**SERVICE SCHEDULE**

**UNIFIED COMMUNICATION CLOUD VOICE SERVICE**

**CUSTOMER** (“**Custome**r”): enter cUSTOMER name here

This Unified Communication Cloud Voice Service Schedule (“**Service Schedule**”) shall be governed by and subject to the applicable Master Service Agreement (“**MSA**”) between the Customer and Allstream Business Inc. and/or Allstream Business US, LLC. through its subsidiaries (“**Allstream**”). If the Customer has not executed an MSA then this Service Schedule shall be governed by the terms and conditions of Allstream’s standard MSA as posted on www.allstream.com incorporated herein by this reference and available upon request. Capitalized terms not defined herein will have the meaning ascribed to them in the MSA. Allstream and Customer may be referred to herein as a “Party” and collectively as the “Parties.”

This Service Schedule contains detailed information relating to the provisioning of communications services (“**Services**”) as purchased by Customer from time to time by way of an Allstream approved Service Order.

1. **DESCRIPTION OF SERVICE** 
   1. **General Description**

Allstream’s UC Cloud Voice service provides a dedicated instance of a private branch exchange (“PBX”) that resides in an Allstream virtualized data center (the “Service”). The Service includes local and long distance features with the receipt and delivery of traffic to each furnished user seat. Service is provided in material accordance with: (i) IETF Session Initiation Protocol (SIP), as defined by RFC 3261 for Session “Calling” establishment. (ii) ITU-T standard audio codecs G.711 u/a, G.722, or G.729 define the payload method used for delivery of voice audio. Unless otherwise noted, G.711 u/a will be used, and (iii) a R-Factor of 75, or above 98% of the time, for voice quality (R-Factor” is an industry standard measurement of voice quality over IP and is derived from metrics such as latency, jitter, and packet loss). The Service may be paired and provisioned with other Allstream products, and may be provided by or through Allstream.

* 1. **UC Cloud Voice Service Plans**

Allstream offers seven (7) Service packages. These include: universal - OTT package ("Universal – OTT Package”), premium package (“Premium Package”), enterprise package (“Enterprise Package”) private enterprise package (“Private Enterprise Package”) standard package 25 to 50 users (Standard Package 25 to 50 Users), premium package up to 250 users (Premium Package up to 250 Users), and elite package up to 500 Users (Elite Package up to 500 Users). In addition, Customer has the option, at an additional cost, to add features to a Service package, including user seat feature packages, and advanced application solutions.

* 1. **User Seat Feature Packages**

Service includes five(5) tiered user feature seat packages, as set forth below (each, “User Seat Feature Package”). Each User Seat Feature Package includes certain business calling features assigned to each Internet Protocol (“IP”) subscriber seat.

1. **Basic Voice Feature Seat**

Basic IP PBX business calling features including caller name, call forwarding, call park, extension to extension dialing.

1. **UC Desktop Feature Seat**

Basic voice features, with additional features including a user desktop assistant with chat, click to dial, telephone directory, voicemail, mobile device twinning, user portal and telephone presence capabilities.

1. **UC Desktop PRO Feature Seat**

Basic voice & UC Desktop features, with additional features including PC softphone, mobile smart phone application integration and audio, web conferencing and collaboration capabilities.

1. **Emergency Services Seat**

This seat is for compliance with US Law that states when a user on the system dials 911 that information will be transmitted to both the PSAP and to a location within the business. Also includes UC Desktop Pro features.

1. **UC Desktop Seat for MS Teams**

This seat provides native integration of the Microsoft Teams softphone client to UC Cloud Voice, plus the feature set of the UC Desktop Seat.

* 1. **Advanced Application Solutions**

The following features may supplement the Service:

1. **Auto-Attendant**

An automated receptionist that provides recorded response for incoming calls, after hours and holiday greetings, dial by name, or extension prompting, and standalone mailbox which may be used for group mailbox functionality.

1. **PC Attendant Console**

Enhanced receptionist position which resides on PC and provides a graphical user interface (GUI).

1. **Advanced Application Solutions**

A suite which includes contact center, call recording, and third-party application connectors. Some Advanced Applications are not available on Universal OTT Service Package.

* 1. **Deployment Options**

The service is available under two deployment options, Standard and Advanced. Standard deployments typically are those without advanced applications such as contact center and call recording. Advanced deployments require the signing of a customized Statement of Work (SOW).

