

DOIT MASTER AGREEMENT NUMBER: **B-03-013**

DOIT APPROVAL DATE: **3/7/2011**

**VENDOR NAME: MCI WORLDCOM Communications, Inc.**

**FEIN: 47-0751768**

**SERVICE/PRODUCT NAME: Audio and Net Conferencing**

**SERVICE/PRODUCT DESCRIPTION:**

Audioconferencing enables multiple participants to converse simultaneously via a telephone regardless of their location. MCI Conferencing provides access numbers and passcodes either via a reservation center or via online tools.

- **Premier Service** – Premier Service is an attended service that provides a conference coordinator to support the call. Premier calls are reserved in advance. A Meeting Manager is assigned as the single point of contact to ensure meeting requirements are met, including support before, during and after the call. Premier service offers advanced features such as Question and Answer sessions and full-time conference monitoring.
- **Standard Service** – Standard service is an attended service that provides a conference coordinator to greet and announce participants as they dial in. Standard calls are reserved in advance. The conference call is scanned periodically to check for quality. Coordinator assistance is available as needed by summoning the conference coordinator.
- **Instant Meeting** – Instant Meeting provides a conference leader with a self-service capability to conduct conference calls on demand. Once a subscription is set up there is no need to make reservations. Personal dial in access numbers and passcodes are provided at the time of subscription set up. Calls may be managed and monitored by the leader using a touch-tone (DTMF) telephone or a Web browser. The subscription includes 20 ports. If the leader requires additional ports they may be reserved in blocks of 10; there is a fee for the additional ports.
- **Net Conferencing** - With Net Conferencing, presentations can be shared with hundreds of meeting participants while they listen on an accompanying conference call. By using the power of the Internet, a visual component can be brought to your meeting participants – without anyone having to travel. All users have to do is log on to a pre-determined Web site to view the materials. Users can collaborate to make changes to documents from their individual PCs – while discussing the revisions on the phone. MCI Net Conferencing is divided into two service levels: Reserved Net Conference and Instant Net Conference. Please read DOIT's [Guidelines for the Use of Third Party Conferencing Products](#).

**Benefits**

- Reaches people quickly enabling them to make important decisions faster
- Reduces costs and travel time
- Brings dispersed groups together despite time and location limitations
- Improves communication and broadens meeting participation
- Allows users to tailor meetings with value-added features designed to meet specific needs
- Gives users the ability to select their service level on a call-by-call basis, allowing them to customize meetings depending on their needs

## Audio conferencing Features

Feature	Premier Attended	Standard Attended	Instant Meeting (Self-service)
<p><b>Announce Late Participants</b></p> <p>Late participants into conference can be announced at the user's request.</p>	✓	✓	✓
<p><b>ASAP Calling</b></p> <p>Users do not always know in advance when they will need a conference call. When circumstances dictate that a user must talk to any number of people at the earliest possible opportunity, a Conference Coordinator will contact all participants and bring them into the call "ASAP." Users can respond to rapidly changing conditions in time to win a competitive advantage. ASAP Calling is available 24 hours a day, seven days a week, and the calls are set up as capacity permits, usually within 20 minutes.</p>	✓	✓	✓
<p><b>Conference Monitoring</b></p> <p>To facilitate prompt resolution of quality issues or to answer questions, the Conference Coordinator periodically monitors the call. This feature is not available with Standard or Unattended service. There is no charge for this feature. Note: Dialing "*0" will always bring immediate operator assistance.</p>	Throughout the call	Periodic monitoring	
<p><b>Conference Recording</b></p> <p>Conference calls may be recorded on cassette, CD, or .wav on CD and sent to user for later review or they can download the recording via .mp3, or .wav format. There is a charge for this feature.</p>	✓ *	✓ *	✓ *
<p><b>Conference Transcription</b></p> <p>When written documentation is required, conference calls may be transcribed. There is a charge for this feature.</p>			
<p><b>Customer Reference Codes</b></p> <p>Customer Reference Codes can be used to identify the calls listed on the customer's MCI Audioconferencing invoice by name, number or a combination of both. Customers may choose up to 20 alphanumeric characters to denote customer-specific information for accountability purposes. This feature must be set up at the time that the customer's MCI Audioconferencing account is established.</p>	✓	✓	✓

Feature	Premier Attended	Standard Attended	Instant Meeting (Self-service)
<p><b>Enter &amp; Announce</b></p> <p>The Conference Coordinator will enter and announce each participant into the conference. This feature is not available with Unattended service.</p>	✓	✓	✓ Via automated enunciator
<p><b>Instant Replay Plus</b></p> <p>Instant Replay Plus allows users to call in and listen to a previously held conference at their convenience. Participants access the replay call by dialing a different pre-assigned 800 number and numeric passcode and following the voice prompts. Users must request Instant Replay Plus when making the reservation for the conference call. This service is available after a call for the duration of time indicated by the user. There is a nominal charge for this service.</p>	✓ *	✓ *	✓ *
<p><b>Interpretation (Languages)</b></p> <p>Audioconferencing users can receive on-line foreign language translation during their audioconference. This service supports 120 languages or dialects through a worldwide translation service. Users must request translation services when making conference call reservations and specify the language required. The Operations Center must be notified of translation service requests 24 hours prior to the scheduled conference call. The user will be billed directly by the translation organization for this service.</p>	✓ *	✓ *	
<p><b>Listen Only</b></p> <p>To ensure the conference call is conducted efficiently when there are many participants, some participants may be placed in a listen only mode while others are speaking. Participants may be returned to a speaking mode. This helps to eliminate excessive background noise. There is no charge for this feature.</p>	✓	✓	✓
<p><b>Master List</b></p> <p>A list of conference call participants may be kept on file at the MCI Conferencing Operations Center to simplify collecting names and phone numbers in preparation for a call. There is no charge for this feature.</p>	✓	✓	

