

Ancillary Fee Schedule

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1. Standard Charges

1.1 Supplemental Fees

An Order Supplement (Supp) Fee may be applied when a change is needed to an order in progress.

NOTE: Products or services that are not bandwidth applicable will have charges outlined in the product specific tables. For individual case basis (“ICB”) pricing listed please contact the Product Manager for that service.

Item	MRC	Supplemental
Supplemental Fee	N/A	\$250
Fiber Pair-Splice (All markets except NYC; NYC is ICB)	N/A	\$10,000

1.2 Off-Net & On-Net Access/ Products Expedites & Miscellaneous Entrance Criteria

Off-net Expedite Charge - The expedite charge applies whether the new Customer Commit Date (CCD) is met. Customer must initiate verbal request. This is in addition to the expedite charges for on-net Services.

NOTE: Off-net services: Prices may change based on any potential construction needed. For ICB pricing listed please contact the Product Manager for that service.

On-net Expedite Charge - The expedite charge applies if Service installation occurs prior to the published Standard Order Interval date (“Standard Install Intervals”). The Standard Install Intervals are available upon request. Customer will receive confirmation of request in writing from Lumen. Additional NRC per service when an order is modified after CCD set. Off-Net is in addition to On-Net Access/ Services.

NOTE: Products or services that are not bandwidth applicable will have charges outlined in the Non-Access Expedite Fee (Table 1.3). For ICB pricing listed please contact the Product Manager for that service.

Item	MRC	On-Net NRC	Off-Net NRC
Bandwidth - DS0	n/a	\$500	\$1,000
Bandwidth - T1 (DS1) / E1	n/a	\$1,000	\$1,000
Bandwidth - DS-3/E3	n/a	\$1,250	\$2,500
Bandwidth - OC-3/STM1	n/a	\$1,250	\$2,500
Bandwidth - OC-12/STM4	n/a	\$1,250	\$2,500
Bandwidth - OC48/STM16	n/a	\$1,250	\$2,500
Bandwidth - 3M, 6M	n/a	\$1,250	\$2,500
Bandwidth - 10M	n/a	\$1,250	\$2,500
Bandwidth - 20M	n/a	\$1,250	\$2,500
Bandwidth - 30M	n/a	\$1,250	\$2,500
Bandwidth - OC-3/STM1	n/a	\$1,250	\$2,500
Bandwidth - OC-12/STM4	n/a	\$1,250	\$2,500
Bandwidth - OC48/STM16	n/a	\$1,250	\$2,500
Bandwidth - 40M, 50M	n/a	\$1,250	\$2,500
Bandwidth - 100-999M	n/a	\$1,250	\$2,500
Bandwidth - 1 Gbps	n/a	\$2,500	\$2,500
Bandwidth - 2.5 Gbps	n/a	\$2,500	\$2,500

Bandwidth - 10 Gbps	n/a	\$2,500	\$4,000
Bandwidth - 40 Gbps	n/a	\$2,500	\$4,000
All other Bandwidths	ICB	ICB	ICB
Demarcation Extensions T1 (DS1)	n/a	\$700	n/a
Demarcation Extensions DS3	n/a	\$2,200	n/a
Fiber Pair- Splice (All markets except NYC; NYC is ICB)	n/a	\$10,000	n/a

1.3 Non-Access Expedite Fees

Item (charges are applied on a per site basis)	MRC	NRC			
	All Regions	N. America	Europe	Latin America*	Asia
Managed Network Services -Lifecycle Charges (includes Security)	n/a	\$1,000	\$1,000	Not Applicable	\$2,000
All other expedite change fees (non-managed and Non-Access Impacting)		\$250			

1.4 Local Access (Off-Net) Expedite and Escalation Fees

Item	MRC	NRC			
	All Regions	N. America	Europe	Latin America*	Asia
Faulty Vendor Dispatch - Local Access Installation	n/a	\$200	\$200	\$200	\$200
Faulty Vendor Dispatch - Technical Assistance	n/a	\$400	\$400	\$400	\$400
Operations Support Per trouble ticket/indecnt (where Smart Demarcation e.g. NID is not present)	n/a	\$500	\$500	\$500	\$500

NOTE: No guarantee of delivery. *Lumen Expedite Fees apply to All Regions; except for Latin America (LATAM). LATAM region is not accepting expedite requests at this time. Expedite fees are applied if the service is completed prior to Service Level Objective.

