

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

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This AT&T Network Integration Pricing Schedule ("NI Pricing Schedule") is part of the Agreement between AT&T and Customer referenced above.

The undersigned, on behalf of Customer, acknowledges that Customer has received and understands the emergency calling (911/E911 or equivalent) advisories identified in the SOW and in Exhibit B – Important Terms Relating to 911/E911 Emergency Services.

Documents attached to this Pricing Schedule:

- Exhibit A: Statement of Work (SOW)
- Exhibit B: Important Term Relating to 911/E911 Emergency Services
- Appendix A: Sample Change Order Form
- Appendix B: Calling Usage Rate Tables
- Appendix C: Site List
- Appendix D: Purchased Equipment

| Customer (by its authorized representative) | AT&T (by its authorized representative) |
|---|---|
| By: | By: |
| Name: | Name: |
| Title: | Title: |
| Date: | Date: |

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1. DEFINITIONS

All other capitalized terms used but not defined in this NI Pricing Schedule have the meaning given them in the Master Agreement.

“Origination Country” means a country, specified in a Statement of Work (“SOW”) or Equipment Order List (“EOL”), where title to and risk of loss in Purchased Equipment pass from AT&T to Customer.

“Project Country” means a country, specified in a SOW or EOL in which the Customer site is located to which the Purchased Equipment is delivered and where Customer will enjoy the benefit of related Services.

“Purchased Equipment” means equipment sold under this NI Pricing Schedule by AT&T to Customer. Purchased Equipment includes any internal code required to operate such Equipment.

.2. SERVICES AND PURCHASED EQUIPMENT

This NI Pricing Schedule states the terms and conditions governing Orders for AT&T services (“Services”) and Purchased Equipment. Attached to this NI Pricing Schedule is a Statement of Work (“SOW”) or an Equipment Order List (“EOL”) (collectively, “Attachments”). Attachments are effective and become part of this NI Pricing Schedule upon the execution of this NI Pricing Schedule. AT&T may subcontract work to be performed under this NI Pricing Schedule but shall retain responsibility for all such work.

3. ATTACHMENTS

A. Unless earlier terminated as described below, an Attachment is deemed terminated when the parties’ respective obligations have been fully performed or when it is otherwise terminated according to its terms.

B. In the event of an inconsistency among terms, the order of priority is: (i) the applicable Attachment; (ii) the NI Pricing Schedule and (iii) the Master Agreement.

4. AFFILIATES

A. Any AT&T Affiliate or Customer Affiliate may sign an NI Pricing Schedule in its own name and such Affiliate contract will be considered a separate, but associated, contract, incorporating the General Terms and Conditions of the Agreement and the terms of the NI Pricing Schedule (with the Affiliate being substituted for AT&T or Customer, as applicable); provided, however, that AT&T and Customer shall be responsible for their respective Affiliates’ performance pursuant to such Affiliate contract.

B. For Services performed in, or Purchased Equipment delivered to, a country other than the Origination Country, the AT&T Project-Country Affiliate and Customer Project Country Affiliate identified in the Attachment will perform as outlined therein.

5. INTELLECTUAL PROPERTY RIGHTS

A. All intellectual property and proprietary rights arising by virtue of AT&T’s performance of the Services are and will remain the sole and exclusive property of AT&T, and neither ownership nor title to any such property will pass to Customer.

B. Customer shall retain those copies of any reports produced and furnished to Customer by AT&T (“Reports”), and Customer is hereby granted, under AT&T’s copyrights, the perpetual, non-exclusive, personal and non-transferable right to reproduce and modify Reports for Customer’s own internal business purposes. For avoidance of doubt, “internal business purposes” exclude public distribution, resale to third parties and revenue generation purposes.

C. AT&T hereby grants to Customer the non-exclusive, personal, and non-transferable right to use any items other than Reports produced and furnished to Customer by AT&T under this NI Pricing Schedule, solely for Customer’s own internal business purposes during the term of this NI Pricing Schedule, or for such other purposes as may be mutually agreed in writing by the parties.

D. Except as otherwise specified herein, no other right or license to or under any of AT&T’s intellectual property rights is either granted or implied under this NI Pricing Schedule.

6. WARRANTY

The provision of Services hereunder shall be performed in a workmanlike manner that would meet commercial industry standards in the field to which the work pertains as well as any standards set forth in the applicable SOW.

7. TERM AND TERMINATION

This NI Pricing Schedule shall remain in effect until terminated by either party on not less than thirty (30) days’ prior written notice to the other party (“Pricing Schedule Term”); *provided that*, the terms and conditions of this NI Pricing Schedule shall continue to govern, through completion of performance (or earlier termination), all SOWs in effect on this NI Pricing Schedule’s termination date. Termination charges, if any, shall be as specified in the applicable Attachment.

8. INVOICING AND TAXES

A. Attachments specify the charges that Customer shall pay for Services and Purchased Equipment. Invoices for Services are issued monthly. Invoices for Purchased Equipment are issued upon shipment from AT&T’s Purchased Equipment supplier. Invoices are payable within thirty (30) days of the invoice date.

B. Invoices for Services will be issued by the AT&T Affiliate in the Project Country. Invoices for Purchased Equipment and maintenance will be issued by the AT&T Origination-Country Affiliate. Except where applicable law requires otherwise, charges will be stated by AT&T and payment shall be made by Customer in the currency of the country from which invoices are rendered. Where the parties agree to invoice and pay in a currency that is different, invoice amounts will be converted at the relevant exchange rate applied by AT&T on the date the invoice is rendered.

C. Taxes are not included in Charges quoted. Tax exemption certificates, valid in the place of delivery, must be presented to AT&T prior to Order (defined below) placement to receive exemption status. If Customer is or was required by law to make any

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deduction or withholding from any payment due to AT&T hereunder, the gross amount payable by Customer to AT&T will be increased so that, after any such deduction or withholding for taxes, the net amount received by AT&T will not be less than it would have received had no such deduction or withholding been required.

9. PURCHASED EQUIPMENT TERMS

- A.** To the extent an Attachment sets out charges for specific Purchased Equipment ordered by Customer, the Attachment is an order for the purchase of that specified Purchased Equipment ("Order"). Where an Attachment sets out a price list or method to calculate price of the Purchased Equipment, then such Attachment is a contract to establish the price of Purchased Equipment for future orders.
- B.** Orders for Purchased Equipment shall be submitted by Customer to AT&T in written format and shall contain all information required for AT&T to fulfill such Order and shall contain a reference to this NI Pricing Schedule. Any information, terms and/or conditions, or other language contained in any document(s) or purchase order(s) furnished by Customer to AT&T in excess of or outside of such information or in conflict with any terms and conditions contained in this NI Pricing Schedule and/or the applicable SOW and EOL are void. AT&T will notify Customer by email whether it has accepted the Order after validation within five (5) business days after receipt of the Order. AT&T reserves the right not to accept an Order.
- C.** Customer acknowledges and agrees that AT&T's ability to deliver Purchased Equipment is contingent upon the supply and delivery schedules of each of the manufacturers. AT&T shall have no liability for delays in any delivery schedule. Title and risk of loss to Purchased Equipment shall pass to Customer upon shipment from AT&T's Purchased Equipment supplier; (ii) Customer is responsible for all shipping-related charges, which AT&T shall invoice to Customer at two percent (2%) of the total purchase price of the Order or actual cost, whichever is greater, except that for Orders requiring expedited shipment, in which case it will be the greater of four (4%) percent of the Customer's total purchase price or actual cost.; and (iii) charges incurred, if any, for storage of Purchased Equipment following delivery to the agreed location are the sole responsibility of Customer and are not included in shipping charges.
- D. Equipment Returns.**
- (1) Warranty Returns.** In the event Purchased Equipment requires return during the warranty period and such Purchased Equipment is determined by the manufacturer to qualify for a return, AT&T will obtain a Return Material Authorization ("RMA") from the manufacturer. Upon AT&T providing the RMA to Customer, such return shall then be effectuated by Customer according to the manufacturer's policies.
- (2) Non-Defective Returns.** In the event Customer seeks to return non-defective Equipment, Customer should contact AT&T regarding obtaining an RMA; however, any such return is at the discretion of the manufacturer and Customer shall be responsible for payment of any associated return and/or restocking fee. Return shipping costs and risk of loss are the responsibility of Customer.
- (3) Maintenance Returns.** In the event Purchased Equipment covered by maintenance requires return, Customer should contact the relevant maintenance provider to obtain an RMA and instructions.

10. AT&T EQUIPMENT – U.S. Only

10.1. Location of AT&T Equipment

The AT&T Equipment shall be delivered to and thereafter kept at the location specified in the SOW and shall not be removed without AT&T's prior written consent, such consent which shall not be unreasonably withheld.

10.2. Use of AT&T Equipment

Customer, at its expense, shall take good and proper care of the AT&T Equipment and make all repairs and replacements necessary to maintain and preserve the AT&T Equipment and keep it in good order and condition. If Customer does not obtain maintenance services under this Pricing Schedule, Customer shall, at its own expense, enter into and maintain in force a contract with the manufacturer or other maintenance organization approved by AT&T covering maintenance of each unit of AT&T Equipment; Customer shall furnish AT&T with a copy of such maintenance contract.- Customer shall not make any alterations, additions, or improvements, or add attachments to the AT&T Equipment without the prior written consent of AT&T, except for (i) additions or attachments consisting solely of telephone terminal equipment, and (ii) additions or attachments purchased or provided hereunder. AT&T Equipment, if any, provided to Customer hereunder may have additional license terms and/or other requirements or restrictions imposed by the manufacturer, supplier, or publisher.- Customer is solely responsible for ensuring its adherence to any and all such license terms and other requirements or restrictions and is deemed to accept them upon receipt of the AT&T Equipment in connection with the use of the AT&T Equipment by Customer.

10.3. Return of AT&T Equipment

Unless otherwise specified in the applicable SOW, Customer shall return, at its own expense, the AT&T Equipment at the expiration or termination of this Pricing Schedule. Prior to return, Customer shall restore the AT&T Equipment to Return Condition, and Customer agrees that any addition, alteration, improvement, or attachment shall belong to and become a part of the property of AT&T. "Return Condition" means Customer shall return, at its cost and expense, the AT&T Equipment to AT&T in good repair, working order, with unblemished physical appearance and with no defects which affect the operation or performance of the AT&T Equipment, normal wear and tear excepted. Return Condition also indicates that the AT&T Equipment will be eligible on expiration or termination of this NI Pricing Schedule for acceptance by the manufacturer, or a manufacturer certified third party maintenance organization. Any

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software upgrade will become the property of AT&T. AT&T shall have the right, upon reasonable prior notice to Customer and during normal business hours, to inspect the AT&T Equipment at its location.

10.4. Casualty Loss

If the AT&T Equipment, in whole or in part, is lost, stolen, damaged or destroyed, or is taken in any condemnation or similar proceeding (an Event of Loss), Customer shall promptly notify AT&T. Customer shall, at its option: (i) immediately repair the affected AT&T Equipment such that it is in good condition and working order, (ii) replace the affected item with like equipment of equal or greater value, in good condition, and transfer clear title thereto to AT&T, or (iii) to the extent permitted by law, pay to AT&T, within thirty (30) days of the Event of Loss, an amount equal to the Stipulated Loss Value ("SLV") (as hereinafter defined) for such affected AT&T Equipment, plus any other unpaid amounts due under the applicable SOW. If an Event of Loss occurs as to part of the AT&T Equipment for which the SLV is paid, a prorata amount of each monthly recurring charge shall abate from the date the SLV payment is received by AT&T. The SLV shall be an amount equal to the sum of all future Monthly Recurring Charges from the last monthly recurring charge date to the end of the Minimum Payment Period (defined in the attached SOW).

10.5. Default

Customer shall be in default hereunder upon the occurrence of any one or more of the following events (each an Event of Default): (i) failure by Customer to pay any monthly recurring charges or other amounts payable under the applicable SOW for a period of sixty (60) days or more, (ii) Customer dissolves or ceases to exist or transfers a major part in value of its assets, (iii) Customer becomes insolvent, makes an assignment for the benefit of creditors, files a voluntary petition or has an involuntary petition filed or action commenced against it under the United States Bankruptcy Code or any similar federal or state law, (iv) an adverse change in Customer's or any guarantor's financial condition as will, in the good faith judgment of AT&T, impair the AT&T Equipment or increase the credit risk involved, (v) failure by Customer to obtain or maintain insurance on the AT&T Equipment provided for hereunder, or (vi) Customer fails to return the AT&T Equipment at the expiration or termination of this NI Pricing Schedule.

