

**CENTURYLINK IQ® SIP TRUNK RATE SHEET**

**1. CenturyLink IQ SIP Trunk Optional Features and Other Charges.**

<b>Component</b>	<b>MRC/Rate</b>	<b>NRC</b>
Hunt Groups (per Hunt Group)	\$4.95	\$10.00
Voice Mail for Group Features (per Group)	\$5.95	N/A
Auto Attendant (per Auto Attendant)	\$14.95	\$10.00
Webex Soft Phone Only	\$0.00	N/A
Webex Basic Collaboration	\$5.95	N/A
Webex Standard Collaboration	\$9.95	N/A
Webex Premium Collaboration	\$19.95	N/A
Receptionist Web Console (per console)	\$49.00	N/A
Available TN (new and ported) (per Available TN) <sup>1</sup> <i>An available TN is an unallocated TN that Customer retains in a pool for later use.</i>	\$0.18	N/A
Anywhere TN (find me/follow me) (per Anywhere TN)	\$21.95	\$10.00
Enhanced E911 service (per TN) <sup>2</sup>	\$0.10	N/A
Alien TN 911 Service Call (per Incident)	N/A	\$75.00
PAC/VPAC (per Product Account) <sup>3</sup>	N/A	\$15.00
Basic business white page listing (MRC per listing) <sup>4</sup>	\$1.95	N/A
IP Failover Standard (per Circuit)	\$9.95	N/A
Voice Mail Transcription (per Seat)	\$2.95	N/A
Directory Assistance (per call)	N/A	\$1.99
International Off-Net Calls (per minute)	For an Agreement or Amendment adding SIP Trunk Service with an Effective Date prior to 6/22/15 the follow rates apply: <a href="http://qwest.centurylink.com/legal/ildtaexp/STANDARD/v4.doc">http://qwest.centurylink.com/legal/ildtaexp/STANDARD/v4.doc</a> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date of 6/22/15 to 10/31/19 the follow rates apply: <a href="http://www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls">http://www.centurylink.com/small-business/products/voip/contracts/voip_ild.xls</a> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date of 10/31/19 until 8/1/21: <a href="http://www.centurylink.com/legal/2019/VoIP_ILDRatesv1.pdf">http://www.centurylink.com/legal/2019/VoIP_ILDRatesv1.pdf</a> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date of after 8/1/21 the follow rates apply: <a href="http://www.centurylink.com/legal/2021/VoIP_ILDRatesv1.pdf">http://www.centurylink.com/legal/2021/VoIP_ILDRatesv1.pdf</a>	
VoIP Expedited Installation Charge (per Enterprise) <sup>5</sup>	N/A	\$500.00
Extended Wiring NRC (per circuit) (if provided by CenturyLink) <sup>6</sup>	N/A	\$276 per circuit
Call Recording – Basic	\$9.95	N/A
Call Recording – Standard	\$12.95	N/A
Call Recording – Premium	\$24.95	N/A
Adtran TA924E 2ND GEN Refurbished IAD for up to 2 PRI handoff <sup>7</sup>	\$49.00	N/A
Adtran TA908e 3RD GEN with SBC, 100 License Package <sup>8</sup>	\$109.00	N/A

<sup>1</sup> The Available TN MRC applies to any TNs over the initial TNs included with the SIP Trunk seats. For an Agreement or Amendment adding SIP Trunk Service with an Effective Date before 2/18/19, the effective rate is \$0.25.

<sup>2</sup> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date before 7/31/18 the effective just rate is \$1.00 MRC. Emergency Call Notification is available when associated with this feature and at no cost on the Calling Line ID phone number provisioned with CenturyLink.

<sup>3</sup> Per Product Account means per CenturyLink IQ Networking port or primary host location.

<sup>4</sup> Customer will be charged \$1.95 per month for each white page listing. Purchase of a white page listing will include a yellow page listing at no additional charge for Qwest Corporation, d/b/a CenturyLink QC In-Region locations only. "In-Region" means CenturyLink QC's 14-state local service territory.

