

DOIT MASTER AGREEMENT NUMBER:

**B-03-013**

DOIT APPROVAL DATE:

**10/1/2006****VENDOR NAME: MCI WORLDCOM Communications, Inc.****FEIN: 47-0751768****SERVICE/PRODUCT NAME: Videoconferencing****SERVICE/PRODUCT DESCRIPTION:**

Videoconferencing is live, interactive image and voice communication between two or more locations. It provides businesses with all the advantages of face-to-face interaction and saves money on travel expenses. MCI Videoconferencing allows companies to conduct remote meetings with locations virtually anywhere in the world via state-of-the-art conferencing centers in the U.S., the U.K., and Hong Kong. The service supports both traditional H.320 (ISDN) as well as H.323 (IP) transport protocols (either through Public Internet access or via the MCI Private IP MPLS-based network). Audio "Add-on" also allows participants to join a videoconference using a standard telephone.

MCI Videoconferencing offers customers a variety of service levels for Reserved calls including Premier, Standard, and Unattended either Dial-Out or Meet-Me access options, as well as a number of value-add features, all designed to support a customer's meeting needs.

Instant Videoconferencing also provides the flexibility for customers to conduct spontaneous, multi-point or point-to-point videoconference meetings without the need for a reservation.

**Features and Benefits of Videoconferencing**

<b>Feature</b>	<b>Description</b>	<b>Benefit</b>
Point-to-Point Connect	Two-site videoconference on the Multipoint Control Unit (MCU).	Although it is not necessary to use a bridge for a point-to-point call, important calls may warrant operator assistance to connect and monitor (Premier or Standard service) the call.
Multipoint Calls	Videoconferences with three or more sites.	Multipoint videoconferencing services allow customers to connect to three or more other video sites/endpoints around the world without purchasing expensive bridging equipment or devoting personnel to video services.
Access – Dial Out	Just prior to the conference, a conferencing specialist will dial out from the conferencing bridge to each facility participating in the call. There is a charge associated with Dial Out access.	Dial Out access alleviates the need for the customer to have to dial into the bridge and is perfect for customers that may not be completely comfortable with their video equipment.
Access – Meet Me	Participants dial into the MCI Conferencing Bridge using an MCI-provided number. Participants are responsible for their own network transport charges.	Meet Me access provides flexibility to those customers that do not have access to a video room prior to the start time of a meeting or to experienced users that are comfortable dialing their own video call.

<p>Premier Service Level</p>	<p>A conferencing specialist will greet each caller, assist participants in connecting, perform a roll call of all participants (if requested), and notify the conference leader when all participants are present. The conferencing specialist will monitor the entire video call from start to finish. If a customer requires assistance during the call, they can simply ask the operator through the video equipment. There is an additional charge for Premier calls.</p>	<p>Premier service is ideal for high visibility calls. It is highly recommended for calls with five or more sites. Operator assistance allows the participants to focus on the meeting while the operator monitors the quality of the connection. Immediate assistance for any questions protects the valuable time of the participants.</p>
<p>Standard Service Level</p>	<p>A conferencing specialist will greet each caller, assist participants in connecting, perform a roll call of all participants (if requested), perform a roll call of all participants, and notify the conference leader when all participants are present. At the completion of the roll call, the conferencing specialist will disconnect from the call. If assistance is required during the conference, a participant can select *0 on their video keypad to signal for a Conference Coordinator.</p>	<p>Standard service is ideal for customers that want assistance with call initiation and quality assurance, and is ideal for knowledgeable videoconferencing participants who like the economy of a standard call.</p>
<p>Instant Videoconferencing</p>	<p>Instant Videoconferencing is an "On Demand" service that allows a videoconference to start within seconds without a reservation. With a subscription customers can:</p> <ul style="list-style-type: none"> <li>• Receive a personal Meeting Number and Passcode, available to participants at any time.</li> <li>• Establish multiple subscriptions to manage multiple meeting types.</li> <li>• Launch an e-mail invitation prior to the meeting.</li> <li>• Start Instant Videoconference immediately, without a reservation.</li> </ul>	<p>Use Instant Videoconferencing to conduct spontaneous, multi-point videoconferencing meetings. Invite colleagues, customers and vendors to participate on a videoconference call at a moments notice - using IP or ISDN technology – or even a regular telephone line (for Audio Only participants). No reservations are necessary.</p>

View Options – Voice Activation and Continuous Presence	Voice activation and Enhanced Continuous Presence information is available at the <a href="#">e-Scheduling</a> website.	A customer can select the view based upon the individual meeting needs. Customers have the choice to view a presenter or see everyone's reactions.
IP and ISDN Transport	Service supports video endpoints connected over either H.320 (ISDN) or H.323 (IP) transport.	Provides flexible transport options supporting video equipment capabilities, providing support for either traditional ISDN, H.323 IP, or mixed transport protocol-based videoconferences. H.323 IP access is available either through the public Internet or through MCI's Private IP MPLS-based network.
Roll Call	Roll call is an optional service requested at the time of reservation. After all parties are successfully entered into the bridge, the conferencing specialist will perform a brief roll call. The leader can request that other information be announced as well. The conferencing specialist will then turn the call over to the conference leader, who will begin the video call.	Roll call provides a professional introduction of each site. In addition to familiarizing the participants with the other sites, a roll call tests the audio and video quality of each site prior to the start of the meeting, eliminating later disruptions.
Video Meeting Manager	A Meeting Manager is a senior level conference coordinator who will serve as a single point-of-contact to help plan, execute, and then evaluate the meeting. The Meeting Manager will assemble a team of skilled professionals who will work together to ensure that important calls run smoothly and according to plan. In addition, the Video Meeting Manager will work through a detailed checklist to ensure all meeting objectives are achieved.	<p>The Meeting Manager allows the presenter to focus on the message and the style with which it is delivered, instead of administrative details. For recurring meetings, a Meeting Manager can note the customer's preferences and save time in planning future meetings.</p> <p>A Meeting Manager will be recommended for calls with more than five sites participating and may be requested for other high visibility calls.</p>
Public Rooms	MCI provides customers with referrals to over 500 public rooms worldwide. If customers are traveling and need to be on a video call, this feature helps customers locate a convenient rental room and reserve a video call. Dial MCI's standard Conference reservation number to schedule calls in public rooms provided by Affinity VideoNet.	Through MCI Videoconferencing, customers can arrange calls when and where they need them. This means that your customer's business will not be delayed due to individual travel schedules.