Feature	Premier Attended	Standard Attended	Instant Meeting (Self-service)
<p><b>Meeting View</b></p> <p>Meeting View is a simple Web interface that utilizes the Internet to help conference call leaders manage their Premier-level calls. In addition to providing real time Internet-based visibility into a conference call, Meeting View provides call leaders with several enhanced conference monitoring and conference control features, including:</p> <ul style="list-style-type: none"> <li>• Viewing a list of participants, including the line status of each participants</li> <li>• Monitoring and/or managing a Q&amp;A queue by promoting or removing participants from the queue</li> <li>• Viewing polling results in real time via the Internet browser</li> <li>• Chatting with other pre-designated call leaders and/or the Conference Coordinators</li> </ul>	✓		
<p><b>Music While On Hold</b></p> <p>Participants may have music while on hold or they may be entered directly into the conference bridge to speak with those already connected to the call. This feature is not available for Unattended service. There is no charge for this feature.</p>	✓	✓	<p>✓ If Quick Start not set up by subscriber</p>
<p><b>Participant List</b></p> <p>At the user's request, MCI Conferencing will compile and maintain participant lists. This feature is not available with Unattended service. There is a nominal charge for this feature.</p>	✓ *	✓ *	<p>✓ Via Instant Meeting Web Moderator</p>
<p><b>Participant Screening</b></p> <p>A Conference Coordinator will pre-screen participants as they enter the conference call, compiling the data requested. This feature is available with Premier service only. There is no charge for this feature.</p>	✓		

Feature	Premier Attended	Standard Attended	Instant Meeting (Self-service)
<p><b>Polling</b></p> <p>Polling allows a conference leader to conduct an opinion poll or survey by asking participants to indicate their responses via touch-tone keypads. The conference leader or the Conference Coordinator may ask the question(s). The Conference Coordinator may announce the results immediately or at the completion of the call. The Conference Coordinator may also address the conference leader privately with the results or can address the entire conference audience. A printed report can be sent if desired. Twenty-four hours advance notice is required to establish a Polling call. This feature is only available with Premier service. There is no charge for this feature.</p>	✓		
<p><b>Prenotification</b></p> <p>With 48 hours advance notice, the Conference Coordinator will notify all participants of the date and time of the scheduled call, relieving users of this administrative task. There is a nominal fee for this feature.</p>	✓ *	✓ *	✓ *
<p><b>Question &amp; Answer</b></p> <p>Users can conduct an orderly question and answer session without interruptions while the participants remain in Listen Only mode. Participants signal questions via touch-tone keypads and are entered into the interactive mode one by one to ask questions. This feature is only available with Premier service. There is no charge for this feature.</p>	✓		
<p><b>Roll Call</b></p> <p>Users can request a Roll Call when the conference reservation is scheduled. After participants are connected, the Conference Coordinator will conduct a roll call so all participants know who is on the call. This feature is not available for Unattended service. There is no charge for this feature.</p>	✓	✓	✓

Feature	Premier Attended	Standard Attended	Instant Meeting (Self-service)
<p><b>Secured Call</b></p> <p>Secured Call allows the conference leader to prevent both Conference Coordinator monitoring and additional participants from joining the call. It ensures that confidential conversations will not be overheard or monitored. This feature can be requested when the reservation is made. The conference leader is responsible for sharing Secured Call procedures with the participants. There is no charge for this feature.</p>	✓	✓	<p>✓</p> <p>Subscriber can lock/unlock a call to prevent additional participants from entering. Via the Instant Meeting Web Moderator, the subscriber can disconnect participants.</p>
<p><b>Standing Reservation</b></p> <p>A standing reservation may be made for any regularly scheduled conference call. There is no charge for this feature.</p>	✓	✓	<p>✓</p> <p>Via Instant Meeting subscription</p>
<p><b>Subconferencing</b></p> <p>Designated callers may confer privately within a conference call and then be returned to the main call. This feature is available with Premier service only. There is no charge for this feature.</p>	✓		
<p><b>Tape Playback</b></p> <p>With the Tape Playback service, the Conference Coordinator plays a pre-recorded audiocassette of an audioconference. Twenty-four hours advance notice is required. This feature is not available with Unattended service. There is no charge for this feature.</p>	✓	✓	
<p><b>Tone In</b></p> <p>A tone will be heard for each participant entered into the conference. There is no charge for this feature.</p>	✓	✓	✓
<p><b>Transcription</b></p>	✓ *	✓ *	
<p><b>Web RSVP</b></p> <p>An Internet tool designed to collect and view meeting participant information online.</p>	✓ *	✓ *	✓ *

\*Fee associated with feature.