1. Site installation occurs at the main site and sites with 15 or greater seats and are within our normal service area, are provided with onsite installation and testing of phones where available.
2. Installation shall be performed during normal business hours, M-F 8AM to 5PM. Night or weekend work as required is charged overtime rates and shall be noted in a quote.
3. Main Serving- Include Metro Areas: Seattle/Tacoma, Portland/Vancouver, Salem, Eugene, Sacramento, SF Bay Area, Salt Lake, Phoenix, Spokane, Boise, Denver, Minneapolis, Vancouver BC, Edmonton, Calgary, Toronto, Montreal, Ottawa.

**2. CUSTOMER PREMISE DEVICE**

2.1 Definition Customer Premises Devices (“CPD”) means any equipment or device provided by Allstream in connection with the Services. CPD includes Phones, Switches, Gateways along with associated accessories that is located on the customer premise. CPD does not include any wiring, cabling or jacks. CPD may be provided to the Customer as follows:

a) Rented Customer may rent CPD for an MRC as part of the Service.

b) Purchase Customer may purchase certain CPD for purchase at list price on an individual case basis. CPD will require an associated software only MRC in order to connect to the Management Portal.

2.2 CPD Terms and Conditions In the event Customer elects to receive CPD:

1. Faults: Customer shall notify Allstream in writing promptly of any identified faults in CPD.

2. Requirements

Customer shall:

· Ensure that CPD is located and operated in a work area that is safe and compliant with all Applicable Law

· Obtain and maintain all necessary and applicable permits necessary to operate the CPD in the space during the Service Term, including any consent required by the end user and in accordance will all applicable laws.

· Maintain sufficient power, acceptable heating, ventilating, and air conditioning, and adequate airflow requirements deemed advisable by the CPD manufacturer specifications or Allstream.

3. Access Customer must ensure any necessary security approvals required for Allstream or Allstream contractors and agents are made available for the proper access, use, and maintenance of CPD. Customer must ensure all CPDs are able to connect to the Dashboard at all times by providing a stable internet connection with sufficient bandwidth (minimum 50 Kbps per Device) to provide CPD control.

4. Relocation Customer shall notify Allstream in writing thirty (30) days’ prior to relocating any CPD.

5. Discontinuance of Service Upon expiration or termination of the Service, Customer is responsible for the return of all Rented CPD to Allstream within thirty (30) days of the effective date of expiration or termination. To the extent Customer fails to maintain equipment in good condition, or otherwise fails to return Rented CPD in a timely manner, the Customer shall be liable and responsible for all cost associated with the Rented CPD, including the cost of replacement CPD.

**3. DISCLAIMER/LIMITATION OF LIABILITY EXCEPT AS SPECIFICALLY SET FORTH IN THIS EXHIBIT, ALLSTREAM MAKES NO WARRANTIES, EXPRESS OR IMPLIED. ALLSTREAM SPECIFICALLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF THE CPD FOR A PARTICULAR PURPOSE. IN NO EVENT WILL ALLSTREAM BE LIABLE TO THE CUSTOMER FOR LOSS OF USE, INCOME OR PROFITS, LOSS OF REVENUES, LOSS OF SAVINGS OR HARM TO BUSINESS OR ANY OTHER SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES, REGARDLESS OF THE FORSEEABILITY THEREO.**

**4 CPD MAINTENANCE**

Allstream shall provide repair and labor services, and replacement parts, as necessary to keep Allstream supplied CPD operating in accordance with manufacturer’s specifications (“Maintenance”). Parts may be new or used, and shall function equal or superior to the replaced parts. Allstream shall supply the tools and materials necessary to complete the Maintenance. Maintenance work shall be performed only at the Customer Service locations listed in the applicable Service Order.

1. **ADDS, MOVES AND CHANGES**

Customer may add, move, or make changes to Service and/or CPE that are not included in the Service Order only at Allstream’s then-current rates and pursuant to Allstream’s policies and procedures. Such additional or change work may include installation or troubleshooting of any hardware or software not included in the Service Order, including Customer’s local area network (LAN) or personal computer (PC) problems, troubleshooting of CPE, troubleshooting of station or other problems beyond the Service location of the new systems. Additional or change work shall be subject to the same terms and conditions of the Service Order, and shall incur an additional cost per change as will be further detailed in a Service Order.

**6. CUSTOMER RESPONSIBILITIES & SERVICE ASSUMPTIONS**

6.1 As Allstream will reuse existing cabling and wiring infrastructure, Customer must ensure all cabling is labeled correctly at both ends. Any cabling not suitable for transmission must be replaced at Customer’s expense prior to Installation of Services.