1.5 After Hours Scheduled Activation with Field Dispatch

An After Hours Scheduled Activation event is when Lumen personnel are engaged to support a service activation the customer requests to schedule on Monday-Friday between 6:01 p.m. and 6:59 a.m. local time, Saturdays, Sundays, and Lumen Holidays.

Customers will be billed per site/per service during the event that occurs after hours in accordance with the following standard: Billing will be applied using 15 minute increments based on the total time of activation with the customer. Typical activation events range from an hour to two hours.

Example: An activation scheduled after hours for 2 hours: total time spent is 1 hour 30 minutes, resulting in a charge of \$225 (six, 15 minute increments, 6 x \$37.50 = \$225).

	MRC	NRC			
Item	All Regions	N. America	Europe	Latin America	Asia
Field Dispatch	n/a	\$150/hour	\$150/hour	\$150/hour	\$150/hour

1.6 Post Activation Support

Post Activation support is when a customer requests additional support from Lumen after service installation (a connection notice or similar notification was sent) for something not identified as a “trouble” scenario (i.e. the trouble is not found on the Lumen network).

Through troubleshooting elements, if Lumen determines no rework is required on the Lumen network and a customer requests to use Lumen support to isolate the issue further, customers will be billed in accordance with the following standard: *Billing will be applied using 15 minute increments based on the total time Lumen resource(s) is actively working with customer to resolve issue.

Example: A customer contacts Lumen for additional support after they receive a connection notice: total duration spent is 1 hour, resulting in a charge of \$350 (four, 15 minute increments, 4 x \$87.50 = \$350)

	MRC	NRC			
Item	All Regions	N. America	Europe	Latin America	Asia
Post Activation	n/a	\$350/hour	n/a	n/a	n/a

1.7 Scheduled Appointment Cancellation

If the customer cancels a scheduled appointment with less than 1 business day (24 hours) notice, or the customer is not ready or able to assist during the scheduled appointment, the following fees are applicable on a per site* basis:

	MRC	NRC			
Item	All Regions	N. America	Europe	Latin America	Asia
With Dispatch	n/a	\$500	\$600	\$750	\$950
Without Dispatch	n/a	\$250	\$250	\$250	\$250

With Dispatch: A Lumen technician or vendor is dispatched to customer site or remote network location.

Without Dispatch: A Lumen technician or vendor was scheduled at a site that did not require a dispatch.

*Events may require personnel to be scheduled and/or dispatched to one or more sites.

1.8 Cancellation by Customer

Customer may terminate Building Extension Service prior to work commencement by providing Lumen with not less than 5 days written notice, provided that Customer will pay Lumen a cancellation charge of **\$250**. If Customer terminates Building Extension after work commences but prior to completion of such work, Customer will, in addition to the cancellation charge, pay Lumen for Lumen’s incurred costs.

1.9 Emergency Re-routes

The E-REROUTE work order type is to charge for emergency re-routes requested by the customer and are not associated with an outage within the Lumen network or underlying networks within our network. This work order type bills \$250 per phone number. This should be applied in vanity cases only; not when leveraged by customers to ensure business continuity due to a trouble on their underlying voice service.