## Global Access

Audioconferencing is available in the following countries based on availability of service, zone and origination access type. Bridging charges are additional and are priced at Toll Meet Me Access rate per minute. Toll Free is available in countries listed below where Local Freephone is available and charged at the contracted toll free rate.

### Global Access Zone Definitions:

<u>Country</u>	<u>Zone Band</u>	<u>Local Freephone</u>	<u>Local Toll</u>
Austria	A	Available	Available
Belgium	A	Available	Available
France	A	Available	Available
Germany	A	Available	Available
Ireland	A	Available	Available
Italy	A	Available	Available
Luxembourg	A	Not Available	Available
Netherlands	A	Available	Available
Spain	A	Available	Available
Sweden	A	Available	Available
Switzerland	A	Available	Available
UK	A	Available	Available
Denmark	A	Available	Available
Australia	C	Available	Available
Hong Kong	C	Available	Available
Japan	C	Available	Available
South Korea	C	Available	Available
New Zealand	C	Available	Available
Singapore	D	Available	Available
Malaysia	D	Available	Not Available
Taiwan	D	Available	Available
Greece	E	Available	Available
Finland	E	Available	Available
Norway	E	Available	Available
Czech	E	Not Available	Available
Slovakia	E	Not Available	Available
Brazil	F	Available	Not Available
Hungary	F	Available	Not Available
Israel	F	Available	Not Available
Mexico	F	Available	Not Available
Panama	F	Available	Not Available
Poland	F	Available	Not Available
Portugal	F	Available	Not Available

Russia	F	Available	Not Available
South Africa	F	Available	Not Available
Uruguay	F	Available	Not Available
Chile	G	Available	Not Available
China	G	Available	Not Available
Colombia	G	Available	Not Available
India	G	Available	Not Available
Indonesia	G	Available	Not Available
Philippines	G	Not Available	Not Available
Thailand	G	Available	Not Available
Venezuela	G	Available	Not Available

### Net Conference Features

MCI offers two service levels of Net conferences: Reserved Net Conference and Instant Net Conference. A breakdown of their differences and features is as follows:

Features	Reserved Net Conference	Instant Net Conference		Additional Cost
		Powered by WebEx	Powered by PlaceWare	
Annotation	X	X	X	
Chat	X	X	X	
File Transfer		X		
Share View/View Application	X	X	X	
Net Participant List	X	X	X	
Net Replay	X	X		X
Net Specialist	X			
Operator Hosting	X			X
Password Protection	X	X	X	
Polling with Results	X	X	X	
Polling Report	X	X		
Q&A	X		X	
Q&A Report	X		X	
Save	Leader only	X	Leader only	
Share Web site view	X	X	X	

Snapshot	X		X	
Share Application	X	X	X	
Virtual Auditorium	X		X	
Video		X		
Web Action/Web Content	X	X	X	
Print to .pdf	X		X	
Whiteboard/Text	X	X	X	
SSL Encryption	X	X	X	X
Net Subscription Meeting Number		X	X	
File Download (FTP)	X			X

### **Customized Net Conference powered by WebEx Meeting Center Pro**

Meeting Center Pro is a web communication service that enables organizations to meet online with anyone, anywhere, anytime, driving productivity, increasing reach and reducing costs. Give sales presentations, conduct interactive demonstrations, embed multimedia objects and record any meeting for later playback. .

- Leverage the robust capabilities to experience face-to-face quality, online
- Drive productivity by accelerating collaboration and decision making with the instant availability of key participants
- Reduce costs associated with unnecessary travel and facilities, lost cycles, and deferred decisions
- Ensure your employees, customers and partners are working together, in real time to make the right decisions

### **Customized Net Conference powered by WebEx Meeting Center Standard**

Meeting Center Standard includes most of the same powerful features as Meeting Center Pro, but is intended as a presentation tool enabling leaders to show presentations where control sharing, replay or printing of documents is not required.

### **Customized Net Conference powered by WebEx Training Center**

Training Center is an award-winning virtual classroom that enables cost-conscious training organizations to provide the most interactive and effective live, online training. Organizations can stretch training resources, alleviate budget constraints and eliminate logistical barriers – scaling your training programs to reach more people, more often, more easily.

- Rapidly scale training programs to reach more people, more frequently by adding online training to your existing offerings
- Maximize your training budget by taking advantage of existing resources and reducing costly travel expenses
- Deliver interactive and effective online training using a simple web browser
- Ensure customer, partner and employee success and satisfaction with convenient and timely access to training

### **Customized Net Conference powered by WebEx Event Center**

WebEx Event Center is a total web conference solution for large events and event series. Event Center includes a broad range of rich media features to successfully emulate the impact of in-person events. Capabilities easily automate and optimize the administrative details crucial to driving large attendance and high ROI. Reporting tools help you measure and leverage the success of your events.

- Greater ease and efficiency for you and your audience
- Improved reach and mind share for your products and services
- Significant time and cost savings

### **Customized Net Conference powered by WebEx Support Center**

WebEx Support Center is a web conferencing tool that integrates data, video and live multimedia within a standard web browser, so you can conduct secure, reliable real-time support sessions over the Internet – among employees, customers and business partners – anytime, anywhere.

- Sessions are more cost-effective and timely than traditional face-to-face support
- Provide better customer experience when used with phone support
- Support more customers and personnel, while keeping support costs down

### **Customized Net Conference powered by WebEx Sales Center**

WebEx Sales Center is a web conferencing tool designed for Account Executives to demo products to potential customers, while also allowing for participation by subject matter experts and monitoring/participation options by Sales Managers.