10.6. Remedies

10.6.1. Upon the occurrence of an Event of Default in accordance with sub-section 10.5. above, AT&T may, at its option do any or all of the following: (i) retake immediate possession of the AT&T Equipment, wherever located, and for such purpose, enter upon any premises without liability for so doing, (ii) cause Customer, and Customer hereby agrees, to return the AT&T Equipment to AT&T as provided herein, (iii) recover from Customer, as liquidated damages for loss of a bargain and not as a penalty, all sums owing hereunder and/or all monthly recurring charges immediately due and payable, or (iv) by notice in writing to Customer, cancel this NI Pricing Schedule whereupon all right and interest of Customer in or to the possession or use of the AT&T Equipment shall absolutely cease.

10.6.2. Further, AT&T shall be entitled to recover from Customer, and Customer agrees to pay: (i) any and all damages which AT&T shall sustain by reason of any such default or breach by Customer, (ii) such expenses as shall be expended or incurred by AT&T in the seizure, rental, storage, transportation, sale of AT&T Equipment, or enforcement of any right or privilege hereunder or collection of any sums due hereunder. Customer further agrees that, in any event, it will be liable for any deficiency after any sale, lease or other disposition by AT&T; (iii) The remedies herein provided in favor of AT&T in the event of Customer's default as hereinabove set forth shall not be deemed to be exclusive, but shall be cumulative and shall be in addition to all other remedies in its favor existing in law, in equity or in bankruptcy.

10.7. INTENTIONALLY OMITTED

11. LICENSES AND THIRD PARTY MAINTENANCE

Purchased Equipment, software, and maintenance services, if any, resold to Customer hereunder may have additional license terms and/or other requirements or restrictions imposed by the manufacturer, supplier, or publisher. Customer is solely responsible for ensuring its adherence to any and all such license terms and other requirements or restrictions and is deemed to accept them upon receipt of the Purchased Equipment or software, or upon commencement of the maintenance services, as applicable in connection with the use of the Purchased Equipment by Customer in the country of use. Services as defined in the Agreement shall not include any manufacturer's maintenance, whether or not AT&T facilitates such purchase or bills such services as agent for the third party.

12. LIMITATION OF LIABILITY

For purposes of this NI Pricing Schedule and Orders placed under it, any limit or cap on liability contained in the "Limitations of Liability" article of the Master Agreement is superseded by the following: EACH PARTY'S LIABILITY UNDER THIS NI PRICING SCHEDULE SHALL BE LIMITED TO PROVEN DIRECT DAMAGES NOT TO EXCEED PER CLAIM (OR, IN THE AGGREGATE, ALL CLAIMS ARISING DURING ANY TWELVE-MONTH PERIOD) THE NET CHARGES PAID BY CUSTOMER FOR SERVICES AND/OR PURCHASED EQUIPMENT UNDER THE ORDER THAT GAVE RISE TO THE LIABILITY. This shall not limit Customer's responsibility for the payment of all charges properly due under the NI Pricing Schedule. AT&T shall have no duty to defend, indemnify and hold Customer harmless for and against damages or costs incurred by Customer arising from the infringement of patents or trademarks or the violation of copyrights by Purchased Equipment.

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13. GENERAL DATA PROTECTION REGULATION (“GDPR”) PROVISIONS

Section GP-18 (General Data Protection Regulation Requirements) of the General Provisions portion of the AT&T Service Guide (including applicable definitions from Section GP-19 (Glossary)) applies with respect to all Network Integration Services provided hereunder to the extent such Services involve the Processing of Personal Data that is subject to Data Privacy Laws (as the terms “Processing,” “Personal Data,” and “Data Privacy Laws” are defined in Section GP-18), US Domestic Data Privacy Provisions (Section GP-20) apply to the Processing of Personal Data for Network Integration Services provided within the United States, and the applicable Technical and Operational Measures of Security are as stated in Sections GP-17 (Network and Data Security), or as otherwise stated in the Agreement. The General Provisions portion of the AT&T Service Guide is accessible at http://serviceguidenew.att.com/sg_flashPlayerPage/GP.

14. SERVICE AVAILABILITY

- C. Service is provided subject to availability of suitable Service Components. Communications to or from a country or area, or routed through a country or area, may be subject to country-specific restrictions as may be enforced from time to time by the authorities in that country or area.
- D. Unless applicable local law or regulation mandates otherwise, AT&T may discontinue providing the Service upon twelve (12) months written notice or a Service Component upon one hundred and twenty (120) days written notice.

15. MICROSOFT CLAIMING PARTNER OF RECORD (CPOR)

Customer consents to AT&T seeking association to Customer's Microsoft Customer Tenant ID under the Microsoft Cloud Partner Program as Claiming Partner of Record which allows AT&T to be recognized for servicing a Customer's Microsoft cloud environment.

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EXHIBIT A: STATEMENT OF WORK (SOW)

1. INTRODUCTION

This SOW between AT&T Enterprises, LLC (AT&T) and Franklin County Municipal Court Clerk (Customer) is attached to the NI Pricing Schedule and is governed by the terms and conditions set forth in the NI Pricing Schedule and Master Agreement.

AT&T reserves the right to withdraw this SOW or modify the prices and any other terms and conditions, including, but not limited to, any section of this SOW if (i) the SOW is not signed by Customer and AT&T by **3/31/2026**, and/or (ii) the engagement does not commence within thirty (30) calendar days of the Effective Date of the Pricing Schedule.

2. SERVICE: AT&T CLOUD VOICE

Upon execution, AT&T will provide Customer with AT&T Cloud Voice Service, which integrates and configures its core services components, as described in this SOW to Customer designated locations ("Site"), providing voice communications PSTN access and telephone numbers to Customer-provided Microsoft Teams Phone System and or IP PBX, Contact Center, and SIP applications. Customer provides all licenses required to support Microsoft Phone System or other IP PBX, phone, Contact Center agent and SIP application features. The Service components integrated for Customer are referred to in this SOW as the "Solution".

Service Components available as part of AT&T Cloud Voice are:

- **AT&T Cloud Voice Core Platform:** AT&T Cloud Voice core platform utilizes AT&T provided UC Nodes geo-redundant data centers. The AT&T UC nodes include highly available Session Border Control (SBC) equipment, redundant SIP trunks to support inbound and outbound calling for Customer supplied voice platform and licenses. AT&T also provides Internet access at each of the UC node data centers.
- **Microsoft Teams Direct Routing:** Provides engineering support to configure AT&T-provided cloud SBCs and SIP trunks to communicate with the Customer-provided Microsoft Teams tenants and licenses to establish Microsoft Teams Direct Routing as part of the core platform.
- **Existing Telephone Number Porting and Move Support:** Provides support for porting existing Customer telephone numbers from current provider via Letter of Authorization. Also supports moving existing AT&T-provided Customer telephone numbers from legacy AT&T TDM or SIP trunks. Provides support for new telephone numbers as required.
- **AT&T Cloud Voice Platform Monitoring and Management:** Provides monitoring and management of AT&T Cloud Voice platform SBCs and SIP trunks. Provides an administration portal that Customer may utilize to request moves, adds, changes and deletion of numbers as well as view and open incident requests and service reports.
- **AT&T SIP Trunk as a Service (STaaS):** Provides STaaS connectivity to existing Customer PBX, Contact Center and or SIP applications as required to support inbound and outbound calling. AT&T also provides, when contracted, the SBCs and centralized SIP trunk support for Customer-provided Microsoft Teams and existing PBX and or Contact Center as part of transition or as needed to provide continuity between new and existing voice platforms. Customer is responsible for providing all licenses and hardware associated with the existing PBX, Contact Center, or SIP applications.
- **AT&T Cloud Voice Service in Mexico:** The service provider of AT&T Cloud Voice in Mexico is Alestra and AT&T is the value-added reseller of Alestra the Alestra service.

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2.1. Solution Components Summary:

The Solution Summary table below provides a high-level list of Customer requirements that make up the scope of the Solution. The information is captured utilizing the Solution Requirements Document (SRD).

Table 2.1 Solution Summary

| Solution Components Summary | |
|--|-----------------|
| Description of Core Service Component Requirements | Quantity |
| Quantity of Regions for Geo Redundant UC Nodes - North America/ EMEA/ APAC | 1 |
| Quantity of Customer's Microsoft Commercial Teams Tenants Requiring Direct Route Peering | - |
| Quantity of Customer's Microsoft GCCH Teams Tenants Requiring Direct Route Peering | - |
| Quantity of scheduled telephone number porting events. | 2 |
| Quantity of locations | 1 |
| Quantity of Concurrent SIP sessions | - |
| Quantity of private SIP trunk integrations | - |
| Quantity of legacy PBX DIDs to be served by STaaS | - |
| Quantity of DID telephone numbers that require porting and assignment to active users | 238 |
| Quantity of Analog Ports | - |
| Quantity of data closets for analog gateway placement | - |
| Quantity of BYOC Users | - |
| Quantity of Toll-Free Numbers | - |
| Description of Optional Service Component Requirements | Quantity |
| Voca - Quantity of CIC IVR Channels | - |
| Voca - Quantity of CIC DTMF Channels | - |
| Voca - Types of Language Support required based on Channel Type | - |
| SmartTap - Total Quantity of Users Requiring Call Recording | - |
| SmartTap – Additional recording storage in 500GB increments | - |
| Call Screening and Fraud Prevention – Implementation per AT&T Cloud Voice region | - |
| Quantity of Concurrent Call Paths to be analyzed (Call Screening and Fraud Prevention) | - |
| Quantity of DIDs to be analyzed (Call Screening and Fraud Prevention) | - |
| PBX assessment required (total legacy TN's) | - |

Table 2.2 Country Specific DID Counts

| Country | Quantity of assigned active DIDs – Minimum Committed Quantity (“MCQ”) |
|----------------|--|
| UNITED STATES | 238 |

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3. SOW Term and Extension Term

3.1 Initial Term. The SOW shall have an initial term of 36 Months (“Initial Term”). The Project will commence fifteen (15) calendar days after the Effective Date of this SOW.

4. Customer Responsibilities:

- Provide necessary porting LOA, Existing Carrier Invoice, CSR and requested documentation regulated in each country.
- Obtain all required Microsoft Teams and or PBX, Contact Center or SIP applications Licenses prior to the start of the Implementation of Services
- Provide AT&T access to the Microsoft Teams administrator to support configuration of Direct Routing connection between Customer-provided Microsoft Teams Phone System and the AT&T Cloud Voice Services.
- Provide network access from each Customer site to AT&T Cloud Voice service platform data centers via separate AT&T Service or via third party network provider. AT&T supports multiple network access types including Internet, MPLS and SDWAN. AT&T provides Internet access at each of its UC nodes data center as part of the of the Cloud Voice service.
- Review and comply with Exhibit B – Important Terms relating to Emergency Calling (911/E911) and end user advisories relating to Emergency Calling and provide any users with the Important Terms or other advisors before activating or using AT&T Cloud Voice Service.
- Input of Customer network information into the Microsoft Teams Location Information Services(LIS) database defining Emergency Response Locations (ERL) and Emergency Response Location Identification Numbers (ELIN) to support E911 services.
- Obtain Admin rights to the Office 365 Teams Admin tenant.
- Verify quantity of Customer-provided Microsoft Licenses Users.
- Preassign the phone system license in the Teams tenant to all Users that will be activated.
- Reserve one full Teams license for the activation procedure (this can be reassigned later).
- Provide AT&T with Teams Tenant ID and Domain to be utilized
- Download and install the Business Online Windows PowerShell Module.
- Provide complete list of telephone numbers to be ported or moved for to AT&T Cloud Voice service.
- Complete the AT&T Solution Requirements Document (SRD) and review with AT&T.
- Provide Customer Single Point of Contact (SPOC) to interact with AT&T provided project manager
- For Sites where Customer is using their own PSTN/SIP carrier, Customer confirms that it is the Customer’s carrier (i) with whom Customer is customer-of-record for voices services; (ii) who obtains and provides numbers for Customer to use; (iii) whom Customer pays for calls; (iv) who ensures that called and calling numbers are clearly identifiable; and (v) who has the legal obligation to comply with regulations governing voice services, including call-data retention and storage, directory assistance, emergency calling, and lawful intercepts.