<sup>5</sup> Per Enterprise means company-wide across all Customer locations.

<sup>6</sup> CenturyLink will automatically include Extended Wiring on all new installation orders at the charge appearing in the pricing table. The charge applies to each circuit requiring Extended Wiring. (For example, if Customer orders a 2XDS1 circuit, the Extended Wiring charge will be 2 x \$276, or \$552.) CenturyLink will determine whether Extended Wiring is required at Customer premises at the time of installation. If not required, a supplemental order will be placed to remove this charge. If the Extended Wiring NRC was billed to Customer when no Extended Wiring was required, Customer will be entitled to a credit for the Extended Wiring NRC actually charged.

<sup>7</sup> This item is covered under the CPE Rental terms and conditions found in associated services being sold with IQ SIP Trunk. This CPE does the SIP to TDM conversion for PRI hand off at the customer premise. Additionally, this hardware does not include SBC capabilities.

<sup>8</sup> This item is covered under the CPE Rental terms and conditions found in associated services being sold with IQ SIP Trunk. This CPE does the SIP to TDM conversion for PRI hand off at the customer premise. Additionally, this hardware includes SBC capabilities.

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**2. Domestic Outbound Off-Net LD and Domestic Inbound 8XX Pricing ("LD/TF Pricing") (Promo Code: IQSIPHVFRMOU).**

CenturyLink will waive per minute charges for minutes of usage for domestic outbound LD Off-Net Calls each month per product account. Additionally, if Customer purchases domestic inbound 8XX Service from CenturyLink for use with the Service product account, the charges for those domestic inbound 8XX minutes are rated as described below. "MOU" as used herein means minutes of use. For domestic outbound long distance Off-Net and domestic inbound 8XX MOUs that exceed the MOUs will bill to the Customer each month at the per minute rate shown in the table. If Customer does not use the entire applicable Tier MOU per month limit, waived MOU in a given month, the unused minutes may not be carried over to the following month. SIP Trunk Basic Sessions are not eligible for waived MOU but will receive the \$0.03 per minute rate. International Off-Net Calls and international inbound 8XX calls are not eligible for LD/TF Pricing. CenturyLink reserves the right to modify or eliminate the LD/TF Pricing for Service after the Initial Term is completed. Additional per minute charges apply to each Off-Net Call leg of a conference call.

**2.1 Current LD/TF Pricing Structure.**

Tier	Number of CenturyLink IQ SIP Trunk Standard/Enterprise/Premium Enterprise Sessions Per Product Account Promo: IQSIPULDOFF <sup>1</sup>	MOU Waived/Month For That Product Account (For Domestic Outbound Off-Net LD Only) <sup>2</sup>	Domestic Outbound Off-Net LD Per Minute Rate for Additional Minutes of Use <sup>3,4</sup>	Domestic Inbound 8XX Per Minute Rate for Minutes of Use
1	1- 250 Sessions	Unlimited	N/A	\$.011
2	251+ Sessions	250,000	\$.01	\$.011

<sup>1</sup> If customer has both IQ SIP Sessions and Hosted VoIP Seats, then the number of IQ SIP Sessions will be used for determining the number of outbound MOU's waived.

<sup>2</sup> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date before 7/1/21, the number of MOU Waived/Month is listed in Section 2.2 below. CenturyLink reserves the right to withdraw this offer if use is greater than 5,000 minutes per seat eligible for long distance calling.

<sup>3</sup> For an Agreement or Amendment adding SIP Trunk Service or Hosted VoIP Service with an Effective Date before 2/11/19, the effective rate is \$0.03 and is based on session and seat tiers listed in Section 2.2 below; for Effective Date on or after 2/11/19 and before 7/1/21, the effective rate is \$.019 and is based on session and seat tiers listed in Section 2.2 below.

<sup>4</sup> This offer includes zero rated calls to Mexico and Canada.