	MRC		NRC		
Item	N. America	N. America	Europe	Latin America	Asia
Emergency Re-routes	n/a	\$250/number	n/a	n/a	n/a

1.10 Advanced Technical Support

T1 or Ethernet 100M or below	MRC		NRC		
Service	N. America	N. America	Europe	Latin America	Asia
Advanced Technical Support-Standard Support rate billed by CCT (not subject to waiver)	\$0	\$250/hr	n/a	n/a	n/a
Advanced Technical Support – Prepaid Blocks:					
5 Hour Block	\$0	\$1,200	n/a	n/a	n/a
10 Hour Block	\$0	\$2,400	n/a	n/a	n/a
20 Hour Block	\$0	\$4,500	n/a	n/a	n/a
40 Hour Block	\$0	\$9,000	n/a	n/a	n/a

1.11 DDoS Scrubbing

DoS Protect is a development of filters that are placed on Lumen’s network to protect customer businesses. DoS Protect differs from DDoS Mitigation in that DDoS Mitigation proactively notifies customers that an attack is underway. DoS Protect is a reactive service. Customers that have not purchased DDoS Mitigation Service may still find they are undergoing a DDoS attack.

	MRC		NRC		
Service	N. America	N. America	Europe	Latin America	Asia
DoS Protect (1 hour Minimum, 1/2 hour increments)	n/a	\$250/hour	n/a	n/a	n/a

2. Move, Adds, Changes

2.1 Move

STANDARD MACD CHARGE	EXCEPTIONS / NON-STANDARD MACD CHARGE	COMMENTS
<p>Move Charge = N/A</p> <p>(Standard product NRC charges, including applicable off-net loop move charges, apply at the new location)</p>	<p>Long Haul moves require an ICB to determine appropriate move charges.</p>	<ul style="list-style-type: none"> Moves for customers assigned to an Account Owner should be referred back to that Account Owner. Customer is subject to additional charges, including off-net loop move charges, if Lumen incurs

		<p>additional third party costs as a result of the move.</p> <ul style="list-style-type: none"> • For customers, not within a term agreement, having a month to month term agreement, or within the standard renewal window for their term, a new contract with applicable product MRC and NRC charges will be required. • Move charges for off-net loops are not currently identified in SMART. When submitting an order for a move to an off-net location, please select the “off Net Request” option. The existing Circuit ID, which can be found in Customer Vu, must be entered under the Customer Tab in SMART. The service address in SMART should be the customer’s new service address.
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2.2 Add

STANDARD MACD CHARGE	COMMENTS
<p>Add Charge = N/A Applicable Product MRC & NRC still applies</p>	<ul style="list-style-type: none"> • To be classified as an “Add” the customer must be incurring additional MRC and/or usage charges; otherwise it is classified as a “Change.” • Usage charges may be generated by local measured or toll charges, long distance charges, and/or conferencing charges. • 911 database, Calling Name Database and Directory Listing updates and/or additions to support end users not directly contracted with Lumen are considered voice resale applications and will not be supported without an ICB approving the application.

2.3 Change

STANDARD MACD CHARGE	EXCEPTIONS / NON-STANDARD MACD CHARGE	COMMENTS
<p>Change Charge = \$50 NRC Unless otherwise noted, the change charge applies in place of any applicable product NRC charges. For Transport products, the change charge is charged once per circuit impacted.</p>	<p>For the following products/features the change charge indicated below applies instead of the standard Change charge of \$50 (Unless otherwise indicated, charges are per order).</p> <ul style="list-style-type: none"> • LD Account code (Switched) - \$25 Change Charge (per 100 codes) 	<ul style="list-style-type: none"> • To be classified as a “Change” the customer must not be incurring additional MRC or usage charges; otherwise it is classified as an “Add.” • Usage charges may be generated by local measured or toll charges, long distance