5. Implementation Overview

- Planning/Design – begins with requirements gathering and discovery
- Implementation – working through all technical, process and operational aspects of the Solution
- Governance and Day 2 Support Services

5.1. Project Commencement

AT&T will provide a non-dedicated Project Manager to develop overall project plan and timeline, establish a RACI matrix for project stakeholders, and manage subsequent phases of the implementation. The Project Manager’s tasks are:

- Lead project kickoff meeting
- Gather project contact information
- Develop escalation procedures
- Schedule recurring project status meetings
- Coordinate requirements gathering
- Communicate status updates
- Drive alignment of team toward Customer end goals for the Solution

5.2. Planning & Design

AT&T will work with Customer to prepare a written document of all necessary aspects of implementing the Solution (Project Plan). The implementation of the Solution, outlined in the below steps, may be referred to hereinafter as the “Project.” The deliverable of this phase is a plan documenting the steps required to address Customer’s requirements as part of providing the Service. The Implementation Plan will cover AT&T’s responsibilities, Customer’s responsibilities and any third-party actions that are required and provide an overview of the implementation process

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as well as technical, operational, logistical and process recommendations. In this phase, AT&T will work with Customer's Single Point of Contact (SPOC) and any other Customer-designated representatives.

This phase is completed when the Implementation Plan document has been agreed by both parties. Steps in the phase are:

- **Establish project timelines:** Kick off the project to get objectives established and clear definition of roles and responsibilities (Project Manager, Project Sponsors, Customer SPOC, Project team Members).
- **Discover:** Utilize the Solution Requirements Document (SRD) to discover Customer requirements for review by AT&T project management, engineering, and day 2 support team.
- **Design:** Provide a network topology diagram which will define call flows and end state design as well as any phases and integration components applicable to the solution. AT&T will provide solution architect to interact with customer technical staff to answer questions and explain the design.
- **Plan:** Develop a view of all necessary steps and Solution cutover, including implementation, trial, cutover and existing service turn down (Project Manager, Solution Engineers, Operations Engineers, Customer SPOC); this activity will document the steps to achieve operational outcomes, including roles and responsibilities, SLAs, escalation paths, service documentation, support portals, and training.
- **Schedule:** Align the AT&T-Customer project team around the Implementation Plan and put in place the required steps assigned to project resources according to the schedule.
- **Telephone Number Migration:** AT&T project manager will work with Customer to define porting sessions to move existing telephone numbers from current providers to AT&T Cloud Voice. Customer must provide enough information to support migration of numbers for the first 90 days or more to allow enough time to coordinate with the losing carrier. AT&T recommends that multiple Sites be grouped and then scheduled in phases to reduce the quantity of porting sessions.

5.3. Review of Solution Requirements Document (SRD)

Customer is responsible to complete the SRD that defines the Customer's requirements. AT&T will work with Customer to review the contents of the completed SRD. Additional requirements defined after initial contracted scope will be added via Change Control Process defined in Section 6.1.

5.4. Design

AT&T will work with Customer to develop the future state architecture and Solution design utilizing a combination of design discussions as well as information capture documentation. AT&T will provide the following as part of the Cloud Voice service design approach.

- Review the Solution Requirements Document to capture overall requirements for Customer Sites including phone numbers, quantity of users and premise equipment requirements
- Work with Customer to develop network access design specific to access to AT&T UC Node data centers.
- Define requirements for establishing Direct Route peering between AT&T SBCs and Customer provided Microsoft Phone System
- Develop test plan - utilize existing cloud service test plans to create basic test plan and augment with requirements from Customer's future state environment
- Develop operations flows - develop the end-to-end framework in which AT&T and Customer operations/IT will work together as part of providing the Service
- Create bill of materials - develop inventory of cloud service SKUs and work with Customer to create views of any required on-premises equipment SIP devices, SBCs, gateways, PBXs
- Create and execute Site survey questionnaires as applicable - work with Customer to generate required answers, including specifying all network IP addresses, cloud-center connectivity, DID ranges, analog and VPN requirements for remote access
- Perform gap analysis and develop mitigation recommendations
- Work with project manager to submit design changes to Customer for approval and development of implementation plan.

5.5. Day 1 Project Plan

The Project Plan ties the current state of Customer's environment to the Solution service environment once Service is implemented. The AT&T Project Manager will work with the Customer to develop a comprehensive view of the steps required to deliver the implementation.

Project Plan Tasks are:

- Create Project plan document
- Define steps required to implement Service

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- Identify and capture all required project elements – SRD, bill of materials, SKUs, order forms, order codes, systems and processes
- Create end-to-end view of operations flows
- Develop and drive risk mitigation strategies
- Drive alignment of team toward deployment end goals
- Communicate status updates

5.5.2. Implementation Schedule

Implementation Schedule Tasks are:

- Define Project milestones, resources and spend profile
- Develop and publish Project schedule
- Develop project plan/migration schedule
- Assign technical and operational resources to tasks
- Achieve plan and schedule signoff with Customer
- Launch Day 1 activities

5.5.3. Install and Configure

Changes to enable the Solution are carried out in the AT&T UC Nodes by AT&T operations personnel. AT&T will work with Customer to implement change controls so that changes are approved and tracked as the Customer is onboarded to a live production cloud services environment. If Customer has selected the on-Site Purchased Equipment option, Purchased Equipment will be procured by Customer to be installed at the Customer's network edge to facilitate Service quality. Customer and AT&T resources will work together to implement the needed Service elements. AT&T will:

- Create Change Control request to carry out the Service changes
- Change the configuration of the Service elements to enable Customer access
- Change configuration in Microsoft Teams tenant to enable access by Users, and to connect to the cloud center
- Establish connectivity between Customer premise and AT&T UC Node
- Validate SIP trunk operation between customer premise and AT&T UC Node
- Validate connection of Customer premise to PSTN services procured separately by the Customer
- Validate on-net calling and off-net calling
- Validate configuration changes in Microsoft Teams environment and interconnect with PSTN
- Declare Solution ready for testing

5.5.4. Commission and Test

AT&T will work with Customer to verify the Solution is ready for Acceptance. AT&T will:

- Implement requirements defined in the Solution Requirements Document and confirm configuration of SBCs, dial plan and User information are complete
- Review/update Basic Service Acceptance Test (BSAT) plan
- Report on BSAT progress
- Drive testing with actual Customer "production" environment
- Isolate faults during cutover, review call failure logs and traces to help mitigate issues impact
- Modify configuration as a result of testing in production environment

5.5.5. Training

Training will be conducted remotely via scheduled web session to Customer consisting of:

- AT&T portal training provided to Customer defined administrators
- AT&T incident management process.

5.5.6. Implementation Review

AT&T will

- Review any Solution-implementation issues with Customer
- Develop plan for issue mitigation/resolution

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5.5.7. Cutover and onboard to Managed Services

AT&T will:

- Coordinate cutover of PSTN connections, SIP trunks, PBX connections, Microsoft Teams connections and/or other service infrastructure as needed
- Port TNs for existing Users, create TNs for new Users as required
- Review development of Process Runbook
- Communicate onboarding progress in regular governance meetings
- Establishment of connectivity between Customer and AT&T
- Onboard Customer

6. GOVERNANCE

6.1. Change Control Process

Either party must submit change requests to contractual documents in a signed writing or via electronic mail ("Email") as follows ("Change Control Process"):

6.1.1. Change Requests. The party requesting the change must submit a written request to the other party and the receiving party shall issue a written response within five (5) business days of the receipt of the request, including whether the receiving party accepts or rejects the request and/or any changes to the terms and conditions. Upon agreement both parties must execute the document in Appendix A ("Change Request").

6.1.2. Email Change Requests. Email Change Requests shall be allowed under the following terms:

(i) AT&T and Customer agree that Change Requests or orders to this SOW can be completed and will be considered executed by both parties upon exchange of an electronic mail ("Email") referencing: (a) the underlying Pricing Schedule Effective Date, (b) the current AT&T Quote (defined below) detailing the Services to be provided or nature of the change to be executed, and (c) the charges (the "Email Change Request"). Customer will be responsible to pay for such Email Change Request.

(ii) To effectuate such Email Change Request, AT&T will provide a "Change Notification Email", containing a valid AT&T Quote, including the details of the requested changes or new Services being added, the applicable charges, and a reference to AT&T's egbs number for terms and conditions, to Customer's authorized personnel ("Authorized Customer Personnel").

(iii) Once Authorized Customer Personnel reply to the Change Notification Email with an Email confirmation stating Customer's agreement to purchase according to the AT&T Quote, AT&T will proceed with the order or changes, and invoice Customer for the Services based on the Service activation date and the charges stated in the Change Notification Email.

(iv) AT&T reserves the right not to accept an Email Change Request, provided however, in the event that AT&T rejects an Email Change Request, AT&T shall notify Customer in writing of the reason for such non-acceptance and will work with Customer to correct any deficiency that may exist in the Email Change Request such that it can then be accepted by AT&T for processing.

(v) Email Change Requests may be used only for the following changes: any Quantity changes for Users, User Bundles, DIDs, Concurrent Call Process sessions, Porting Events for Sites that are already contracted. For all other changes, including: Purchased Equipment orders, addition of service line item, new Site Adds, design changes, additional integration needs or custom requests, the Change Request process described in Section 6.1.1. will apply.

6.2. Engagement Contacts

AT&T and customer will work to define a list of engagement contacts that will take part in the development of the solution. AT&T will provide:

- RACI Matrix defining roles and responsibilities for AT&T and Customer resources
- Escalation list defining important AT&T and Customers staff to contact when incident escalation is required

6.3. Termination

In the event Customer terminates this SOW or any portion hereof for any reason other than AT&T's uncured material breach, Customer shall be responsible to pay for all Services rendered, Purchased Equipment ordered, and expenses incurred hereunder, as well as the total Monthly Recurring Charges multiplied by the number of months remaining in the Term.

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6.4. Additional Pricing Terms

Defined Scope. Pricing is based on the currently defined scope. Any additions or changes to this SOW will necessitate changes in pricing. Pricing herein assumes no project delays will occur that would require AT&T to stop work. AT&T will not be held financially responsible for project delays outside of its control.

Invoicing. AT&T will invoice the Service charges as defined herein. AT&T will invoice Services monthly, and AT&T will include any one-time charges or expenses incurred during the previous calendar month. As listed in Appendix C (PROJECT COUNTRY AFFILIATE TABLE), the AT&T Project Country Affiliate will invoice the Customer Project Country Affiliate, in country based on location of the Customer. Customer shall make payment to the AT&T Project Country Affiliate producing the invoice in the currency specified by the invoice.

Travel and related Expenses. Charges do not include expenses for AT&T travel to Customer's facilities. Standard business expenses (e.g., transportation, food, and lodging) incurred by AT&T in connection with delivery of the Services will be billed at cost as a separate line item on Customer's invoice. AT&T personnel will incur travel expenses only after receiving written permission from Customer's Project Manager. Expenses for alcoholic beverages are prohibited.

Time and Material (T&M) Rate. In the event that the scope of work changes or AT&T is requested to perform on-site Services outside of Normal Business Hours, AT&T will bill Customer via change order for the additional time and services provided. All such out of scope matters will be handled via the Change Control process outlined herein. AT&T Normal Business Hours (NBH) are 8AM-5PM local time Monday-Friday.

Usage Rates. The calling usage rates are defined in Appendix B of this Pricing Schedule. Usage rates for calling vary by country and are subject to changes, except for USA domestic calling rates. Customer will be notified 30 days in advance of any pricing and or supported country changes.

7. Day 2 Support Services Description

7.1 Service Overview

After Solution implementation is Accepted by Customer, formal service management functions are commenced to set up the Day 2 Support Services for maintenance, monitoring and management of core AT&T Cloud Voice Service in the AT&T UC Nodes and for any Purchased Equipment on a 24x7x365 basis, which are: (i) 24x7x365 access to global help desk and support engineers who provide Level 2-4 support; (ii) 24x7x365 online access for ticket creation, status updates and notification and (iii) Purchased Equipment updates in the form of software patches, maintenance releases, and major version releases.

The Solution support team will work with Customer to develop an operations plan. AT&T will provide notice, via email, to the Customer's pre-identified staff, of changes that have the potential to impact Customer's Service (upgrades, patches or security-related modifications) (Service Impacting Changes). In complex cases, the AT&T support team works directly with Customer to carry out needed changes and verify operational integrity after the change has completed. AT&T will provide a Customer service manager as a focal point for overall management of the Day 2 Support Services.