Tier	Number of Hosted VoIP Seats Per Product Account Promo: HVULDOFF <sup>1</sup>	MOU Waived/Month For That Product Account (For Domestic Outbound Off-Net LD Only) <sup>2</sup>	Domestic Inbound 8XX Per Minute Rate for Minutes of Use
1	1+ Seats	Unlimited	\$.011

<sup>1</sup> If customer has both IQ SIP Sessions and Hosted VoIP Seats, then the number of IQ SIP Sessions will be used for determining the number of outbound MOU's waived.

<sup>2</sup> For an Agreement or Amendment adding Hosted VoIP Service with an Effective Date before 7/1/21, the number of MOU Waived/Month is listed in Section 2.2 below. CenturyLink reserves the right to withdraw this offer if use is greater than 5,000 minutes per seat eligible for long distance calling.

**2.2 Discontinued LD/TF Pricing Structure.**

Tier	Number of Seats and CenturyLink IQ SIP Trunk Standard/Enterprise Sessions Per Product Account Promo: IQSIPHVFRMOU	MOU Waived/Month For That Product Account (total of both domestic outbound LD Off-Net and domestic inbound 8XX)	Domestic Off-Net LD and Domestic Inbound 8XX Per Minute Rate for Additional Minutes of Use <sup>11</sup>
1	1 - 20 Seats and Sessions	3,000	\$.03/\$.019
2	21 - 35 Seats and Sessions	5,000	\$.03/\$.019
3	36 - 50 Seats and Sessions	7,000	\$.03/\$.019
4	51 + Seats and Sessions	10,000	\$.03/\$.019

<sup>11</sup> For an Agreement or Amendment adding SIP Trunk Service with an Effective Date before 2/11/19, the effective rate is \$0.03.

Tier	Number of Seats and CenturyLink IQ SIP Trunk Premium Enterprise Sessions Per Product Account Promo: PRMENTFRMOU	MOU Waived/Month For That Product Account (total of both domestic outbound LD Off-Net and domestic inbound 8XX)	Domestic Off-Net LD and Domestic Inbound 8XX Per Minute Rate for Additional Minutes of Use
1	1 - 20 Seats and Sessions	5,000	\$.019
2	21 - 35 Seats and Sessions	15,000	\$.019
3	36 - 50 Seats and Sessions	25,000	\$.019
4	51 + Seats and Sessions	40,000	\$.019

**3. SIP Trunk Upgrade/MACD/On-Site Installation Pricing.** The following charges apply to upgrades, moves, adds, and changes,

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and for on-site installation for Service added after the initial Service is installed. See the Service Upgrades/MACD section of the Hosted VoIP and CenturyLink IQ SIP Trunk Service-specific provisions in the DT&C, or Hosted VoIP and CenturyLink IQ SIP Trunk Service Exhibit to the Agreement, as applicable, for details.

Promo Code	Upgrade/MACD Options/On-Site Seat Install	Upgrade/MACD NRC <sup>11</sup>
iQVOIPRMTEMAC	Non-Premise Dispatched – Remote Configuration Support – (i.e. – Changes to the switch configuration to support Session and TN adds/changes/deletions) and other configuration work, such as support for Customer moves – billable per hour	\$100.00 per hour

<sup>11</sup> CenturyLink reserves the right to modify the Upgrade and MACD charges shown above at any time without notice to Customer.

4. **Session and Seat Pricing.** List pricing for CenturyLink IQ SIP Trunk seat and Session types are shown below. These rates will apply for any seat and Session types not otherwise priced in the Agreement. If there is a conflict between seat or Session rates priced in Customer's Agreement and the list rates shown below, the applicable seat or Session rate(s) in the Agreement will prevail.

SESSION TYPE PRICING (Per Session)	12 Month Term		24 Month Term		36 Month Term		60 Month Term	
	1- 100 Sessions	101+ Sessions	1- 100 Sessions	101+ Sessions	1- 100 Sessions	101+ Sessions	1- 100 Sessions	101+ Sessions
Standard Session	\$20.00	\$18.00	\$19.00	\$17.00	\$18.00	\$16.00	\$17.00	\$15.00
Enterprise Session	\$22.00	\$20.00	\$21.00	\$19.00	\$20.00	\$18.00	\$19.00	\$17.00
Premium Enterprise	\$24.00	\$22.00	\$23.00	\$21.00	\$22.00	\$20.00	\$21.00	\$19.00
Basic Session*‡	\$9.00	\$8.00	\$9.00	\$8.00	\$9.00	\$8.00	\$9.00	\$8.00

\*Basic Sessions were formerly called "Usage Sessions."