<p>For Data, Local Voice, Long Distance, Integrated and Internet Products the change charge is charged once per site per product.</p>	<ul style="list-style-type: none"> • LD Account code (Switchless) - \$40 Change Charge (per 100 codes) • 8xx Routing (including changes to “ring to” number) - \$25 Change Charge (per 8xx number) • 8xx number addition - \$0 Change charge (standard product NRC charge still applies) • PIC Change - \$5 Change Charge per order. • DDoS - \$0 Change Charge • MSS Premium Level - \$0 if within allotted configuration changes for the product; else \$250/hour. • MSS Business Level - \$0 if within allotted configuration changes for the product; else \$250/hour. • TSP Code - \$0 • Account Changes - \$0 	<p>charges, and/or conferencing charges.</p> <ul style="list-style-type: none"> • Please refer to MSS Product Description for allotted configuration changes. • Customer is subject to additional charges if Lumen incurs additional third party costs as a result of the change. • 911 database, Calling Name Database and Directory Listing updates and/or additions to support end users not directly contracted with Lumen are considered voice resale applications and will not be supported without an ICB approving the application.
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2.4 Records Only

STANDARD MACD CHARGE	COMMENTS
<p>Records Charge = \$20 per request</p>	<p>911 database, Calling Name Database and Directory Listing updates and/or additions to support end users not directly contracted with Lumen are considered voice resale applications and will not be supported without an ICB approving the application.</p>

NOTE: Expedites may be applicable to certain MACD requests. Expedite charges are applied in addition to the applicable MACD charge.

3. Disconnects

3.1 Disconnect Due Date Changes or Cancellations

	COMMENTS
<p>Disconnect Due Date Change = \$250 per request</p>	<p>After Customer has submitted a disconnect request and Lumen has acknowledged the request, the Disconnect Due Date Change Fee will be charged should the customer request a change to the disconnect due date. Lumen will attempt to accommodate the date change, but the disconnect date change request cannot be guaranteed once processing has begun.</p>
<p>Disconnect Cancellations = \$250 per request</p>	<p>After Customer has submitted a disconnect request and Lumen has acknowledged the request, the Disconnect Cancellation Fee will be charged should the customer request that Lumen cancel the requested disconnect. Lumen will attempt to accommodate the cancellation, but</p>

	a cancellation of a disconnect request cannot be guaranteed once processing has begun.
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3.2 Early Termination Liability Charges

This provision applies in accordance with the Order if Customer’s service agreement does not expressly provide early termination liability charges. A “Connection Notice” is a notice from Lumen that the Service is installed and/or that billing has commenced.

Customer may terminate a specified Service after the delivery of a Connection Notice upon 30 days’ written notice to Lumen. If Customer does so, or if Service is terminated by Lumen as the result of Customer’s default, Customer will pay Lumen a termination charge equal to the sum of: (i) all unpaid amounts for Service actually provided; (ii) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (iii) 50% of the remaining monthly recurring charges for month 13 through the end of the Service Term; and (iv) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out of pocket costs of construction to the extent such construction was undertaken to provide Services under this Ancillary Fee Schedule. The charges in this Section represent Lumen’s reasonable liquidated damages and are not a penalty.

3.3 Temporary Disconnects

The Temporary Disconnect work order type is to charge for temporary disconnects requested by the customer, and not related to any activity with Lumen Credit and Collections. This work order type bills \$250 per circuit. This should be applied in customer requested cases only, when leveraged by customers to request a temporary interruption of service to their end user.

	MRC	NRC			
Service	N. America	N. America	Europe	Latin America	Asia
Temporary Disconnects	n/a	\$250/number	n/a	n/a	n/a

4. Cancellations

4.1 Order Cancellation Charges

This provision applies in accordance with the Order if Customer’s service agreement does not expressly provide cancellation charges. A “Connection Notice” is a notice from Lumen that the Service is installed and/or that billing has commenced.

Customer may cancel a Customer Order (or portion of an Order) prior to the delivery of a Connection Notice upon written notice to Lumen identifying the affected Customer Order and Service. If Customer does so, Customer will pay Lumen a cancellation charge equal to the sum of: (i) for “off-net” Service, third party termination charges for the cancelled Service; (ii) for “on-net” Service, 1 month’s monthly recurring charges for the cancelled Service; (iii) the non-recurring charges for the cancelled Service; and (iv) Lumen’s out of pocket costs (if any) incurred in constructing facilities necessary for Service delivery.