7.1.1. Triage 24x7 Proactive Tier 1.5 Support for Purchased Equipment

AT&T will perform triage of Service-impacting incidents and issues for AT&T Cloud Voice platform equipment located in the AT&T UC nodes and for Purchased Equipment based on the alerts generated from either remote monitoring or from Customer's help desk; AT&T will verify whether the incident or issue stems from Purchased Equipment. AT&T will:

- Provide proactive monitoring and automated ticket generation based on equipment-generated alerts
- Escalate tickets to AT&T Tier 2 support for AT&T Cloud Voice platform or Purchased Equipment issues
- Notify Customer, including for issues that are not related to AT&T
- Provide Incident resolution according to support service levels

7.1.2. Remote Monitoring of Purchased Equipment

AT&T will provide monitoring support for AT&T Cloud Voice platform and Purchased Equipment via remote monitoring and notification to the Customer when one or more of a predefined alarms occurs (or clears).

- Escalation to/from Customer, according to agreed incident profiles and SLA
- Service based on monitoring alarms and events via traffic to the AT&T-managed cloud
- Managing complex events (e.g., transient and "flapping" alarm conditions) consistently

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NOTE: AT&T support resources need to have remote connectivity and sufficient User privileges to log in to the Purchased Equipment. In case hardware replacement is required for Service restoration, the replacement time is subject to timing commitments on a per Site basis that AT&T communicates to Customer.

7.1.3. Service Levels – Notification, Response, Restore, and Resolution Times

Response, Restoration and Resolution Times for AT&T Cloud Voice platform and Purchased Equipment are determined by the nature of the reported incident and the extent to which core functionality of the Service are affected while considering its priority level.

| Priority Level | Alarm/Fault Notification | Response Time (time to first action) | Restoration Time | Resolution Time |
|----------------|--------------------------|--|---|--|
| Urgent | ≤ 15 minutes | ≤ 1 hour For urgent incidents, including faults directly related Purchased Equipment. | ≤4 hours Temporary fix or workaround for non-hardware issues directly related to Purchased Equipment or mitigation of incident priority | ≤ 14 days For equipment, a software/firmware patch as soon as possible but within 14 days of when the issue was first reported. The long-term solution will be tracked by opening a trouble problem ticket with the highest priority to be closed within 14 days of opening the trouble ticket. |
| High | ≤ 1 hour | ≤2 hour | ≤8 hours Temporary fix or workaround for non-hardware faults directly related to Purchased Equipment or mitigation of incident priority | ≤ 60 days For software issues, a software patch to be applied expeditiously but within 60 days of when the issue was first reported. The long-term solution will be tracked by opening a trouble ticket with the highest priority to be closed within 60 days of opening the trouble ticket. |
| Medium | ≤ 2 hours | ≤ 1 Business Day | No restoration required Temporary fix or workaround with ≤ 14 days for non-hardware issues that impact Service directly related to Purchased Equipment | ≤ 180 days The long-term resolution to be supplied by way of a Major Version Release or Maintenance Release –within 180 days of opening the trouble ticket |
| Low | ≤ 1 Business Day | ≤ 2 Business Day | No restoration required | ≤ 180 days The long-term solution to be supplied by way of a Major Version Release or Maintenance Release –within 180 days of opening the trouble ticket |

Notes:

- The above given Response Times are measured from the time that a ticket is opened in the portal.
- The above Notification, Response Time, and Restoration Time are calculated at NBH on Business Days in case of incidents which are not Service-impacting. Outside of NBH, Urgent issues identified by Customer must be notified also via a call to the Helpdesk hotline in addition to being reported via the Portal.
- Restoring Service (e.g., hardware, software, and network configurations) to last previously known version without any issues, release, or configuration prior to incident being reported or experienced, shall be deemed an acceptable methodology for purposes of restoring Service to pre-incident levels. Once the Service is restored, AT&T may reclassify the priority of the ticket.
- The above Restoration/Resolution Times assume that the progress in restoring Service is not impeded on the Customer's side.

7.1.4. Alarm Types

AT&T will provide reports for remote monitoring support for Purchased Equipment, consisting of the following Alarm Types:

- Trunk alarms (e.g., D-Channel, LOF, and AIS)
- Communication alarms (e.g., SIP Proxy, Proxy set, NTP server and LDAP server)
- Equipment alarms (e.g., Fan-tray, Power Supply, Board Fatal Error, Temperature, Hardware failure, Ethernet link, Ethernet Group, WAN link, Board reset, Cold start, and Software reset)
- Processing Error alarms (e.g., Call resources, Controller failure, Board overload, Active alarm table overflow, Operational state change)
- Environmental alarms (e.g., Media processing overload, TLS certificate expiry)
- Quality of Service alarms (e.g., HA System fault, HA System switchover)

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7.1.5. Service Level Exclusions

The following service level exclusions are instances where SLAs are not in effect:

- Changes made during a planned maintenance window
- Negligent conduct or misuse of the Service by Customer or Users
- Force Majeure conditions
- Failure or deficient performance of power, equipment, CPE, services or systems not provided by AT&T

7.1.6. Change and Configuration Management

AT&T will provide Configuration and Change Management (CCM) to support system administration work. These events are intended to be low complexity, "logical" CCM's that can be performed remotely by AT&T personnel. Each of the following is defined as a per item of Purchased Equipment change:

- Basic IP address change
- Basic IP routing change
- Session Agent (change, add, subtraction)
- Carrier transport interface change- single carrier
- Manipulation of failover path to new carrier
- User extension moves, additions, changes, and deletions (MACD)

For change and configuration management, two hours of CCM Service per item of Purchased Equipment per year is included in the Charges; in the event additional hours are required, both parties can arrange to those hours via the Change Control Process.

7.1.7. Backup and Restore

To verify the availability of the Remote Monitoring, AT&T will perform routine backups of Purchased Equipment. When AT&T applies a configuration change, a new backup will be performed. AT&T will use the backup to help restore Service to a known working configuration if an incident occurs or if the Purchased Equipment is replaced.

7.1.8. Reporting

Remote Monitoring provides a quarterly standard basic report containing incident (based on support tickets) statistics and KPIs. Reports include ticket number, Device, Priority Level of the Ticket, and Alarm Type. Remote Monitoring provides a quarterly Quality of Experience report containing voice quality reports, based on actual voice usage in the network. Examples include Total Number of Calls, Number of Successful Calls, Successful Call Rates (%), Failed Calls, Call Quality (Good, Fair, Poor), and Max Current Calls.

8. CHARGES

Note 1: Non-Recurring Charges (NRCs) consists of AT&T cloud core UC node build, including project coordination, planning and design.

Note 2: Initial Data Center charges support initial implement Sites and Users defined in this SOW; any additional Sites and Users may be added via the Change Control Process.

Note 3: All charges presented in US Dollars (USD).

Note 4: AT&T will provide Internet access at each of our AT&T UC Node at no additional charge. Customer must provide network access for each customer site. AT&T can also support network access via MPLS or SDWAN. Any additional network access will be provided via separate network contract.

Note 5: Customer will incur additional charges for rack and power for any Customer-provided SDWAN or network termination equipment placed into the AT&T UC Nodes.

Note 6: The charges are based on assuming 1 porting event per Site. Additional charges will be incurred if a site requires more than one porting events.

Note 7: The charges are based on the scope identified in Table 2.1 Solution Components Summary and Table 2.2. Customer will be invoiced based on actual quantity of Users & DIDs. However, Customer must meet the MCQ in Table 2.2. The MCQ is cumulative across Customer Sites.

Note 8: NRCs for core platform are invoiced upon enablement of the core infrastructure. NRCs for DIDs is invoiced upon procurement of the DIDs. NRC for project management and onboarding will be billed upon completion of project kickoff session. NRCs for purchased equipment shall be invoiced upon shipment. All other NRCs shall be billed upon implementation.

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8.1. AT&T Cloud Voice Core Platform Build and User Activation - Non-Recurring Charges (“NRC”)

| Non-Recurring Charges (NRC) | | | | | |
|------------------------------------|-----------------------------------|---|----------|------------|-------------------|
| SKU | Unit | Service Description | Quantity | Unit Price | Extended Price |
| ACV/E/CORE/SUF | Per Region (NRC) | Direct Route Peering establishment support. Per Region. Regions include: Americas, EMEA and ASIA. Unit Price Per Region. | 1 | \$4,000.00 | \$4,000.00 |
| ACV/USR/OBRD/1+ | Per users/telephone numbers (NRC) | Onboarding and core access set up user/TN database configuration. Unit Price Per Users/TNs | 238 | \$4.15 | \$987.70 |
| ACV/PORT/SMALL | Per Event | Porting/Activation Service- Request with 1 to 249 TNs - Includes porting activities, reviewing documentation and call testing for 1 event | 1 | \$625.00 | \$625.00 |
| Total NRC: | | | | | \$5,612.70 |

8.2. AT&T Cloud Voice Services - Monthly Recurring Charges (“MRC”)

| USA User Bundle-Monthly Recurring Charges (MRC) | | | | | |
|--|-------------------------------------|---|----------|------------|-------------------|
| SKU | Unit | Service Description | Quantity | Unit Price | Extended Price |
| ACV/E/CORE/PLAT/RGN-250-999/M | Per Region (MRC) | Core access fee Monthly Recurring Charges (MRC) 250-999 users/TNs | 1 | \$665.00 | \$665.00 |
| ACV/E/B125/1+/M | Per users / telephone numbers (MRC) | USA User/TN Bundle - 125 Minutes. Includes 125 minutes domestic outbound and unlimited inbound usage minutes. New DID or porting of existing DID, ACV day 2 support and E911 emergency services support. Minutes pooled for all users within the same bundle type. FCC taxes and fees not included. International calls billed per minute based on the country called and actual minutes utilized. NOTE: Inbound usage subject to fair use policy (ie. excludes use for contact center IVR's, autoattendant, dial-in conferencing, resale, excessive mobile forwarding/call twinning) | 238 | \$2.40 | \$571.20 |
| ACV/DID/USE911/M | Per TN (MRC) | Monthly charge for enhanced e911 service applied to separately ordered TN | 238 | \$0.90 | \$214.20 |
| Total MRC: | | | | | \$1,450.40 |

8.3. RESERVED

8.4. RESERVED

8.5. RESERVED

8.6. Equipment As a Service Charges (USA Sites Only) – Monthly Recurring Charges (“MRC”)

| USA User Bundle-Monthly Recurring Charges (MRC) | | | | | |
|--|------------|--|----------|------------|-----------------|
| SKU | Unit | Service Description | Quantity | Unit Price | Extended Price |
| ACV-TMSC435PSR/M | Per Device | ACV Phone includes hardware, remote set up and support, monthly fee. Shipping not included. - TEAMS-C435HDPS-R | 50 | \$11.00 | \$550.00 |
| Total MRC: | | | | | \$550.00 |