- Gives managers visibility into online selling activities
- Managers can monitor any online sales meeting's
- Sales meetings can be recorded for training and review

**Customized Net Conference powered by WebEx Enterprise Edition**

WebEx Enterprise Edition may include any or all of the WebEx services of Meeting Center Pro, Training Center, Event Center, Sales Center and Support Center. Enterprise Edition is offered in a Committed-Minutes pricing model only; a monthly recurring charge based on a committed range of usage minutes. Committed minutes ranges are available as low as 1,500 per month.

- Multiple WebEx solutions on one website
- Provides a flexible pricing model

<b>Features:</b>							
<b>Customized Net Conference powered by WebEx</b>							
<b>Features</b>	<b>Definitions</b>	<b>Meeting Center Std</b>	<b>Meeting Center Pro</b>	<b>Sales Center</b>	<b>Event Center</b>	<b>Training Center</b>	<b>Support Center</b>
Alternate Host	Designate a secondary Host for any meeting	X	X				
Annotation	Draw circles, arrows, check marks, highlight and underlining etc. on any document, application or website to focus audience attention and emphasize points	X	X	X	X	X	X
Application Sharing	Presenters can run any software application live for others to view in a meeting.	X	X	X	X	X	X
Application Sharing w/Remote Control	Presenters can hand control of applications, desktop or web browser to individual meeting attendees		X	X		X	X
Attendee Attention Indicator	An icon appears next to attendee name when another application is accessed during online sales presentation			X			
Attendee Join Before Host	Host may enable attendees to arrive and see pre-selected automated content before host has joined event	X	X	X	X	X	
Audio Integration	Presenters may control their MCI Instant Meeting audio conference from the web console. They can mute/unmute or disconnect attendees with the click of the mouse.	X	X	X	X	X	
Auto Record Session	Each session can be recorded for use in archival or training purposes						X

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Automated Enrollment/ Registrations	Customize enrollment/registration questions and manually or automatically approve registration requests. In EC create rules to autoroute enrollees into "accepted," "declined" or "pending" and send appropriate email responses				X	X	
Automatic Scoring & Grading	Scores can be assigned to individual questions and overall for the test. You can also specify grades for the test, based on the scores. Scores & Grades are automatically calculated and assigned after submission of the test by the attendee					X	
Auto-Play Presentation	As each attendee joins they can view a presentation, which runs automatically, or is attendee controlled	X	X				
Auto-Screen Resolution Adjust	In desktop and app share, attendees screen automatically adjusts to view the presenter's entire screen	X	X				
Branding	Customer website can be customized with special colors and/or logo art	X	X	X	X	X	X
Breakout Sessions	Subdivide students for small group tutorial and exercises					X	
Call Escalation	Deliver maximum benefit from each call by easily adding support personnel or experts as needed						X
Chat	Send text messages to individual attendees, panelists or the host, depending on host's preferences	X	X	X	X	X	X
Communication Portal	Customer facing portal that contains your meeting calendar, recorded meetings, picture, profile and contact information			X			
Copy From ...	Select event details from a previous success to use as a starting template, enforce standards, and speed event setup				X		
CSR Authentication	Ensures that only approved Customer Support Reps have access to a customer's system						X
Customizable Registration	Select which information attendees must provide to register for the meeting.				X	X	

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Customized Registrations Forms	Create custom enrollment/ registration questions to collect the most useful attendee information for leads and process improvement, and enrollment approval					X	
Desktop Sharing	Allow attendees to see all activity on you PC's screen		X	X	X	X	X
Desktop Sharing w/Remote Control	Remotely access another PC, view its screen and access its files and commands		X	X		X	X
Download Course Materials	Allow attendees to download course materials before the session starts					X	
Drop-off URL	Delivers attendees to a designated URL at end of event				X	X	
Email Management System	Automates sending of invitations, confirmations, updates and reminders. <b>Send up to 1000 invitations and thank you's per event. It is against WebEx policy for users to send unsolicited mass emails with WebEx email services</b>				X	X	
Email Template Manager	Design and store various email "look and feel" packages for faster, more professional invitations, confirmations and follow up emails.				X		
Enrollment Question Manager	Define library of customized enrollment questions for quick insertion into new event creation				X		
Enrollment Scoring	Instantly identify hot prospects for immediate sales follow up				X		
Event Grouping by Program	Plan and promote event series more efficiently				X		
File Transfer	Enables file transfer from attendee to attendee within a meeting	X	X	X		X	X
Floating Participant Window**	Presenters and panelists can show the audience a full-screen view while keeping an undocked participant window on top to see audience requests and feedback	X	X	X	X	X	
Floating Training Mgr	A window that contains tools that allow attendees and trainers to view chat, questions and answers, and other communications between participants					X	