4.2 Off-Net Cancel Fees

Pre Customer Commitment Date Set	Per Circuit Fee
All Circuits	\$130

The Post-FOC Off-Net Cancellation charge is assessed per circuit according to the chart below based on: (1) circuit type; (2) location where the circuit is provisioned.

Post Customer Commitment Date Set by State	Circuit Type	
State	DS1	DS3 / Optical / Ethernet

Alabama	\$930	\$3,180
Alaska	\$1,250	\$2,350
Arizona	\$1,250	\$2,350
Arkansas	\$1,310	\$2,350
California	\$1,150	\$2,380
Colorado	\$370	\$2,350
Connecticut	\$1,250	\$2,350
Delaware	\$1,250	\$2,350
District of Columbia	\$1,350	\$2,250
Florida	\$680	\$2,520
Georgia	\$150	\$2,350
Hawaii	\$1,250	\$2,350
Idaho	\$1,040	\$2,350
Illinois	\$1,250	\$2,350
Indiana	\$1,250	\$2,350
Iowa	\$1,250	\$2,350
Kansas	\$1,250	\$2,350
Kentucky	\$660	\$2,350
Louisiana	\$610	\$2,350
Maine	\$1,250	\$2,350
Maryland	\$1,380	\$2,500
Massachusetts	\$1,250	\$2,350
Michigan	\$1,250	\$2,350
Minnesota	\$310	\$2,350
Mississippi	\$1,250	\$2,350
Missouri	\$1,840	\$2,350
Montana	\$1,250	\$2,350
Nebraska	\$1,250	\$2,350
Nevada	\$780	\$2,350

New Hampshire	\$1,250	\$2,350
New Jersey	\$1,250	\$2,350
New Mexico	\$310	\$2,350
New York	\$1,330	\$2,190
North Carolina	\$880	\$2,350
North Dakota	\$1,250	\$2,350
Ohio	\$1,220	\$1,870
Oklahoma	\$1,250	\$1,870
Oregon	\$1,000	\$2,350
Pennsylvania	\$1,250	\$2,350
Rhode Island	\$1,250	\$2,350
South Carolina	\$1,270	\$1,870
South Dakota	\$1,250	\$2,350
Tennessee	\$980	\$2,350
Texas	\$1,530	\$2,350
Utah	\$1,250	\$2,350
Vermont	\$1,250	\$2,350
Virginia	\$1,250	\$2,350
Washington	\$1,250	\$2,350
West Virginia	\$1,250	\$2,350
Wisconsin	\$1,200	\$1,870
Wyoming	\$1,250	\$2,350

5. Collaboration Services Ancillary Charges

5.1 Ready-Access Audio and Web Meeting: Additional & Enhanced Service Rates

Record & Archive Management Services	MRC	NRC
Recording Set Up (per recording start)	n/a	\$10.00
Hosting (per file/per day)	n/a	\$0.50

Branding Services	MRC	NRC
Recording Line in Conference (Fee waived for customers with 150,000 + monthly minutes)	n/a	\$2,000.00
Recording Set Up	n/a	\$1,000.00

5.2 Event Audio Conferencing

Additional & Enhanced Service Rates	Note	RPM	MRC	NRC
Participant Notification (PN)*	Per notification and/or attempt made by operator (Charges apply when: busy signal received, co-worker takes a message, no answer, voice mail is received, or additional attempts are required.)	n/a	n/a	\$3.00
Test Call	Contact Account Manager for pricing	n/a	n/a	see note

6. Data Center Ancillary Charges

6.1 Data Center

North America	MRC	NRC
Service		
Multifunction Panel (can accept 4-6 modules depending on the type of the wire required)	n/a	\$130/hr
Add on Modules	n/a	\$100/per module
Power Strip (applies to Lumen standard offer only)	n/a	\$1,100
Escort via Tech Services	n/a	See Field Tech Services
Expedite Fees (Per rack, cabinet, power circuit, cable cross connected)	n/a	\$750
Supp (per service)	n/a	\$750