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8.7. Miscellaneous Services Rate Card – Non-Recurring (“NRC”) and Monthly-Recurring (“MRC”) Charges

| SKU | Unit | Service Description | Price per unit |
|------------------------------|--------------------------------|--|------------------------|
| DID Related | | | |
| ACV/DID/VTY | Per DID or TFN | Onetime fee for a vanity number search, per DID or TFN. | \$205.00 |
| ACV/DID/MACD | Per MACD | Onetime fee for moves, adds, changes, deletions of calling plans, DIDs or TFNs already in service. Examples include routing of a number to a different regional UC node, change to Customer of Record associated with DID/TFN, carrier-side number manipulation, change of CNAM associated with DID or TFN, change to the calling plan associated with a DID. Charged per DID/TFN. | \$6.00 |
| ACV/DID/PORT/CN L | Per Event | Order Cancellation fee applicable to submitted orders in progress | \$205.00 |
| ACV/DID/PORT/RV L | Per Event | Fee for porting reversal or reschedule. Fee is per DID and equal to the initial per-DID port fee. Applies when cancelling or rescheduling a porting event after the Firm Order Commitment (FOC) date is determined. | \$625.00 |
| ACV/DID/PORT/O OH | Per Event | Surcharge when requesting a DID porting window outside of local business hours, per event. | \$900.00 |
| ACV/DID/FWD | Per DID/Per Month (MRC) | Monthly fee to support and maintain numbers that have implemented special routing. Forwards to CX solutions must have ccp requirements added. | \$1.90 MRC |
| ACV/DID/Display/M | Per DID/Per Month (MRC) | Monthly fee to support and maintain numbers enabled with Caller Name Presentation (CNAP), Caller Name Delivery (CNAM. Only fully supported in US) or Caller ID masking incoming/outgoing based on numbers owned by the customer | \$2.00 MRC |
| Professional Services | | | |
| ACV/PROJ-MGMT | Per Hour | AudioCodes Project Management Support (per hour) – Planning, Coordination and Site Design Meetings. | \$325.00 |
| ACV/PLN-DSGN-CUST | Per Hour (NRC) | AudioCodes Engineering Services – Senior Network Design Consultant (per hour) – Site Design Meetings, Design validation and bill of material activities related to new sites. | \$368.00 |
| ACV/IMPL-CUST | Per Hour (NRC) | AudioCodes Core Engineering Services – Senior Configuration Engineer – Remote Configuration related activities associated with the core Teams Direct Routing Platform. | \$360.00 |
| ACV/REMT-CUTVR-4 | Per 4 Hr. Block (NRC) | Remote Cutover Service - add-on to Implementation services to support one-time cutover event, fixed, up to 4 hours. Can be consumed during or after-hours. | \$1,440.00 |
| ACV/CUST/M | Custom scope | Monthly fee for service, custom scope. | Change Order See 6.1.1 |
| PS-PROD-DELIVER-MGMT | Custom scope | Monthly fee for service, custom scope. | Change Order See 6.1.1 |
| ACV/M-Deployment | Per Month (NRC) | Monthly Deployment support: Includes planning, coordination and status events; design iterations; implementation/cut-over support | \$18,560.00 |
| Toll Free Related Fee | | | |
| ACV/TFN/PORT-ACT | Per Event | Toll Fee New Number Activation / Porting Fee (NRC). Cutover support when porting must be ordered separately. | \$625.00 |
| ACV/TFN/PORT/O OH | Per Event | Surcharge when requesting a TFN porting window outside of local business hours, per event. | \$1,200.00 |
| ACV/TFN/PORT/R VL | Per Event | TFN Porting Reversal Fee, per event. Applies when cancelling or rescheduling a porting event after the Firm Order Commitment (FOC) date is determined. | \$900.00 |

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8.8. Minimum Commitment Timetable

AT&T will commence invoicing Customer for the greater of actual Users and the percentage of Users migrated to the Service based on the number of days from the Effective Date outlined in Table below:

Example:

At 180 days from the Effective Date, if the Customer is below 75% of User commitment, then AT&T will invoice Customer for 75% of the contracted User count.

| User Count | 90 days from Effective Date | 120 days from Effective Date | 180 days from Effective Date | 365 days from Effective Date |
|-------------------|------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <5000 Users | 25% of MCQ | 50% of MCQ | 75% of MCQ | 100% of MCQ |
| >5000 <=25,000 | N/A | 35% of MCQ | 50% of MCQ | 75% of MCQ |
| >25,000 | N/A | 20% of MCQ | 35% of MCQ | 50% of MCQ |

**AT&T NETWORK INTEGRATION SERVICES
PRICING SCHEDULE
AT&T CLOUD VOICE
(MOW)**

EXHIBIT B – Important Terms Relating to 911/E911 Emergency Services

Emergency Calling – United States

1. AT&T Cloud Voice uses a digital technology called Voice over Internet Protocol (VoIP), which allows voice calls to be made from a device using a broadband connection, including a wired connection, a Wi-Fi connection, or a wireless data plan purchased in connection with a wireless service. The following is important information about emergency calling, including 911/E911 (Emergency Calling) services in the U.S.

In some circumstances, Emergency Calling may not be available or may be limited including, but not limited to, the following:

- 911 is dialed from a location other than the Registered Location the User provided.
- The user's broadband connection (wired, wireless and/or Wi-Fi) has been disrupted, is unavailable, or impaired.
- The User's underlying data service plan has lapsed or has been disrupted or impaired.
- Loss of electrical or battery power.
- A delay occurs in processing the User's updated Registered Location.
- Use of a non-native telephone number.
- The User is not located in the United States.

Emergency calls may be connected to a live operator who will route a User's emergency call to an emergency first responder based on location information that the User provides verbally.

2. Customer agrees to provide all Users of AT&T Cloud Voice with the following information in writing regarding Emergency Calling, and to require such Users to agree to the requirements, where applicable, prior to use of the service. Customer also agrees that it will enable Customer Administrators to provide Users with the support services needed to use such emergency services. In particular, Customer must inform each User of the following:
 - Prior to activation and use of AT&T Cloud Voice, each User must provide a Registered Location for the service. Each User must update the Registered Location whenever the user changes their physical location and is responsible for ensuring the continuous accuracy of the Registered Location.
 - The Registered Location information is used: (1) to determine to which PSAP the user's 911 call should be routed; and (2) by the PSAP to deploy emergency services to such location. If a 911 call is made, AT&T Cloud Voice will, where technically feasible, provide the User's Registered Location to the appropriate PSAP. If the user has not provided correct physical location information, 911 calls may be misdirected to an incorrect PSAP.
 - There may be a delay between the time that the User submits a new Registered Location and the time that it can be: (1) used to route 911 calls to the correct PSAP or (2) delivered to an emergency call center operator with the call. The duration of such delay will vary, but typically will be less than sixty (60) minutes from the time of Registered Location entry from the User's device. Until the new Registered Location is updated, a User's 911 call may not route to the correct PSAP, and the emergency operator will not have electronic access to the User's current physical location. Under such circumstances, the User must be prepared to provide verbally the User's current physical address to the emergency operator.
 - If a User is hearing impaired or speech disabled, the User must use a telecommunications relay service, if possible.

**AT&T NETWORK INTEGRATION SERVICES
PRICING SCHEDULE
AT&T CLOUD VOICE
(MOW)**

- 3. Registered Location.** When 911 is dialed over an Interconnected VoIP Service, the Registered Location is used to determine which PSAP will receive the 911/E911 call and forms the basis of the ALI delivered to the PSAP that the PSAP uses to identify the calling party's actual location. The 911 call is routed to a PSAP based on the Registered Location information provided by Customer. Prior to the initial activation of AT&T Cloud Voice at any Site or location, Customer or User must provide the correct Registered Location information for each User telephone number (including virtual telephone numbers (VTNs)) that may be used for voice calling. Customer or User, as applicable, is responsible for updating the Registered Location information following the prescribed practices for the Service to reflect a temporary or permanent change in the location from which the Service will be accessed. Registered Location information should also be updated before use of relocated CPE (including mobile devices) or use of non-native or virtual telephone numbers. Although AT&T provides one or more ways for the Customer and User to update the Registered Location, there may be delay between the time that a new Registered Location is provided by Customer or Customer User and the time that the new Registered Location information populates into the appropriate databases. The duration of such delay will vary with the service and can range from the typical minutes to hours or days. Customer is solely and continuously responsible for ensuring the accuracy of the Registered Location information to ensure emergency calls are routed to the appropriate PSAP.

Advisories for Customers and Users in Canada or other countries

- 4. Support for Non-Nomadic 911 Calling with AT&T Cloud Voice - Canada**
Customer acknowledges that in Canada the Service is subject to the AT&T Advisory for Non-Nomadic BVoIP Service (with or without Advanced E911) available at <https://www.business.att.com/industries/att-global-business-canada.html>. Customer acknowledges it has reviewed and understands the Advisory, that it will notify Users of the limitations regarding 911/E911 emergency calling and provide updated Advisories to Users when necessary.
- 5. Applicability of Advisories upon Change to Service**
Customer agrees that it will review and comply with any new or modifications to the advisories regarding 911/E911 emergency calling when a change in the location, use, or supported capabilities of the Service alters the 911/E911 capabilities or requirements. For example, if the use of the Service changes from non-nomadic to nomadic use capabilities, Customer agrees to review, acknowledge and comply with the current advisory for AT&T Nomadic VoIP Service and agrees including that it will provide the updated advisories to Users without delay.
- 6. Support for 911 Calling with AT&T Cloud Voice**
AT&T Cloud Voice uses a digital technology called Voice over Internet Protocol (VoIP), which allows voice calls to be made from a device using a broadband connection, including a wired connection, a Wi-Fi connection, or a wireless data plan purchased in connection with a wireless service. This Section provides important information about emergency calling. In some circumstances, 911 services may not be available or may be limited including, but not limited to, the following:
- 911 is dialed from a location other than the Registered Location the User provided.
 - The User's broadband connection (wired, wireless and/or Wi-Fi) has been disrupted, is unavailable, or impaired.
 - The User's underlying data service plan has lapsed or has been disrupted or impaired.
 - Loss of electrical or battery power.
 - Delays have occurred in processing the User's newly updated Registered Location.
 - Use of a non-native telephone number.
 - Use nomadically (other than from the User's Registered Location)
 - Being required to close alert messages and/or press the "send" or "call" button in more than one dialer as part of the 911 call process.
 - The device is not located in the country where it is registered for use.

Emergency calls may be connected to a live operator who will route a User's emergency call to an emergency first responder based on location information that the User provides verbally.

Because Customer's address does not necessarily correspond with Customer's phone number, Customer must provide Cloud Voice Seat with Customer's Registered Location when Customer activates the seat. Customer is responsible for keeping its Registered Location up to date at all times.

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PRICING SCHEDULE
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(MOW)**

7. Important Notice Regarding Limitations of Non-Nomadic 911/E911 Services Available with Cloud Voice – Customer Obligations

Customer agrees to provide all Users of Cloud Voice Seat the following information in writing regarding the use of 911/E911 services, and to require such Users to agree in writing to the requirements, where applicable, prior to use of the service. Customer also agrees that it will enable Customer Administrators to provide Users with the support services needed to use such emergency services. In particular, Customer must inform each User of the following:

- Prior to activation and use of the Service, Customer will inform each User of the 911/E911 service limitations known as the AT&T Advisory for Non-Nomadic BVolP Service (with or without Advanced E911) in accordance with the provisions of such advisory (as available at <https://www.business.att.com/industries/att-global-business-canada.html>), and which applies to Users in Canada
- Prior to activation and use of Cloud Voice, Customer must provide a Registered Location for the service. Customer must update the Registered Location whenever there is a change of physical location and is responsible for ensuring the continuous accuracy of the Registered Location.
- The Registered Location information is used: (1) to determine to which PSAP the User's 911 call should be routed; and (2) by the PSAP to deploy emergency services to such location. If a 911 call is made with Cloud Voice Seat will, where technically feasible, provide the User's Registered Location to the appropriate PSAP. If the User has not provided correct physical location information, 911 calls may be misdirected to an incorrect PSAP.
- There may be a delay between the time that the User submits a new Registered Location and the time that it can be: (1) used to route 911 calls to the correct PSAP or (2) delivered to an emergency call center operator with the call. The duration of such delay will vary, but typically will be less than 60 minutes from the time of Registered Location entry from the User's device. Until the new Registered Location is updated, a User's 911 call may not route to the correct PSAP, and the emergency operator will not have electronic access to the User's current physical location. Under such circumstances, the User must be prepared to provide verbally the User's current physical address to the emergency operator.
- If a User is deaf, hard of hearing or speech disabled, User must use a TTY or a telecommunications relay service, if possible.

8. Registered Location

When 911 is dialed over an Interconnected VoIP Service, the Registered Location is used to determine which PSAP will receive the 911/E911 call and forms the basis of the ALI delivered to the PSAP that the PSAP uses to identify the calling party's actual location. The 911 call is routed to a PSAP based on the Registered Location information provided by Customer. Prior to the initial activation of AT&T Cloud Voice at any Site or location, Customer must provide AT&T the correct Registered Location information for each User telephone number (including virtual telephone numbers (VTNs)) that may be used for voice calling, according to AT&T prescribed practice. Customer or Customer's User, as applicable, is responsible for updating the Registered Location information following the prescribed practices for the service to reflect a temporary or permanent change in the location from which the Service will be accessed. Registered Location information should also be updated before use of relocated CPE (including mobile devices) or use of non-native or virtual telephone numbers. Although AT&T provides one or more ways for the Customer and Customer User to update the Registered Location, there may be delay between the time that a new Registered Location is provided by Customer or Customer User and the time that the new Registered Location information populates into the appropriate databases. The duration of such delay will vary with the service and can range from the typical minutes to hours or days. Customer is solely and continuously responsible for ensuring the accuracy of the Registered Location information to ensure emergency calls are routed to the appropriate PSAP.

