows customers to arrange for calls made to a single toll-free number from Canada to a U.S. location. In other words, Canadian origination to U.S. termination. While Canada is sub-divided by NPA, selecting ECC adds coverage for the entire country.
The Canadian NPAs may be selected individually.

Dialed Number ID Service (DNIS)

This feature permits a customer with multiple inbound service telephone numbers terminating in the same location to identify the specific toll-free service telephone number which was dialed by the calling party. DNIS is available to Dedicated terminations only. A customer can request up to 1,500 DNIS designations per trunk group; above 1,500 designations, requests will be handled on an individual case basis.

National Toll Free Listing

Allows up to four different listings per toll-free number in the National Toll Free directory. (Please allow 10 days implementation from when order is entered into NetCap for the number to be listed in the database). There is no charge for this service.

Payphone Blocking

Payphone Blocking provides customers with the option to block calls that originate from payphones to

their toll-free numbers. This feature is currently offered at the toll-free number level only.

Real Time ANI

This feature allows an inbound service customer to receive the working number of the calling party as part of the call setup. The working telephone number is commonly referred to as Automatic Number Identification or ANI. ANI is a subscription option available on both inband (Multi-Frequency [MF] and Dual Tone Multi-Frequency [DTMF]) and out-of-band (ISDN PRI) dedicated access lines. The ANI Delivery charge is incurred each time the ANI is delivered at the time of call setup.

ISDN ANI

This feature allows an inbound service customer to receive the ANI over the ISDN D-Channel and is available only with PRI access. The ANI Delivery charge is incurred each time the ANI is delivered at the time of call setup.

MCI Guardian Guarantee

MCI's quality of service commitment states that if a customer's toll-free service fails for any reason, MCI will provide back-up service or issue a credit equal to the monthly service fee.

One-Minute Guardian

Toll-free calls rerouted to existing location within one minute of customer notification (Alternate Routing required).

MCI Vision Guardian Select

Group of up to 250 different toll-free numbers rerouted to existing location within five minutes of customer notification (Alternate Routing required).

30-Minute Guardian

MCI will reroute toll-free calls within 30 minutes or less if the customer does *not* have Alternate Routing.

MCI Toll Free Guardian

MCI Toll Free Guardian is available only on calls carried on the MCI network. MCI Toll Free Guardian guarantees the customer to arrange an alternative routing arrangement for domestic MCI Toll Free Service. If an MCI Toll Free customer is unable to receive MCI Toll Free service calls for any reason, MCI will at the customer's option, provide one of the following services for the toll-free number that has experienced the failure:

1. If the toll-free number that is out of service is a toll-free business line, MCI will reroute traffic to another existing business line; or
2. If the toll-free number that is out of service is a toll-free switched WATS Line or a toll-free Dedicated Line, MCI will reroute traffic to another existing Toll Free Business Line, Toll Free Switched WATS Line or Toll Free Dedicated line; or
3. If the customer does not have another existing toll-free termination to accept calls from the affected service, MCI will establish a new business line termination and reroute the affected service to this new temporary alternate line. The customer must supply an existing phone number; or
4. Regardless of the type of toll-free line that is out of service, MCI will reroute to a standardized prerecorded message explaining service conditions and requesting callers to call back later. This feature is designed solely to explain service conditions and provides no media-related or other information or service. Calls will terminate after the message.

MCI Toll Free Guardian can reroute a call to a message announcement which can be a Standard message or Customized message. Or the call can go to a location, CBL or DAL. There are five standard messages that can be set up for Guardian.

1. We are unable to answer your call, please try again later.
2. Due to weather conditions, we are closed today.
3. Due to weather conditions, we cannot answer your call at this time; please try to call again later.
4. Due to a recent emergency, we cannot answer your call at this time; please try to call again
5. Due to technical difficulties we cannot answer your call at this time, please try again later.

SERVICE LEVELS:

MCI is committed to maintain Toll Free network availability of 99.9974 percent on the backbone network.

Components Included

- The performance of the following components of U.S. Toll Free service shall be included in the determination of network availability
- MCI-provided Local Access facilities (switch to switch) (transport only)

Components Excluded
The following shall be excluded from any network outage time when calculating network availability:

- Components that are customer-owned and provided
- Failure of any components for which MCI is responsible, but cannot be corrected due to inaccessibility to a customer facility access and egress facilities

Network Availability Measurements
Network outage time in the network availability calculation is measured based on the total hourly outage time of each affected site, subject to the included and excluded components defined above. An outage condition shall exist when a customer site is unable to terminate calls and is recorded as a "priority one" condition in the MCI trouble handling system. Time is measured from the time the trouble ticket is opened to the time the site is able to terminate traffic.