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Full Screen Viewing and Zooming	Presenters can use entire screen for presentation content and set zoom level, or attendees can adjust zoom level to suit personal preference	X	X	X	X	X	
Hands-on Lab	Provide students moderated remote-control access to lab PC's from virtually anywhere					X	
HTML Invitations	Attractive, HTML formatted email invitations for up to 1000 recipients. <b>It is against WebEx policy for users to send unsolicited mass emails with WebEx email services.</b>				X	X	
iCalendar	The email invitation includes the industry standard calendar item which enables attendees to add the meeting to their personal calendar		X		X		
Instant Feedback	Check attendee preferences, satisfaction & comprehension in real time with chat, Q&A, emoticons, polling and more				X	X	
Instructor Scoring	Allow instructors to scorer essay type questions in tests					X	
Integrated eCommerce	Charge either the attendee or the host for training					X	
Invite Subject Matter Experts	Maintain a database of experts that you can schedule for a meeting or invite on the fly			X			
Join as a Group	Capture name, title and contact information from multiple prospects that are using the same computer during a sales presentation			X			
Lead Source Tracking	Identify the best lead sources for better close rates				X		
Meeting Transcript**	A designated note taker can publish notes at any time during a meeting or send a meeting transcript containing the notes to all participants.	X	X	X			
Multi-Agent Support	Allow seamless hand off or escalation of support sessions to other customer support reps						X
Multiple Panelists**	Allows a team of hosts, presenters/trainers, testers/pollsters, customer support reps, Q&A assistants and operators to manage the event or training	X	X		X	X	X
My WebEx	An area on your Web site in to access your user account and personal productivity features.	X	X	X	X	X	X

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Online Product Training	Recorded and live training in each WebEx service to develop skills from familiarity to mastery	X	X	X	X	X	X
Online Reports	Access statistics regarding meetings, trainings, events and support sessions held on your organization's site	X	X	X	X	X	X
Outlook Integration**	Hosts can schedule a WebEx meeting and invite attendees from Microsoft Outlook	X	X	X		X	
Panelist Entrance & Prep Room**	Alternate entrance to expedite panelists joining event, and private rehearsal "room" allowing last minute adjustments as the event begins				X	X	
Permissions Based Remote Control	Clients in need of support can spontaneously grant temporary remote control of their PC to customer support reps						X
Persistent Media Viewer	HTML container in upper right portion of client (outside document window) allows placement of a link to presenter photo, video stream or audio stream to persist throughout event				X		
Personalized Emails	Create separate, personalized and standardized templates for online meeting email invitation to prospect and sales team			X			
Poll Editor**	Create extensive polls in advance for repeated use within a session					X	
Polling	Enables presenters to solicit group or individual feedback from attendees. Results are tabulated and displayed in the meeting	X	X		X	X	
Pre & Post Session Testing	Attach tests to sessions that can be taken by attendees before or after sessions					X	
Pre-cache Course Materials**	Allow attendee to download course materials in UCF format. The documents are cached on the attendee's hard drive and automatically brought up during the session. This improves response times during presentation/document sharing over low bandwidth connections					X	
Presentation Studio	A comprehensive service for authoring, managing and delivering rich media presentations.					X	

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Presentation/Document Sharing	Presenters can share multiple presentations with full animations and slide transitions. Presenters can spontaneously share multiple documents or graphics with high resolution, multi-level zooming and annotation capabilities	X	X	X	X	X	
Raise Hand Alert	Trainers see when participants have a question	X	X			X	
Record & Playback Editor*	The recorded session can be fully edited in preparation for playback		X	X	X	X	X
Record**	With a Dynametrics box, this feature enables the real-time recording of online meetings, and offline recording of any application. Recording can be posted on a customer's web site for playback over the Internet.		X	X	X	X	X
Recording Showcase	Create a library of recorded meetings/trainings/events/support answers for later reference	X	X		X	X	
Remote Printing	Customer Support Rep can redirect printouts from the customer's computer to a local computer for offline analysis						X
Report Builder Wizard	Select and sort based on desired fields, then generate a custom report of all relevant event details				X		
Right Click Document & Share**	Quick start inclusion of open documents into meetings by right-mouse clicking on any open document	X	X	X			
Sales Force Automation Integration	Use WebEx's set of XML (Extensible Markup Language) APIs (Application Programming Interfaces) to provide seamless integration with your existing Sales Force Automation (SFA) tool			X			
Sales Team Entrance	Invite internal attendees based on their role and the appropriate views and privileges will be automatically configured			X			
Sales Team Picture	Sales team members can upload his/her photo to the profile page			X			
Scales to Thousands	Allows up to 3000 simultaneous attendees for large online events and simulcasts of physical events				X		

Features:							
Customized Net Conference powered by WebEx							
Features	Definitions	Meeting Center Std	Meeting Center Pro	Sales Center	Event Center	Training Center	Support Center
Schedule Meeting Wizard	Walks users of any skill level through meeting setup process to improve success	X	X	X			
Schedule on Behalf of Host	Allows a colleague to create an event for another to host	X	X			X	
SCORM Compliant	Meets compatibility and regulatory requirements for established industry standards					X	
Share Multiple Documents at Once	Ability to share different document types during the same session.	X	X	X	X	X	
Share Web Browser	Take attendees on a guided tour of websites.	X	X	X	X	X	
Share Web Browser w/Remote Control	Presenter can retain control or allow attendee interaction of shared website		X	X		X	
Share Web Content	Display web pages to audience	X	X	X	X	X	
Share Whiteboard	Presenters or designated attendees type or free-hand ideas via mouse	X	X	X	X	X	
Silent Monitoring	Ability to dial into the audio portion of all meetings in progress and listen in without appearing as an attendee			X			
Simplified Prospect UI	Sales Center interface maximizes presentation area, removing chat and participant panels from immediate view			X			
Simplified Support UI	Minimal detail UI for streamlined support sessions						X
Site Administration	A designated administrator from your organization can define default settings, assign privileges and view overall usage reports			X			
SSL Encryption	An industry standard security protocol that is used by organizations requiring secure environments, to conduct virtual meetings.	X	X	X	X	X	X
Team Roles	Map members of your sales organization to the roles they play in the sales cycle: sales rep, sales manager or a subject matter expert. Each role comes with specialized access rights.			X			
Test Authoring	Create flexible tests with variety of question types, scoring, grading and delivery options aligned with your business needs					X	