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(MOW)**

APPENDIX A: SAMPLE CHANGE REQUEST FORM

| | |
|---|--|
| Type of Request: | |
| Initiator (Company): | |
| Change Order Received by: | |
| Price Impact: | |
| AT&T Additional Resources Req'd: | |

Task Description:

Other information related to Change:

Impact of Change
Provide a description of the impact of the change (increase in duration, delay in start, cut-over date change, added dependency, additional resources required change to design, change to baseline solution, other).

| Customer (by its authorized representative) | AT&T (by its authorized representative) |
|---|---|
| By: | By: |
| Name: | Name: |
| Title: | Title: |
| Date: | Date: |

**Pricing Schedule
AT&T Network Integration Services
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APPENDIX B: CALLING USAGE RATE TABLES

Table B.1 Domestic USA Calling Rates (Beyond User Bundle Minutes)

| Country | Rate (Per Minute) |
|---|-------------------|
| United States: Voice Calls (<i>Inbound and Domestic Outbound</i>) – Interstate/Intrastate/Local | \$0.0235 |

Table B.2

| Intra-Country Usage - Monthly Recurring Charges | Per Minute USD | | |
|---|----------------|---------------|-----------------|
| Country | INBOUND | OUTBOUND LAND | OUTBOUND MOBILE |
| Australia | 0.0155 | 0.0524 | 0.0465 |
| Austria | 0.0118 | 0.1244 | 0.1244 |
| Belgium | 0.0113 | 0.0829 | 0.1451 |
| Canada | 0.0118 | 0.0196 | 0.0196 |
| Czech Republic | 0.0409 | 0.0829 | 0.1969 |
| Denmark | 0.0115 | 0.0725 | 0.0887 |
| Estonia | 0.0165 | 0.1865 | 0.2900 |
| Finland | 0.0165 | 0.1865 | 0.0580 |
| France | 0.0113 | 0.0124 | 0.0580 |
| Germany | 0.0118 | 0.0116 | 0.0693 |
| Hong Kong | 0.1865 | 0.1865 | 0.1865 |
| Hungary | 0.0165 | 0.0524 | 0.0773 |
| Ireland | 0.0118 | 0.0331 | 0.0622 |
| Italy | 0.0113 | 0.0524 | 0.1244 |
| Luxembourg | 0.0262 | 0.5193 | 0.1244 |
| Mexico | 0.0138 | 0.0622 | 0.0909 |
| Netherlands | 0.0113 | 0.0524 | 0.1658 |
| New Zealand | 0.0155 | 0.0364 | 0.1216 |
| Norway | 0.0269 | 0.0660 | 0.1036 |
| Poland | 0.0465 | 0.0636 | 0.3647 |
| Puerto Rico | 0.0091 | 0.0075 | 0.0075 |
| Romania | 0.0165 | 0.0102 | 0.0560 |
| Singapore | 0.0113 | 0.0560 | 0.0465 |
| Slovakia | 0.0165 | 0.0164 | 0.0853 |
| Spain | 0.0165 | 0.0580 | 0.1545 |
| Sweden | 0.0118 | 0.0829 | 0.0829 |
| Switzerland | 0.0115 | 0.0995 | 0.3356 |
| United Kingdom | 0.0113 | 0.0091 | 0.0415 |
| US Virgin Islands | 0.0235 | 0.0235 | 0.0235 |

Pricing Schedule
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Table B.3

| International Usage-Monthly Recurring Charges | | | |
|--|---------------------|------------------|-------------|
| Country | Country Code | Price USD | Unit |
| Afghanistan | 93 | 0.6482 | Per Minute |
| Afghanistan, Mobile | 93 MOB | 0.7825 | Per Minute |
| Albania | 355 | 0.3171 | Per Minute |
| Albania, Mobile | 355MOB | 0.7631 | Per Minute |
| Algeria | 213 | 0.1869 | Per Minute |
| Algeria, Mobile | 213MOB | 0.9424 | Per Minute |
| American Samoa | 684 | 0.1440 | Per Minute |
| American Samoa, Mobile | 684MOB | 0.1440 | Per Minute |
| Andorra | 376 | 0.1211 | Per Minute |
| Andorra, Mobile | 376MOB | 0.6527 | Per Minute |
| Angola | 244 | 0.3540 | Per Minute |
| Angola, Mobile | 244MOB | 0.5271 | Per Minute |
| Anguilla | 1264 | 0.7584 | Per Minute |
| Anguilla, Mobile | 1264MOB | 0.8722 | Per Minute |
| Antigua And Barbuda | 1268 | 0.5195 | Per Minute |
| Antigua And Barbuda, Mobile | 1268MOB | 0.6198 | Per Minute |
| Argentina | 54 | 0.0629 | Per Minute |
| Argentina, Mobile | 54MOB | 0.5087 | Per Minute |
| Armenia | 374 | 0.2973 | Per Minute |
| Armenia, Mobile | 374MOB | 0.4918 | Per Minute |
| Aruba | 297 | 0.3111 | Per Minute |
| Aruba, Mobile | 297MOB | 0.4842 | Per Minute |
| Australia | 61 | 0.0444 | Per Minute |
| Australia, Mobile | 61MOB | 0.3585 | Per Minute |
| Austria | 43 | 0.0629 | Per Minute |
| Austria, Mobile | 43MOB | 0.4475 | Per Minute |
| Azerbaijan | 994 | 0.6649 | Per Minute |
| Azerbaijan, Mobile | 994MOB | 1.2640 | Per Minute |
| Bahamas | 1242 | 0.6773 | Per Minute |
| Bahamas, Mobile | 1242MOB | 0.6655 | Per Minute |
| Bahrain | 973 | 0.3815 | Per Minute |
| Bahrain, Mobile | 973MOB | 0.4918 | Per Minute |
| Bangladesh | 880 | 0.0858 | Per Minute |

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| | | | |
|--------------------------------|---------|--------|------------|
| Bangladesh Mobile | 880MOB | 0.0935 | Per Minute |
| Barbados | 1246 | 0.6971 | Per Minute |
| Barbados, Mobile | 1246MOB | 1.0329 | Per Minute |
| Belarus | 375 | 0.5929 | Per Minute |
| Belarus, Mobile | 375MOB | 0.6818 | Per Minute |
| Belgium | 32 | 0.0429 | Per Minute |
| Belgium, Mobile | 32MOB | 0.4351 | Per Minute |
| Belize | 501 | 0.6818 | Per Minute |
| Belize, Mobile | 501MOB | 0.8916 | Per Minute |
| Benin | 229 | 0.4842 | Per Minute |
| Benin, Mobile | 229 MOB | 0.9742 | Per Minute |
| Bermuda | 1441 | 0.1640 | Per Minute |
| Bermuda, Mobile | 1441MOB | 0.2378 | Per Minute |
| Bhutan | 975 | 0.3845 | Per Minute |
| Bhutan, Mobile | 975MOB | 0.4735 | Per Minute |
| Bolivia | 591 | 0.2911 | Per Minute |
| Bolivia, Mobile | 591MOB | 0.3784 | Per Minute |
| Bosnia / Herzegovina | 387 | 0.2758 | Per Minute |
| Bosnia / Herzegovina, Mobile | 387MOB | 0.7078 | Per Minute |
| Botswana | 267 | 0.2084 | Per Minute |
| Botswana, Mobile | 267MOB | 0.4704 | Per Minute |
| Brazil | 55 | 0.0842 | Per Minute |
| Brazil, Mobile | 55MOB | 0.5807 | Per Minute |
| British Virgin Islands | BV | 0.7615 | Per Minute |
| British Virgin Islands, Mobile | BV MOB | 0.8075 | Per Minute |
| Brunei | 673 | 0.0965 | Per Minute |
| Brunei, Mobile | 673MOB | 0.0996 | Per Minute |
| Bulgaria | 359 | 0.1731 | Per Minute |
| Bulgaria, Mobile | 359MOB | 1.1476 | Per Minute |
| Burkina Faso | 226 | 0.8044 | Per Minute |
| Burkina Faso, Mobile | 226MOB | 0.8044 | Per Minute |
| Burundi | 257 | 0.9193 | Per Minute |
| Burundi, Mobile | 257MOB | 1.1338 | Per Minute |
| Cambodia | 855 | 0.1716 | Per Minute |
| Cambodia, Mobile | 855MOB | 0.1671 | Per Minute |
| Cameroon | 237 | 0.5240 | Per Minute |
| Cameroon, Mobile (6849) | 237MOB | 0.7202 | Per Minute |
| Canada | 1 | 0.0307 | Per Minute |

**Pricing Schedule
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| | | | |
|----------------------------|---------|--------|------------|
| Cape Verde | 238 | 0.6205 | Per Minute |
| Cape Verde, Mobile | 238 MOB | 0.9895 | Per Minute |
| Cayman Islands | CQ | 0.5745 | Per Minute |
| Cayman Islands, Mobile | CQMOB | 0.5998 | Per Minute |
| Central Africa | 236 | 1.0573 | Per Minute |
| Central Africa, Mobile | 236MOB | 1.2062 | Per Minute |
| Chad | 235 | 0.7524 | Per Minute |
| Chad, Mobile | 235 MOB | 1.4033 | Per Minute |
| Chile | 56 | 0.0675 | Per Minute |
| Chile, Mobile | 56MOB | 0.4811 | Per Minute |
| China Prc | 86 | 0.0965 | Per Minute |
| China Prc, Mobile | 86MOB | 0.0813 | Per Minute |
| Cocos Islands | 61 | 0.7535 | Per Minute |
| Colombia | 57 | 0.2987 | Per Minute |
| Colombia, Mobile | 57MOB | 0.2987 | Per Minute |
| Comoros | 269 | 1.2778 | Per Minute |
| Comoros, Mobile | 269MOB | 1.2778 | Per Minute |
| Cook Islands | 682 | 1.2778 | Per Minute |
| Costa Rica | 506 | 0.1225 | Per Minute |
| Costa Rica, Mobile | 506MOB | 0.1485 | Per Minute |
| Côte D'Ivoire | 225 | 0.6129 | Per Minute |
| Côte D'Ivoire, Mobile | 225MOB | 0.7584 | Per Minute |
| Croatia | 385 | 0.0765 | Per Minute |
| Croatia, Mobile | 385MOB | 0.4367 | Per Minute |
| Cuba | 53 | 2.0735 | Per Minute |
| Cuba, Mobile | 53MOB | 2.2729 | Per Minute |
| Cyprus | 357 | 0.1135 | Per Minute |
| Cyprus, Mobile | 357MOB | 0.1485 | Per Minute |
| Czech | 42 | 0.0644 | Per Minute |
| Czech, Mobile | 42MOB | 0.5500 | Per Minute |
| Denmark | 45 | 0.0720 | Per Minute |
| Denmark, Mobile | 45MOB | 0.3969 | Per Minute |
| Djibouti | 253 | 0.7922 | Per Minute |
| Djibouti, Mobile | 253MOB | 0.8151 | Per Minute |
| Dominica | 1767 | 0.7936 | Per Minute |
| Dominica, Mobile | 1767MOB | 0.8396 | Per Minute |
| Dominican Republic | 1809 | 0.1855 | Per Minute |
| Dominican Republic, Mobile | 1809MOB | 0.3524 | Per Minute |