‡ Basic Sessions were grandfathered on 07/31/2015. Customers with an Agreement or Amendment Effective Date after 07/31/2015 are not eligible to order basic Sessions

SEAT TYPE PRICING (Per Seat)		MRC			
		12 Month Term	24 Month Term	36 Month Term	60 Month Term
Standard‡		\$0.18	\$0.18	\$0.18	\$0.18
Premium‡		\$2.25	\$2.25	\$2.25	\$2.25
Mobility‡		\$2.00	\$2.00	\$2.00	\$2.00
Standard		\$0.25	\$0.25	\$0.25	\$0.25
Premium		\$3.00	\$3.00	\$3.00	\$3.00
Mobility		\$2.50	\$2.50	\$2.50	\$2.50
Voice Mail		\$5.95	\$5.95	\$5.95	\$5.95
Basic‡		\$0.25	\$0.25	\$0.25	\$0.25
Virtual	1 – 50 Seats	\$16.00	\$15.00	\$14.00	\$13.00
	51 – 150 Seats	\$15.00	\$14.00	\$13.00	\$12.00
	151 + Seats	\$14.00	\$13.00	\$12.00	\$11.00
Contact Center Basic*	1 – 50 Seats	\$52.00	\$33.00	\$28.00	\$26.00
	51 – 150 Seats	\$50.00	\$31.00	\$26.00	\$24.00
	151 + Seats	\$48.00	\$29.00	\$24.00	\$22.00
Contact Center Standard*	1 – 50 Seats	\$59.00	\$40.00	\$35.00	\$33.00
	51 – 150 Seats	\$57.00	\$38.00	\$33.00	\$31.00
	151 + Seats	\$55.00	\$36.00	\$31.00	\$29.00
Contact Center Supervisor*	1 – 50 Seats	\$69.00	\$50.00	\$45.00	\$43.00
	51 – 150 Seats	\$67.00	\$48.00	\$43.00	\$41.00
	151 + Seats	\$65.00	\$46.00	\$41.00	\$39.00

‡ Basic seats were grandfathered on 07/31/2015. Customers with an Agreement or Amendment Effective Date after 07/31/2015 are not eligible to order basic seats.

‡ For an Agreement or Amendment adding Standard, Premium, or Mobility Seats with an Effective Date after 2/18/19, the effective rate is noted above.

\* A contact center basic seat allows End Users to be assigned to a contact center basic group. A contact center standard seat allows End Users to be assigned to a contact center standard group. A contact center supervisor seat allows End Users to be assigned to a contact center standard group. Contact center supervisor seats can also monitor contact center standard groups and contact center standard seats.

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5. **CTAC Customer Support.** The following charges apply for CTAC Customer Support. Charges are not prorated. Service is subject to availability.

<b>CTAC Customer Support</b>		<b>Monday through Friday 8:00 AM – 6:00 PM, Local Time</b>	<b>Monday through Friday 6:00 PM – 8:00 AM, Local Time</b>	<b>Saturdays</b>	<b>Sundays and Holidays</b>
<b>Install</b>	First hour (minimum charge)	\$175.00	\$262.50	\$262.50	\$350.00
	Each 30 minute increment after first hour	\$87.50	\$131.25	\$131.25	\$175.00
<b>Repair</b>	First hour (minimum charge)	\$250.00	\$375.00	\$375.00	\$500.00
	Each 30 minute increment after first hour	\$125.00	\$187.50	\$187.50	\$250.00

CenturyLink reserves the right to modify the charges in this Rate Sheet at any time. Updated rates will be posted to this Rate Sheet.