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Test Library	Create and store tests for future use and editing, reuse or sharing with other hosts/instructors					X	
Testing & Instant Grading	Assess student progress and record their results					X	
Threaded Q&A	Panelists can select text questions and publish questions and answers together for clarity				X	X	
Tracking Codes	Identifiers used to notate your department, project or other information that your organization wants to associate with your meetings	X	X	X	X	X	X
UCF: Flash, Streaming Audio/Video, WebEx Recordings**	Ability to embed Streaming Audio/Video or a WebEx recording into any meeting using the UCF toolkit	X	X	X	X	X	X
UCF: PPT Animations/Transitions*	Supports Microsoft PowerPoint's slide builds, animations and transitions	X	X	X	X	X	
Unlisted Meetings	Allows Hosts to schedule an unlisted meeting, training, event or support session – the meeting information is not visible on the site	X	X	X	X	X	X
Video*	Enables video conferencing with a simple desktop video camera. In addition, video from a VCR, DVD player or camcorder can be streamed into the meeting	X	X	X		X	X
View Recordings	View all screen and audio activity from a meeting with just a common browser	X	X	X	X	X	X
View-only Option	Clients in need of support can temporarily grant a customer support rep the ability to view, but not affect their PC						X

\*May not be available for MAC, Solaris or Linux

\*\*Windows only feature

**SERVICE LEVELS:**

MCI does not offer SLAs for Audio and Net Conferencing; however the service is available 24 hours a day, 365 days per year.

**SERVICE AVAILABILITY/LIMITATIONS:**

None

MASTER AGREEMENT NUMBER:				B-03-013		DOIT APPROVAL DATE: 3/7/2011			
VENDOR NAME: MCI WORLDCOM Communications, Inc.						VENDOR FEIN: 47-0751768			
SERVICE NAME: Audio and Net Conferencing									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Min/Hour/Item	
Change	07/06/05	08/01/05	1		Instant Meeting (Unattended) Toll Free Meet Me	minute	\$0.00	0.060	
Change	06/24/10	08/11/10	1		Instant Meeting (Unattended) Toll Free Meet Me	minute	\$0.00	\$0.0300	
Change	07/06/05	08/01/05	2		Standard (Attended) Toll Free Meet Me	minute	\$0.00	0.190	
Change	06/24/10	08/11/10	2		Standard (Attended) Toll Free Meet Me	minute	\$0.00	\$0.1340	
Change	07/06/05	08/01/05	3		Standard (Attended) Dial Out	minute	\$0.00	0.210	
Change	06/24/10	08/11/10	3		Standard (Attended) Dial Out	minute	\$0.00	\$0.1510	
Change	07/06/05	08/01/05	4		Premier Toll Free Meet Me	minute	\$0.00	0.270	
Change	06/24/10	08/11/10	4		Premier Toll Free Meet Me	minute	\$0.00	\$0.1890	
Change	07/06/05	08/01/05	5		Premier Dial Out	minute	\$0.00	0.310	
Change	06/24/10	08/11/10	5		Premier Dial Out	minute	\$0.00	\$0.2230	
Change	07/06/05	08/01/05	6		Netconferencing	minute	\$0.00	0.220	
Change	06/24/10	08/11/10	6		Netconferencing	minute	\$0.00	\$0.1500	
Add	11/18/03	12/03/03	8		Conferencing Recording (90 min cassette or CD)	each	\$14.700	0.000	
Add	11/18/03	12/03/03	9		Conference Transcription (per hour)	hour	\$0.00	\$196.00	
Add	11/18/03	12/03/03	10		Coordinator Request (per occurrence)	each	\$3.43	\$0.00	
Change	03/14/05	03/17/05	11		Instant Replay Plus - one time setup	each	\$25.00	\$0.00	
Add	11/18/03	12/03/03	12		Instant Replay per caller for Toll Free	minute	\$0.00	\$0.39	
Change	06/24/10	08/11/10	12		Instant Replay per caller for Toll Free	minute	\$0.00	\$0.1575	
Add	11/18/03	12/03/03	13		Instant Replay per caller for Toll Number Access	minute	\$0.00	\$0.34	
Change	03/14/05	03/17/05	14		Net Replay Setup	each	\$250.00	\$0.00	
Add	11/18/03	12/03/03	15		Operator Hosting for Netconference	each	\$98.00	\$0.00	
Add	11/18/03	12/03/03	16		Participant List	each	\$24.50	\$0.00	
Add	11/18/03	12/03/03	17		Pre-notification (domestic US)	each	\$2.45	\$0.00	
Add	11/18/03	12/03/03	18		Web RSVP	each	\$98.00	\$0.00	
Add	11/18/03	12/03/03	19		Audio Cancellation Fees - per port (can be avoided by cancelling 30 mins in advance)	port	\$3.43	\$0.00	
Add	11/18/03	12/03/03	20		Net Conf Cancellation Fees - per port (can be avoided by cancelling 30 mins in advance)	port	\$4.90	\$0.00	
Add	11/18/03	12/03/03	21		Overbooking fee - per port (after first 50 unused bridge ports)	port	\$3.43	\$0.00	
Add	11/18/03	12/03/03	22		Overnight Shipping Fees (up to 4 cassettes or CDs)	each	\$4.41	\$0.00	
Add	11/18/03	12/03/03	23		Netconferencing - FTP Download	each	\$500.00	\$0.00	
Change	07/06/05	08/01/05	24		Netconferencing - SSL	minute	\$0.00	\$0.28	
Add	05/20/04	08/17/04	25		Instant Meeting - 30 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	26		Instant Meeting - 40 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	27		Instant Meeting - 50 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	28		Instant Meeting - 60 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	29		Instant Meeting - 70 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	30		Instant Meeting - 80 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	31		Instant Meeting - 90 ports reserved	each	\$0.00	\$0.00	
Add	05/20/04	08/17/04	32		Instant Meeting - 100 ports reserved	each	\$0.00	\$0.00	