MCI Meantime To Repair (MTTR) Toll Free Service Objectives (Long Distance MTTR and Local Transport MTTR)

- **Priority One** – Four hours (A failure of the lesser of either 50 percent of the number of circuits for a particular facility or application of more than five circuits. Also, a failure of 50 percent or greater of customer calls to an NPA or country)
- **Priority Two** – Eight hours (A failure of less than 50 percent or fewer than five circuits for a facility or application)
- **Priority Three** – Twenty Four hours (A singe incident event such as calls experiencing echo)
- **Priority Four** – Seventy Two hours (A request for information or test assistance)
- **Priority Five** – N/A

SERVICE AVAILABILITY/LIMITATIONS:

None

MASTER AGREEMENT NUMBER:	B-03-013	DOIT APPROVAL DATE:	01/05/12
VENDOR NAME:	**MCI WORLDCOM Communications, Inc.**	**VENDOR FEIN:**	**47-0751768**

SERVICE NAME: Inbound Toll Free Service: Basic Toll Free

Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Monthly Recurring Unit Cost	Cost per Unit	
Change	12/16/04	01/10/05	1		Inbound 800 - Intrastate Off-net Origination to Off-net Termination (Sw/Sw)	min	$0.00	$0.0410	
Add	12/16/04	01/10/05	1a		Inbound 800 - Intrastate On-net MCI Local Line Origination to Off-net Termination (Loc/Sw)	min	$0.00	$0.0410	
Change	12/16/04	01/10/05	2		Inbound 800 - Interstate Off-net Origination to Off-net Termination (Sw/Sw)	min	$0.00	$0.0424	
Add	12/16/04	01/10/05	2a		Inbound 800 - Interstate On-net MCI Local Line Origination to Off-net Termination (Loc/Sw)	min	$0.00	$0.0424	
Change	12/16/04	01/10/05	3		Inbound 800 - Intrastate Off-net Origination to On-net Termination (Sw/Ded)	min	$0.00	$0.0290	
Add	12/16/04	01/10/05	3a		Inbound 800 - Intrastate On-net MCI Local Line Origination to On-net MCI Local Termination (Loc/Loc)	min	$0.00	$0.0290	
Add	12/16/04	01/10/05	3b		Inbound 800 - Intrastate On-net MCI Local Line Origination to On-net T Termination (Loc/Ded)	min	$0.00	$0.0290	
Add	12/16/04	01/10/05	3c		Inbound 800 - Intrastate Off-net Origination to MCI Local Line Termination (Sw/Loc)	min	$0.00	$0.0290	
Change	12/16/04	01/10/05	4		Inbound 800 - Interstate Off-net Origination to On-net Termination (Sw/Ded)	min	$0.00	$0.0255	
Add	12/16/04	01/10/05	4a		Inbound 800 - Interstate On-net MCI Local Line Origination to On-net MCI Local Termination (Loc/Loc)	min	$0.00	$0.0255	
Add	12/16/04	01/10/05	4b		Inbound 800 - Interstate On-net MCI Local Line Origination to On-net T Termination (Loc/Ded)	min	$0.00	$0.0255	
Add	12/16/04	01/10/05	4c		Inbound 800 - Interstate Off-net Origination to MCI Local Line Termination (Sw/Loc)	min	$0.00	$0.0255	
Change	09/06/06	10/01/06	5		Common Business Line (CBL)*	line	$0.00	$0.00	
Change	09/06/06	10/01/06	6		Dedicated Access Line (DAL)*	line	$0.00	$0.00	
Add	12/09/03	01/06/04	7		Toll Free Combined Features Package*	ea	$150.00		
Add	12/09/03	01/06/04	8		ANI Delivery Charge (per call)**	call	$0.00	$0.01	
Add	12/07/05	01/11/06	9		Toll Free Rate from Canada - Switched Orig	min	$0.00	$0.1830	
Change	03/26/10	04/05/10	9		Toll Free Rate from Canada - Switched Termination	min	$0.00	$0.1830	
Add	12/07/05	01/11/06	10		Toll Free Rate from Canada - Ded or Loc Orig	min	$0.00	$0.1739	
Change	03/26/10	04/05/10	10		Toll Free Rate from Canada - Dedicated or Local Termination	min	$0.00	$0.1739	
Add	12/14/11	01/05/12	11		Payphone Use Surcharge for Toll Free Calls	call	$0.00	$0.55	

NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.