**Pricing Schedule
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| | | | |
|--------------------------|--------|--------|------------|
| Dr Congo | 242 | 1.2640 | Per Minute |
| Dr Congo, Mobile | 242MOB | 0.9431 | Per Minute |
| Ecuador | 593 | 0.2513 | Per Minute |
| Ecuador, Mobile | 593MOB | 0.4720 | Per Minute |
| Egypt | 20 | 0.2558 | Per Minute |
| Egypt, Mobile | 20MOB | 0.2973 | Per Minute |
| El Salvador | 503 | 0.4980 | Per Minute |
| El Salvador, Mobile | 503MOB | 0.4980 | Per Minute |
| Equatorial Guinea | 240 | 0.5178 | Per Minute |
| Eritrea | 291 | 0.7355 | Per Minute |
| Eritrea, Mobile | 291MOB | 0.7355 | Per Minute |
| Estonia | 372 | 0.0522 | Per Minute |
| Estonia, Mobile | 372MOB | 1.4938 | Per Minute |
| Ethiopia | 251 | 0.6665 | Per Minute |
| Ethiopia, Mobile | 251MOB | 0.7891 | Per Minute |
| Faeroe Islands | 298 | 0.5624 | Per Minute |
| Faeroe Islands, Mobile | 298MOB | 0.5624 | Per Minute |
| Fiji Islands | 679 | 0.7660 | Per Minute |
| Fiji Islands, Mobile | 679MOB | 0.9193 | Per Minute |
| Finland | 358 | 0.1149 | Per Minute |
| Finland, Mobile | 358MOB | 0.2973 | Per Minute |
| France | 33 | 0.0398 | Per Minute |
| France, Mobile | 33MOB | 0.3447 | Per Minute |
| French Antilles | 596 | 0.1378 | Per Minute |
| French Antilles, Mobile | 596MOB | 1.1138 | Per Minute |
| French Guiana | 594 | 0.2267 | Per Minute |
| French Guiana, Mobile | 594MOB | 0.8504 | Per Minute |
| French Polynesia | 689 | 0.6880 | Per Minute |
| French Polynesia, Mobile | 689MOB | 0.6880 | Per Minute |
| Gabon | 241 | 0.9882 | Per Minute |
| Gabon, Mobile | 241MOB | 0.9882 | Per Minute |
| Gambia | 220 | 1.0878 | Per Minute |
| Gambia, Mobile | 220MOB | 1.3875 | Per Minute |
| Georgia | 995 | 0.2069 | Per Minute |
| Georgia, Mobile | 995MOB | 0.2942 | Per Minute |
| Germany | 49 | 0.0336 | Per Minute |
| Germany, Mobile | 49MOB | 0.8044 | Per Minute |
| Ghana | 233 | 0.4873 | Per Minute |

**Pricing Schedule
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| | | | |
|-----------------------|---------|--------|------------|
| Ghana, Mobile | 233MOB | 0.5164 | Per Minute |
| Gibraltar | 350 | 0.1333 | Per Minute |
| Gibraltar, Mobile | 350MOB | 0.6511 | Per Minute |
| Greece | 30 | 0.0353 | Per Minute |
| Greece, Mobile | 30MOB | 0.1655 | Per Minute |
| Greenland | 299 | 1.3789 | Per Minute |
| Greenland, Mobile | 299MOB | 1.3789 | Per Minute |
| Grenada | 1473 | 0.8136 | Per Minute |
| Grenada, Mobile | 1473MOB | 0.8596 | Per Minute |
| Guadeloupe | 590 | 0.2222 | Per Minute |
| Guadeloupe, Mobile | 590MOB | 0.6160 | Per Minute |
| Guam | 1 | 0.1885 | Per Minute |
| Guam, Mobile | 1 | 0.1885 | Per Minute |
| Guatemala | 502 | 0.3340 | Per Minute |
| Guatemala, Mobile | 502MOB | 0.3540 | Per Minute |
| Guinea | 224 | 3.8335 | Per Minute |
| Guinea, Mobile | 224MOB | 4.2671 | Per Minute |
| Guinea-Bissau | 245 | 4.2671 | Per Minute |
| Guinea-Bissau, Mobile | 245MOB | 4.3131 | Per Minute |
| Guyana | 592 | 0.5700 | Per Minute |
| Guyana Mobile | 592MOB | 0.6420 | Per Minute |
| Haiti | 509 | 0.6189 | Per Minute |
| Haiti Mobile | 509MOB | 0.7095 | Per Minute |
| Honduras | 504 | 0.4351 | Per Minute |
| Honduras Mobile | 504MOB | 0.4596 | Per Minute |
| Hong Kong | 852 | 0.0444 | Per Minute |
| Hong Kong Mobile | 852MOB | 0.0444 | Per Minute |
| Hungary | 36 | 0.0460 | Per Minute |
| Hungary Mobile | 36MOB | 0.3707 | Per Minute |
| Iceland | 354 | 0.0765 | Per Minute |
| Iceland Mobile | 354MOB | 0.5884 | Per Minute |
| India | 91 | 0.1135 | Per Minute |
| India Mobile | 91MOB | 0.1042 | Per Minute |
| Indonesia | 62 | 0.1716 | Per Minute |
| Indonesia Mobile | 62MOB | 0.1716 | Per Minute |
| Iran | 98 | 0.3585 | Per Minute |
| Iran Mobile | 98MOB | 0.3585 | Per Minute |
| Iraq | 964 | 0.3035 | Per Minute |

Pricing Schedule
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| | | | |
|----------------------|--------|--------|------------|
| Iraq, Mobile | 964MOB | 0.7047 | Per Minute |
| Ireland | 353 | 0.0322 | Per Minute |
| Ireland, Mobile | 353MOB | 0.6129 | Per Minute |
| Israel | 972 | 0.0307 | Per Minute |
| Israel, Mobile | 972MOB | 0.2145 | Per Minute |
| Italy | 39 | 0.0384 | Per Minute |
| Italy, Mobile | 39MOB | 0.6756 | Per Minute |
| Jamaica | JM | 0.5178 | Per Minute |
| Jamaica, Mobile | JMMOB | 0.5638 | Per Minute |
| Japan | 81 | 0.0629 | Per Minute |
| Japan, Mobile | 81MOB | 0.3447 | Per Minute |
| Jordan | 962 | 0.2896 | Per Minute |
| Jordan, Mobile | 962MOB | 0.3862 | Per Minute |
| Kazakhstan | 731 | 0.3233 | Per Minute |
| Kazakhstan, Mobile | 731MOB | 0.4749 | Per Minute |
| Kenya | 254 | 0.2360 | Per Minute |
| Kenya Mobile, Mobile | 254MOB | 0.3984 | Per Minute |
| Kiribati | 686 | 4.4965 | Per Minute |
| Kiribati, Mobile | 686 | 4.5425 | Per Minute |
| Kosovo | 383 | 1.6104 | Per Minute |
| Kosovo, Mobile | 383MOB | 2.0700 | Per Minute |
| Kuwait | 965 | 0.2436 | Per Minute |
| Kuwait, Mobile | 965MOB | 0.2635 | Per Minute |
| Kyrgyzstan | 996 | 0.2973 | Per Minute |
| Kyrgyzstan, Mobile | 996MOB | 0.3340 | Per Minute |
| Laos | 856 | 0.1578 | Per Minute |
| Laos, Mobile | 856MOB | 0.2124 | Per Minute |
| Latvia | 371 | 0.1011 | Per Minute |
| Latvia, Mobile | 371MOB | 1.3896 | Per Minute |
| Lebanon | 961 | 0.2527 | Per Minute |
| Lebanon, Mobile | 961MOB | 0.4520 | Per Minute |
| Lesotho | 266 | 0.7202 | Per Minute |
| Lesotho, Mobile | 266MOB | 1.3078 | Per Minute |
| Liberia | 231 | 1.1491 | Per Minute |
| Liberia, Mobile | 231MOB | 1.1491 | Per Minute |
| Libya | 218 | 0.6511 | Per Minute |
| Libya, Mobile | 218MOB | 0.8764 | Per Minute |
| Liechtenstein | 423 | 0.1962 | Per Minute |

**Pricing Schedule
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| | | | |
|--------------------------|---------|--------|------------|
| Liechtenstein, Mobile | 423MOB | 1.7880 | Per Minute |
| Lithuania | 370 | 0.1793 | Per Minute |
| Lithuania, Mobile | 370MOB | 0.4887 | Per Minute |
| Luxembourg | 352 | 0.0598 | Per Minute |
| Luxembourg, Mobile | 352MOB | 0.5164 | Per Minute |
| Macao | 853 | 0.1502 | Per Minute |
| Macao, Mobile | 853MOB | 0.1502 | Per Minute |
| Macedonia | 389 | 0.5516 | Per Minute |
| Macedonia, Mobile | 389MOB | 0.8244 | Per Minute |
| Madagascar | 261 | 1.2764 | Per Minute |
| Madagascar, Mobile | 261MOB | 1.2764 | Per Minute |
| Malawi | 265 | 0.3402 | Per Minute |
| Malawi, Mobile | 265MOB | 0.3862 | Per Minute |
| Malaysia | 60 | 0.0522 | Per Minute |
| Malaysia, Mobile | 60MOB | 0.0827 | Per Minute |
| Maldives | 960 | 1.5076 | Per Minute |
| Maldives, Mobile | 960MOB | 2.3022 | Per Minute |
| Mali Republic | 223 | 0.5056 | Per Minute |
| Mali Republic, Mobile | 223MOB | 0.6833 | Per Minute |
| Malta | 356 | 0.2696 | Per Minute |
| Malta, Mobile | 356MOB | 0.6296 | Per Minute |
| Marshall Islands | 692 | 0.7660 | Per Minute |
| Marshall Islands, Mobile | 692 | 0.8120 | Per Minute |
| Martinique | 593 | 0.2682 | Per Minute |
| Martinique, Mobile | 593MOB | 0.7320 | Per Minute |
| Mauritania | 222 | 1.0342 | Per Minute |
| Mauritania, Mobile | 222 MOB | 1.6449 | Per Minute |
| Mauritius | 230 | 0.4336 | Per Minute |
| Mauritius, Mobile | 230MOB | 0.4060 | Per Minute |
| Mayotte | 262 | 0.2513 | Per Minute |
| Mayotte, Mobile | 262MOB | 1.5067 | Per Minute |
| Mexico | 52 | 0.0035 | Per Minute |
| Mexico, Mobile | 52MOB | 0.6251 | Per Minute |
| Micronesia | 691 | 0.6742 | Per Minute |
| Micronesia, Mobile | 691MOB | 1.6280 | Per Minute |
| Moldova | 373 | 0.3524 | Per Minute |
| Moldova, Mobile | 373MOB | 0.5607 | Per Minute |
| Monaco | 377 | 0.1502 | Per Minute |

**Pricing Schedule
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| | | | |
|------------------------|--------|--------|------------|
| Monaco, Mobile | 377MOB | 0.8029 | Per Minute |
| Mongolia | 976 | 0.4060 | Per Minute |
| Mongolia, Mobile | 976MOB | 0.4520 | Per Minute |
| Montenegro | 382 | 0.3218 | Per Minute |
| Montenegro, Mobile | 382MOB | 1.1596 | Per Minute |
| Montserrat | 166 | 0.5440 | Per Minute |
| Montserrat, Mobile | 166MOB | 0.7331 | Per Minute |
| Morocco | 212 | 0.5056 | Per Minute |
| Morocco, Mobile | 212MOB | 0.8518 | Per Minute |
| Mozambique | 258 | 0.3064 | Per Minute |
| Mozambique, Mobile | 258MOB | 0.5593 | Per Minute |
| Myanmar | 95 | 0.8029 | Per Minute |
| Myanmar, Mobile | 95MOB | 0.8182 | Per Minute |
| Namibia | 264 | 0.2205 | Per Minute |
| Namibia, Mobile | 264MOB | 0.6511 | Per Minute |
| Nauru | 674 | 8.1404 | Per Minute |
| Nauru, Mobile | 674MOB | 8.1404 | Per Minute |
| Nepal | 977 | 0.4596 | Per Minute |
| Nepal, Mobile | 977MOB | 1.0847 | Per Minute |
| Netherlands | 31 | 0.0367 | Per Minute |
| Netherlands Antilles | 599 | 0.2758 | Per Minute |
| Netherlands, Mobile | 31MOB | 0.4856 | Per Minute |
| Netherlands, Mobile | 599MOB | 0.2942 | Per Minute |
| New Caledonia | 687 | 0.6282 | Per Minute |
| New Caledonia, Mobile | 687MOB | 0.7618 | Per Minute |
| New Zealand | 64 | 0.0613 | Per Minute |
| New Zealand, Mobile | 64MOB | 0.6773 | Per Minute |
| Nicaragua | 505 | 0.2987 | Per Minute |
| Nicaragua, Mobile | 505MOB | 0.5255 | Per Minute |
| Niger Republic | 227 | 0.5516 | Per Minute |
| Niger Republic, Mobile | 227MOB | 0.8427 | Per Minute |
| Nigeria | 234 | 0.2558 | Per Minute |
| Nigeria, Mobile | 234MOB | 0.2558 | Per Minute |
| Niue Islands | 683 | 7.0787 | Per Minute |
| Niue Islands, Mobile | 683MOB | 7.0787 | Per Minute |
| North Korea | 850 | 2.0684 | Per Minute |
| North Korea, Mobile | 850 | 2.0684 | Per Minute |
| Norway | 47 | 0.0460 | Per Minute |