Europe	MRC	NRC
Service		
Fiber Panel	n/a	ICB
Power Strip (standard)	n/a	ICB
Escort via Tech Services	n/a	See Field Tech Services
Expedite Fees based on specific customer requirements (Per rack, cabinet, power circuit, cable cross connected)	n/a	ICB

Latin America	MRC								
Service	Brazil	Argentina	Peru	Chile	Colombia	Ecuador	Mexico	Venezuela	USA / Miami
LatAm Onsite Assist Package (includes 10 basic service interventions per month (24x7 support))	\$300	\$240	\$180	\$300	\$240	\$360	\$360*	\$240	\$540
NRC									
Escort Fees	Included								
Fiber Panel	Standard rack includes RJ45 UTP connection - Fiber Panel is not standard, is on demand and cost included in XC. No additional charge.								
Power Strip	Standard rack includes 2 power strips with 5 power outlets each. No additional charge.								
Expedite Fees	ICB (Pricing based on specific customer requirements)								

*Mexico City Onsite Assist support response is best effort.

6.2 Field Tech Services

- * All dispatches are billed in 15-minute increments with no minimums; inclusive of technician travel time as necessary.
- * Monthly Retainer fees of \$300 may apply to approved Premier off-net, and third-party locations.
- * Business Hours are defined as Monday-Friday 8:00 a.m. – 5:00 p.m. local time.
- * After Hours are defined as Monday-Friday 5:01 p.m. – 7:59 a.m. local time, Saturdays, Sundays and Lumen Holidays.
- * Available in annual bulk rates for anytime usage (typically starting at 250 hours; 50 hour increments).

Building Category	Description	Business Hours		After Hours	
		Scheduled	On Demand	Scheduled	On Demand
Premier Elite/Select	Gateways, Data Centers, and Colocation facilities access and site monitoring. Select locations may have limited on-site staff to support facilities access or remote site monitoring	\$200	\$250	\$275	\$325
Premier	Non-staffed In-line Amplification (ILA), regen huts, Data Centers, on-net customer sites facilities, and select off-net and third-party locations when local Lumen field division has deemed coverage is possible given the	\$300	\$350	\$350	\$400

	local market conditions and resources				
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7. Data Services Ancillary Charges

Managed Services	MRC	NRC			
Service	All Regions	N. America	Europe	Latin America	Asia
Logical configuration change: Basic or Moderate	n/a	Incl.	Incl.	Incl.	Incl.
Advanced Configuration Change	n/a	ICB	ICB	ICB	ICB
Move Router Inside Site	n/a	\$300	\$550	\$680	\$760
Move Router Outside Site (Between Locations)**	n/a	\$600	\$1,100	\$1,360	\$1,520
Site Inspection	n/a	\$300	\$550	\$680	\$760
Add/Delete Router Boards: Per Router	n/a	\$300	\$550	\$680	\$760
Faulty Truck Roll*	n/a	\$300	\$550	\$680	\$760
After Hours Charge (in addition to standard install) per hour	n/a	\$190	\$190	\$190	\$190
Out of Hours Charge (in addition to standard install) per hour	n/a	\$290	\$290	\$290	\$290
Weekend and Holiday Hours Charge (in addition to standard install) per hour	n/a	\$390	\$390	\$390	\$390
Expedite Fees	n/a	\$1,000	\$1,000	\$2,000	\$2,000

* A faulty truck roll occurs when a Technician is dispatched to Customer premises in response to a fault, and that Technician determines that the fault is or was not caused by any fault or failing in the Managed Device or in the related Converged Connection Type or Service Application provided by Lumen.