<p>Conference Room Scheduling</p>	<p>MCI offers a corporate scheduler for all activities that take place in the customer's conference rooms. Both video calls and rooms can be reserved through the Conferencing Reservation system. A list of all registered room activities will be provided the night before. Most companies post this information outside each room. This service requires that customers use MCI Conferencing as the only corporate scheduler for all meetings conducted in the registered rooms.</p>	<p>Conference Room Scheduling eliminates the two-step process for reserving both a video call and the room. It saves time and ensures that all arrangements have been made. This is especially useful for organizations that do not have a formal conference room scheduling process or tool to ensure conference rooms are available when needed.</p>
<p>e-Scheduling</p>	<p>A customer may schedule a videoconference, book a conference room, as well as schedule an audio or Net conference using an Internet connection to the <a href="#">e-Scheduling website</a>.</p>	<p>Easy access to reservations saves time and provides immediate confirmation. Changes and cancellations may also be made over the Internet.</p>
<p>Transcoding</p>	<p>Transcoding allows participants with dissimilar video equipment speeds to participate in the same videoconference.</p>	<p>Transcoding enables both cost savings for specific sites and flexible connectivity for systems with differing bandwidth. Because customers don't need to worry about video bandwidth, customers can plan calls confidently.</p>
<p>Customer MCU Cascading</p>	<p>Customer MCU Cascading connects an MCI video MCU to a "customer's" MCU in order to expand the customer's MCU port capabilities. <b>Note:</b> Customer must also have compatible cascable bridge ports available for this feature to be supported.</p>	<p>Cascading allows a customer to expand their existing bridge capacity for large calls. Even customers with an on-site video MCU need overflow and cascading service to eliminate the cost of purchasing additional port capacity.</p>
<p>Meeting Assurance</p>	<p>All videoconferences come with MCI Meeting Assurance, which provides a corresponding audioconference at no additional charge. In the unlikely event of a technical issue, this complimentary service enables the customer's meeting to continue as planned and on time.</p>	<p>This service provides confidence that a meeting will occur as scheduled.</p>

Gateway	Gateway feature provides for the interconnection of video endpoints using different transport protocols (ISDN or H.323 IP) on the MCI videoconferencing Bridge/MCU.	Customers have the flexibility to conduct multi-point videoconferences using mixed protocols.
Operator Assistance	Call leaders and participants can select "*0" on their video keypad to signal for a Conference Coordinator on a Premier, Standard, or Instant Video Call (not necessary on a Premier call).	Customers can reach a friendly Conference Coordinator for help using a simple DTMF command directly from their video unit.
Click and View	Call leaders and participants can select "411" on the video keypad to see a visual display that includes the Operator Assistance function and Personal Layout function (see separate description) on a Premier, Standard, or Instant Video Call.	Provides customers a "self-service" method for accessing specific Videoconferencing features and is perfect for experienced video users.
Personal Layout	Call leaders and participants can select a personal Continuous Presence screen layout, including: Full Screen, Side by Side, 3 in 1, 4 Square, 5 in 1, and 9 Square; on a Premier, Standard, or Instant Video Call. Screen options can be changed at any time during the call.	Provides individual call participants the flexibility to choose a visual layout to enhance their personal experience on a video call.

**SERVICE LEVELS:**

MCI does not offer SLAs for Videoconferencing, however the service is available 24 hours a day, 365 days per year.

**SERVICE AVAILABILITY/LIMITATIONS:**

None

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Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit		Cost per Min
Change	07/06/05	08/01/05	1		Transport Rate per Minute per Site per 112/128kbps	min		\$0.225
Add	11/19/03	02/05/04	2		Multi-Point Bridging (needed for 3 or more users)	ea		\$0.83
Add	11/19/03	02/05/04	3		Transcoding	ea		\$0.75
Add	11/19/03	02/05/04	4		Operator (Optional)	ea		\$2.00
Add	12/07/05	01/11/06	5		ISDN Instant Video Bridging	min		\$0.80
Add	12/07/05	01/11/06	6		IP Video Standard/Unattended/Instant Bridging less than 385 Kbps	min		\$0.80
Add	12/07/05	01/11/06	7		IP Video Standard/Unattended Bridging 385 Kbps - 768 Kbps	min		\$0.88
Add	12/07/05	01/11/06	8		IP Video Standard/Unattended Bridging 768 Kbps - 1 Mbps	min		\$1.32
<b>NOTE: Grey highlighted items are no longer available. They have been either deleted, changed, and/or no longer apply.</b>								