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

| | | | |
|--|--------|---------|------------|
| Norway, Mobile | 47MOB | 0.4596 | Per Minute |
| Oman | 968 | 0.3325 | Per Minute |
| Oman, Mobile | 968MOB | 0.8596 | Per Minute |
| Pakistan | 92 | 0.3325 | Per Minute |
| Pakistan, Mobile | 92MOB | 0.4091 | Per Minute |
| Palau Republic | 680 | 0.9147 | Per Minute |
| Palau Republic, Mobile | 680MOB | 1.7696 | Per Minute |
| Palestine | 970 | 0.6864 | Per Minute |
| Palestine, Mobile | 970MOB | 0.6864 | Per Minute |
| Panama | 507 | 0.1485 | Per Minute |
| Panama, Mobile | 507MOB | 0.3095 | Per Minute |
| Papua New Guinea | 675 | 1.4158 | Per Minute |
| Papua New Guinea, Mobile | 675MOB | 3.5393 | Per Minute |
| Paraguay | 595 | 0.2098 | Per Minute |
| Paraguay, Mobile | 595MOB | 0.4596 | Per Minute |
| Peru | 51 | 0.1409 | Per Minute |
| Peru, Mobile | 51MOB | 0.8120 | Per Minute |
| Philippines | 63 | 0.2665 | Per Minute |
| Philippines, Mobile | 63MOB | 0.3784 | Per Minute |
| Poland | 48 | 0.0567 | Per Minute |
| Poland, Mobile | 48MOB | 0.6098 | Per Minute |
| Portugal | 351 | 0.0567 | Per Minute |
| Portugal, Mobile | 351MOB | 0.4505 | Per Minute |
| Puerto Rico | 1 | 0.0353 | Per Minute |
| Puerto Rico, Mobile | 1MOB | 0.0353 | Per Minute |
| Qatar | 974 | 0.4475 | Per Minute |
| Qatar, Mobile | 974MOB | 0.4582 | Per Minute |
| Reunion Island | 262 | 0.8565 | Per Minute |
| Reunion Island, Mobile | 262MOB | 1.5067 | Per Minute |
| Romania | 40 | 0.1195 | Per Minute |
| Romania, Mobile | 40MOB | 0.6542 | Per Minute |
| Russia | 7 | 0.2742 | Per Minute |
| Russia, Mobile | 7MOB | 0.2987 | Per Minute |
| Rwanda | 250 | 0.5945 | Per Minute |
| Rwanda, Mobile | 250MOB | 0.7922 | Per Minute |
| Saint Helena Ascension And Tristan Da Cunha | 290 | 13.2764 | Per Minute |
| Saint Helena Ascension And Tristan Da Cunha, Mobile | 290 | 13.3222 | Per Minute |
| Saint Kitts And Nevis | 1869 | 0.7018 | Per Minute |

Pricing Schedule
AT&T Network Integration Services
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| | | | |
|--|---------|--------|------------|
| Saint Kitts And Nevis, Mobile | 1869MOB | 1.5353 | Per Minute |
| Saint Lucia | 1758 | 0.7324 | Per Minute |
| Saint Lucia, Mobile | 1758MOB | 1.5353 | Per Minute |
| Saint Maarten | 1721 | 0.7385 | Per Minute |
| Saint Maarten, Mobile | 1721MOB | 0.7845 | Per Minute |
| Saint Pierre And Miquelon | 508 | 2.7180 | Per Minute |
| Saint Pierre And Miquelon, Mobile | 508MOB | 2.7180 | Per Minute |
| Saint Vincent And The Grenadines | 1784 | 0.8151 | Per Minute |
| Saint Vincent And The Grenadines, Mobile | 1784MOB | 0.8611 | Per Minute |
| San Marino | 378 | 0.1671 | Per Minute |
| San Marino Mobile, Mobile | 378MOB | 0.1502 | Per Minute |
| Sao Tome & Principe | 239 | 4.4847 | Per Minute |
| Sao Tome And Principe, Mobile | 239MOB | 4.4847 | Per Minute |
| Saudi Arabia | 966 | 0.2942 | Per Minute |
| Saudi Arabia, Mobile | 966MOB | 0.3969 | Per Minute |
| Senegal | 221 | 1.0373 | Per Minute |
| Senegal Mobile, Mobile | 221MOB | 1.0373 | Per Minute |
| Serbia | 381 | 0.1671 | Per Minute |
| Serbia, Mobile | 381MOB | 0.6895 | Per Minute |
| Seychelles Island | 248 | 1.5215 | Per Minute |
| Seychelles Island, Mobile | 248MOB | 1.0373 | Per Minute |
| Sierra Leone | 232 | 1.7375 | Per Minute |
| Sierra Leone, Mobile | 232MOB | 1.7375 | Per Minute |
| Singapore | 65 | 0.0367 | Per Minute |
| Singapore, Mobile | 65MOB | 0.0491 | Per Minute |
| Slovakia | 421 | 0.0980 | Per Minute |
| Slovakia, Mobile | 421MOB | 0.4856 | Per Minute |
| Slovenia | 386 | 0.2053 | Per Minute |
| Slovenia, Mobile | 386MOB | 0.8580 | Per Minute |
| Solomon Islands | 677 | 3.4171 | Per Minute |
| Solomon Islands, Mobile | 677MOB | 3.4171 | Per Minute |
| Somalia | 252 | 1.2747 | Per Minute |
| Somalia, Mobile | 252MOB | 1.3207 | Per Minute |
| South Africa | 27 | 0.0920 | Per Minute |
| South Africa, Mobile | 27MOB | 0.4825 | Per Minute |
| South Korea | 82 | 0.1027 | Per Minute |
| South Korea, Mobile | 82MOB | 0.1915 | Per Minute |
| South Sudan | 211 | 0.9925 | Per Minute |

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

| | | | |
|-----------------------------|---------|--------|------------|
| South Sudan, Mobile | 211MOB | 0.9493 | Per Minute |
| Spain | 34 | 0.0336 | Per Minute |
| Spain, Mobile | 34MOB | 0.4856 | Per Minute |
| Sri Lanka | 94 | 0.2896 | Per Minute |
| Sri Lanka, Mobile | 94MOB | 0.3815 | Per Minute |
| Sudan | 249 | 0.4444 | Per Minute |
| Sudan, Mobile | 249MOB | 0.4551 | Per Minute |
| Suriname | 597 | 0.4796 | Per Minute |
| Suriname, Mobile | 597MOB | 0.5593 | Per Minute |
| Swaziland | 268 | 0.3447 | Per Minute |
| Swaziland, Mobile | 268MOB | 0.4244 | Per Minute |
| Sweden | 46 | 0.0398 | Per Minute |
| Sweden, Mobile | 46MOB | 0.2375 | Per Minute |
| Switzerland | 41 | 0.0491 | Per Minute |
| Switzerland, Mobile | 41MOB | 1.1722 | Per Minute |
| Syria | 963 | 0.4596 | Per Minute |
| Syria Mobile, Mobile | 963MOB | 0.4596 | Per Minute |
| Taiwan | 886 | 0.4596 | Per Minute |
| Taiwan, Mobile | 886MOB | 0.2344 | Per Minute |
| Tajikistan | 992 | 0.3616 | Per Minute |
| Tajikistan, Mobile | 992MOB | 0.6024 | Per Minute |
| Tanzania | 255 | 0.6864 | Per Minute |
| Tanzania, Mobile | 255MOB | 0.8167 | Per Minute |
| Thailand | 66 | 0.1056 | Per Minute |
| Thailand | 66MOB | 0.0965 | Per Minute |
| Timor L 'Este | 670 | 1.0815 | Per Minute |
| Timor L 'Este, Mobile | 670MOB | 1.0815 | Per Minute |
| Togo | 228 | 0.8275 | Per Minute |
| Togo, Mobile | 228MOB | 1.2171 | Per Minute |
| Tokelau | 690 | 1.2171 | Per Minute |
| Tokelau, Mobile | 690MOB | 1.2631 | Per Minute |
| Tonga | 676 | 0.9424 | Per Minute |
| Tonga, Mobile | 676MOB | 2.5295 | Per Minute |
| Trinidad And Tobago | 1868 | 0.7033 | Per Minute |
| Trinidad And Tobago, Mobile | 1868MOB | 0.7493 | Per Minute |
| Tunisia | 216 | 0.4351 | Per Minute |
| Tunisia, Mobile | 216MOB | 0.9576 | Per Minute |
| Turkey | 90 | 0.1149 | Per Minute |

**Pricing Schedule
AT&T Network Integration Services
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| | | | |
|----------------------------------|---------|--------|------------|
| Turkey, Mobile | 90MOB | 0.3969 | Per Minute |
| Turkmenistan | 993 | 0.4582 | Per Minute |
| Turkmenistan, Mobile | 993MOB | 0.5071 | Per Minute |
| Turks And Caicos Islands | 1649 | 0.5624 | Per Minute |
| Turks And Caicos Islands, Mobile | 1649MOB | 0.7413 | Per Minute |
| Tuvalu | 688 | 1.2273 | Per Minute |
| Uganda | 256 | 0.3693 | Per Minute |
| Uganda, Mobile | 256MOB | 0.3693 | Per Minute |
| Ukraine | 380 | 0.2176 | Per Minute |
| Ukraine, Mobile | 380MOB | 0.3095 | Per Minute |
| United Arab Emirates | 971 | 0.3202 | Per Minute |
| United Arab Emirates, Mobile | 971MOB | 0.3202 | Per Minute |
| United Kingdom | 44 | 0.0229 | Per Minute |
| United Kingdom, Mobile | 44MOB | 0.5500 | Per Minute |
| United States | 1 | 0.0224 | Per Minute |
| United States, Mobile | 1 | 0.0224 | Per Minute |
| Uruguay | 598 | 0.1869 | Per Minute |
| Uruguay, Mobile | 598MOB | 0.5333 | Per Minute |
| Uzbekistan | 998 | 0.1993 | Per Minute |
| Uzbekistan, Mobile | 998MOB | 0.3836 | Per Minute |
| Vanuatu | 678 | 5.0589 | Per Minute |
| Venezuela | 58 | 0.1409 | Per Minute |
| Venezuela, Mobile | 58MOB | 0.4596 | Per Minute |
| Vietnam | 84 | 0.1135 | Per Minute |
| Vietnam, Mobile | 84MOB | 0.1135 | Per Minute |
| Virgin Islands United States | 1 | 0.0515 | Per Minute |
| Virgin Islands United States | 1 | 0.0515 | Per Minute |
| Wallis & Futuna | 681 | 1.0924 | Per Minute |
| Wallis & Futuna, Mobile | 681MOB | 1.0924 | Per Minute |
| Western Samoa | 685 | 0.9791 | Per Minute |
| Western Samoa, Mobile | 685MOB | 1.0251 | Per Minute |
| Yemen | 967 | 0.3555 | Per Minute |
| Yemen, Mobile | 967MOB | 0.4462 | Per Minute |
| Zambia | 260 | 0.1533 | Per Minute |
| Zambia, Mobile | 260MOB | 0.4658 | Per Minute |
| Zimbabwe | 263 | 0.2176 | Per Minute |
| Zimbabwe, Mobile | 263MOB | 0.7416 | Per Minute |

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

Table B.4

| Toll Free Usage-Monthly Recurring Charges - USD | |
|--|-------------------|
| Country | Per Minute |
| Austria | 0.3558 |
| Belgium | 0.7780 |
| Canada | 0.0485 |
| Denmark | 0.4162 |
| France | 0.3227 |
| Germany | 0.2805 |
| Ireland | 0.8080 |
| Italy | 0.3258 |
| Netherlands | 0.5964 |
| Portugal | 0.3258 |
| Spain | 0.2202 |
| Sweden | 0.0551 |
| Switzerland | 0.1751 |
| United Kingdom | 0.1382 |
| United States | 0.0340 |

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

APPENDIX C: SITE LIST

The Site list defines Customer locations that will be implemented as part of the SOW.

| Address | *City | *State | Postal Code | *Country | *Total Quantity Active DIDs |
|-----------------|----------|--------|-------------|----------|-----------------------------|
| 375 High Street | Columbus | OH | 43215 | USA | 238 |
| | | | | | |

**Pricing Schedule
AT&T Network Integration Services
AT&T Cloud Voice**

Appendix D: Purchased Equipment

****No Purchased Equipment****