6.2 For Customers using the Premium Package, Enterprise Package, Private Enterprise Package, Premium Package up to 250 Users, Elite Package up to 500 Users for Service, Customers must use an Allstream-provided dedicated network access method, in at least one (1) Demarcation Point at Customer’s facilities. Additional facilities can be a mix of Allstream-provided dedicated network access method and/or Public Internet (over the top) access method to support “teleworker” devices. (Teleworker is defined as a device on a site connected to the Service using Public Internet for access)

* + 1. If the Customer chooses to utilize the Public Internet for access, Customer must have purchased Business Internet with enough bandwidth to accommodate Customer’s aggregated voice traffic in addition to its data traffic. A maximum of 14 phones is allowed per site. A minimum of 5Mb upload is recommended for up to 14 phones.
    2. Customer is responsible for placing, testing and training users for all Teleworker devices at sites of less than 15 devices and any sites outside of our main service area. Any installation or service & repair labor expended as a result of the teleworker phones will be billed on a time & materials basis at current hourly rates. Optional pro services (“Optional Pro Services”) for Teleworker install can be added at time of contract.
  1. For Customers using the Universal – OTT Package or Standard Package 25-50 Users, Customers can use Public Internet access for all facility sites. Customer must have purchased Business Internet with enough bandwidth to accommodate Customer’s aggregated voice traffic in addition to its data traffic.
     1. If the Customer is using the Universal - OTT Service Package or Standard Package 25-50 users, Allstream gives no guarantees as to the quality or reliability of any Voice calls using the public internet. Customer understands that they have chosen to deploy UC Cloud Voice over an unmanaged network. A minimum of 5Mb upload is recommended for up to 14 phones.
  2. To whatever extent the Customer uses the Public Internet to provide access to a device or site, Allstream gives no guarantees as to the quality or reliability of calls. Customer acknowledges and agrees.
  3. Allstream is not responsible for the failure or non-performance of the Service caused by interconnections to, from or within public internet networks (from Allstream and/or third-party providers). For greater clarity, Customer will not hold Allstream responsible for the quality of the Service at Customer sites using the public internet for transport.
  4. Customer is responsible for all trouble resolution requiring on-site support involving repairs to Customer's equipment that is connected to the Service, but not provided by Allstream. If on-site support is performed or facilitated by Allstream, Allstream will provide or facilitate such support at current technical support labor rates. Customer understands that the signed Allstream Service Order for all equipment and services will remain binding regardless of failure or non-performance of Service caused by interconnections to, from or within public internet networks.
  5. To the extent Customer uses facsimile solutions, Customer acknowledges that Allstream does not support connection with facsimile devices with the UC Cloud Voice Service. Facsimile, alarm lines or elevator lines are to be provided via a dedicated Business Lines Product from Allstream or 3rd party provider.
  6. Customer is responsible for installing and verifying compatibility of Customer-provided headsets or other devices that may be used with the Service. Customer acknowledges and agrees that Allstream is not responsible for the failure or non-performance of any Customer-provided equipment or software.
  7. For those applications requiring client software installation on Customer-provided PCs or devices, Customer is responsible for installing clients. To the extent Customer uses the available “soft-phone” capability residing on PCs or tablets, Allstream gives no guarantees as to the quality or reliability of calls. Any installation or service labor expended because of these “soft-phone” or devices will be billed additional on a time & materials basis at current hourly rates.
  8. To the extent Customer uses the mobile application downloaded from an online store for use with their smart device available with the Desktop Pro seat and Emergency Services Seat, Allstream gives no guarantees as to the software compatibility, availability or voice quality with third party providers. To the extent customer uses the SIP mobile softphone application over a 3rd party Wireless LAN, Allstream gives no guarantees as to the voice quality or reliability of the service. Any installation or service labor expended because of these mobile applications will be billed additional on a time & materials basis at current hourly rates.
  9. Customer must provide a Single Point of Contact (“SPOC”) to be the primary liaison with Allstream. The SPOC should have the authority to resolve issues and to provide timely decisions and direction to Allstream in respect of the Services. Customer acknowledges that Allstream relies upon Customer-provided information to design the solution. Customer is responsible for any adjustments that may be required as a result of information obtained in the pre-deployment site assessment.
  10. All packages include live instruction from an Allstream UC pProject Manager. Two instructional session are included, Session 1 is for end users and Session 2 is for system administrators. Each remote session runs for one hour for up to 20 attendees. Additional sessions and training on advanced applications can be arranged and may require a fee. All Packages come with user guides and interactive user guides. Open, free web classes (“Web Classes”) are also provided on an ongoing basis for all customers.

* 1. To the extent that other Allstream products are used in conjunction with the provision of the Service (“Supplementary Products”), those Supplementary Products are subject to the applicable exhibit, addenda, or other Allstream documentation, including any service level agreements. In the event of a conflict between this Service Schedule, and the supplementary product (“Supplementary Product”) documentation, the Supplementary Product documentation shall control as to the Supplementary Products.

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