VENDOR NAME: MCI WORLDCOM Communications, Inc.						VENDOR FEIN: 47-0751768		
SERVICE NAME: Audio and Net Conferencing								
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Min/Hour/Item
Add	03/14/05	03/17/05	33		Instant Meeting Replay Setup	each	\$25.00	\$0.00
Add	03/14/05	03/17/05	34		Replay - Audio Cassette (max 2 hours per cassette)	each	\$15.00	\$0.00
Add	03/14/05	03/17/05	35		Replay - Audio CD (max 80 mins. per CD)	each	\$15.00	\$0.00
Add	03/14/05	03/17/05	36		Replay - Wav File via CD or Internet	each	\$45.00	\$0.00
Add	03/14/05	03/17/05	37		Net Replay - per 30 day Availability	each	\$250.00	\$0.00
Add	12/13/05	03/21/06	38		Instant Meeting Replay Service to Initiate Recording	Minute	\$0.00	\$0.22
Change	06/24/10	08/11/10	38		Instant Meeting Replay Service to Initiate Recording	Minute	\$0.00	\$0.1600
Add	12/13/05	03/21/06	39		Instant Replay Plus Tollfree or Toll	Minute	\$0.00	\$0.22
Change	06/24/10	08/11/10	39		Instant Replay Plus Tollfree or Toll	Minute	\$0.00	\$0.1600
Add	12/13/05	03/21/06	40		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 1,500 - 4,999 minutes	each	\$0.00	\$0.32
Add	12/13/05	03/21/06	41		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 5,000 - 9,999 minutes	each	\$0.00	\$0.30
Add	12/13/05	03/21/06	42		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 10,000 - 24,999 minutes	each	\$0.00	\$0.27
Add	12/13/05	03/21/06	43		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 25,000 - 49,999 minutes	each	\$0.00	\$0.25
Add	12/13/05	03/21/06	44		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 50,000 - 99,999 minutes	each	\$0.00	\$0.23
Add	12/13/05	03/21/06	45		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 100,000 - 249,900 minutes	each	\$0.00	\$0.22
Add	12/13/05	03/21/06	46		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 250,000 - 499,999 minutes	each	\$0.00	\$0.20
Add	12/13/05	03/21/06	47		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 500,000 - 999,999 minutes	each	\$0.00	\$0.18
Add	12/13/05	03/21/06	48		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 1,000,000 - 2,499,999 minutes	each	\$0.00	\$0.17
Add	12/13/05	03/21/06	49		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 2,500,000 - 4,999,999 minutes	each	\$0.00	\$0.16
Add	12/13/05	03/21/06	50		Netconferencing Customized Net Powered by WebEx Enterprise Edition, committed range (per minute, overage is the same rate) 5,000,000+ minutes	each	\$0.00	\$0.15
Add	03/08/07	03/21/07	51		Toll Meet Me - Instant Meeting (per min, per port)	min	\$0.00	\$0.09
Change	06/24/10	08/11/10	51		Toll Meet Me - Instant Meeting (per min, per port)	min	\$0.00	\$0.0300

VENDOR NAME: MCI WORLDCOM Communications, Inc.						VENDOR FEIN: 47-0751768		
SERVICE NAME: Audio and Net Conferencing								
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Min/Hour/Item
Add	03/08/07	03/21/07	52		Toll Meet Me - Unattended (per min, per port)	min	\$0.00	\$0.09
Change	06/24/10	08/11/10	52		Toll Meet Me - Unattended (per min, per port)	min	\$0.00	\$0.0300
Add	03/08/07	03/21/07	53		Toll Meet Me - Standard (per min, per port)	min	\$0.00	\$0.35
Change	06/24/10	08/11/10	53		Toll Meet Me - Standard (per min, per port)	min	\$0.00	\$0.1070
Add	03/08/07	03/21/07	54		Toll Meet Me - Premier (per min, per port)	min	\$0.00	\$0.42
Change	06/24/10	08/11/10	54		Toll Meet Me - Premier (per min, per port)	min	\$0.00	\$0.1580
Add	03/08/07	03/21/07	55		Global Access for International - Local Freephone, Zone A	min	\$0.00	\$0.20
Change	06/24/10	08/11/10	55		Global Access for International - Local Freephone, Zone A	min	\$0.00	\$0.1400
Add	03/08/07	03/21/07	56		Global Access for International - Local Freephone, Zone C	min	\$0.00	\$0.28
Change	06/24/10	08/11/10	56		Global Access for International - Local Freephone, Zone C	min	\$0.00	\$0.2000
Add	03/08/07	03/21/07	57		Global Access for International - Local Freephone, Zone D	min	\$0.00	\$0.28
Change	06/24/10	08/11/10	57		Global Access for International - Local Freephone, Zone D	min	\$0.00	\$0.2350
Add	03/08/07	03/21/07	58		Global Access for International - Local Freephone, Zone E	min	\$0.00	\$0.32
Change	06/24/10	08/11/10	58		Global Access for International - Local Freephone, Zone E	min	\$0.00	\$0.2650
Add	03/08/07	03/21/07	59		Global Access for International - Local Freephone, Zone F	min	\$0.00	\$0.32
Change	06/24/10	08/11/10	59		Global Access for International - Local Freephone, Zone F	min	\$0.00	\$0.2750
Add	03/08/07	03/21/07	60		Global Access for International - Local Freephone, Zone G	min	\$0.00	\$0.48
Change	06/24/10	08/11/10	60		Global Access for International - Local Freephone, Zone G	min	\$0.00	\$0.4450
Add	03/08/07	03/21/07	61		Global Access for International - Local Toll, Zone A	min	\$0.00	\$0.06
Change	06/24/10	08/11/10	61		Global Access for International - Local Toll, Zone A	min	\$0.00	\$0.0400
Add	03/08/07	03/21/07	62		Global Access for International - Local Toll, Zone C	min	\$0.00	\$0.08
Change	06/24/10	08/11/10	62		Global Access for International - Local Toll, Zone C	min	\$0.00	\$0.0700
Add	03/08/07	03/21/07	63		Global Access for International - Local Toll, Zone D	min	\$0.00	\$0.08
Change	06/24/10	08/11/10	63		Global Access for International - Local Toll, Zone D	min	\$0.00	\$0.0850
Add	03/08/07	03/21/07	64		Global Access for International - Local Toll, Zone E	min	\$0.00	\$0.20
Change	06/24/10	08/11/10	64		Global Access for International - Local Toll, Zone E	min	\$0.00	\$0.1800
Add	03/08/07	03/21/07	65		Global Access for International - Local Toll, Zone F	min	\$0.00	n/a
Add	03/08/07	03/21/07	66		Global Access for International - Local Toll, Zone G	min	\$0.00	n/a
Add	01/26/11	03/07/11	67		Canada Unattended 8XX Meet Me	min	\$0.00	\$0.065
Add	01/26/11	03/07/11	68		Canada Instant Mtg 8XX Meet Me	min	\$0.00	\$0.065
Add	01/26/11	03/07/11	69		Canada Standard Dial Out	min	\$0.00	\$0.190
Add	01/26/11	03/07/11	70		Canada Standard 8XX Meet Me	min	\$0.00	\$0.170
Add	01/26/11	03/07/11	71		Canada Premier Dial Out	min	\$0.00	\$0.265
Add	01/26/11	03/07/11	72		Canada Premier 8XX Meet Me	min	\$0.00	\$0.240

<b>VENDOR NAME: MCI WORLDCOM Communications, Inc.</b>					<b>VENDOR FEIN: 47-0751768</b>			
<b>SERVICE NAME: Audio and Net Conferencing</b>								
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Non-Recurring Unit Cost	Cost per Min/Hour/ Item
Add	01/26/11	03/07/11	73		Webex Meeting Center Pro: 5-25	mo	\$0.00	\$140.00
Add	01/26/11	03/07/11	74		Webex Meeting Center Pro: 26-50	mo	\$0.00	\$105.00
Add	01/26/11	03/07/11	75		Webex Meeting Center Pro: 51-200	mo	\$0.00	\$91.00
Add	01/26/11	03/07/11	76		Webex Meeting Center Pro: 201 and up	mo	\$0.00	\$77.00
Add	01/26/11	03/07/11	77		Webex Meeting Center Standard: 2-25	mo	\$0.00	\$72.00
Add	01/26/11	03/07/11	78		Webex Meeting Center Standard: 26-50	mo	\$0.00	\$68.00
Add	01/26/11	03/07/11	79		Webex Meeting Center Standard: 51-200	mo	\$0.00	\$61.00
Add	01/26/11	03/07/11	80		Webex Meeting Center Standard: 201+	mo	\$0.00	\$57.00
<p>Note: For the Customized Net, Enterprise Edition - if a commitment is made at a certain level and the billing for that month falls below the commitment level, the additional minutes will be added to the bill. For instance if the user commits to the 5,000 to 9,999 range and the usage is only 4,000 minutes one month then the additional 1,000 minutes will be billed.</p> <p>"n/a" means that the service is not currently available</p>								
<b>NOTE: Grey highlighted items are no longer available. They have been either deleted, changed or no longer apply.</b>								