** Moving a router Standard Time Intervals:

- NA = 2 hours
- EU = 2 hours
- APAC = 4 hours
- LATAM = 4 hours

Moving a router outside of the existing site between locations requires double the standard interval:

- NA = 4 hours
- EU = 4 hours
- APAC = 8 hours
- LATAM = 8 hours

Logical configuration change: Basic or Moderate, Advanced Configuration Change, Move Router Inside Site, Move Router Outside Site (Between Locations), Site Inspection, Add/Delete Router Boards Per Router, and Faulty Truck Roll apply to work performed by Lumen during normal business hours.

- * Normal business hours: Monday to Friday 8:00am and 5:00pm local time (excluding holidays).
- * After Hours Charges: Out of normal business hours, weekend and holidays.

7.1 Managed Security Services

The charges in the table below apply for work performed by Lumen during normal business hours. Work done at Customer's request outside these times, the charge payable is 150% of the charge indicated in the table.

- * Normal business hours: Monday to Friday 8:00am and 5:00pm local time (excluding holidays).
- * After Hours Charges apply: Out of normal business hours, weekend and holidays. The charge payable is 150% of the charge indicated in the table.

Service	MRC	NRC			
	All Regions	N. America	Europe	Latin America	Asia
Basic Standard Configuration Change: Per Device**	n/a	\$100	\$100	\$100	\$100
Move Device Inside Site (Within Building/Site)	n/a	\$600	\$700	\$1,200	\$950
Move Device Outside Site (Between Buildings / Sites)	n/a	\$1,200	\$1,400	\$2,400	\$1,900
Site Inspection	n/a	\$600	\$700	\$1,200	\$950
Add/Delete Device Boards: Per Device	n/a	\$600	\$700	\$1,200	\$950
Faulty Truck Roll *	n/a	\$600	\$700	\$1,200	\$900
After Hours Charge (in addition to standard install) per 2 hr block	n/a	\$300	\$350	\$600	\$475
Expedite Fees	n/a	\$1,000	\$1,000	\$2,000	\$2,000
Add Cellular Extension on ANS	n/a	\$250	\$250	\$250	\$250

* A faulty truck roll occurs when a Technician is dispatched to Customer premises in response to a fault, and that Technician determines that the fault is or was not caused by any fault or failing in the Managed Device or in the related Converged Connection Type or Service Application provided by Lumen.

** 5 Basic Standard Configuration changes are included per device as a part of the monthly service. Changes beyond the initial 5 are charged at the rates as listed – all other configuration changes are by agreement on a case by case basis between the parties and additional charges may apply:

- o Updating a firewall policy rule to add or remove up to two addresses or existing address groups, up to two services or existing service groups, and/or a schedule; or creating a new address or service group of up to five items or adding up to five items to an existing address or service group; or deleting an address or service group; or defining a new schedule with up to five start and end times.
- o Updating web filter rules (whitelist, blacklist, local categories and ratings).
- o Enabling or disabling an intrusion prevention signature, or changing the defined action for a signature.
- o Changing the AV settings for file filter configuration, add exempt IPs, quarantine settings.
- o Enabling existing AV policy on a firewall policy.
- o Enabling existing AS policy on a firewall policy.
- o Changing AS settings for spam action, IP addresses, banned words, banned email addresses.
- o Adding/Removing/Changing a static Route.
- o Manually obtain health and performance statistics at customer request.
- o Addition/Removal/Changes for NAT configurations.
- o Changing Speed/Duplex of an Interface.
- o Modification to CPE DHCP server configuration.

For Moderate Changes:

- o Adding/Removing a subnet.
- o Addition of another device/access circuit.
- o Logical Activation of a new Interface (e.g., a new DMZ, a new LAN interface, a new Untrust interface)
- o Changing the default AV database (e.g., Extended, Extreme, Flow-Based)
- o Adding new AV profile, file filter.
- o Adding new AS profile.
- o Changes to logging requirements (e.g., space limitations, logging servers, logging levels).
- o Addition/Deletion/Changes to IPSec tunnel configurations.
- o Addition/Removal/Physical Modification of Hardware.
- o Adding DHCP Server configuration to CPE.

The level of effort will be determined by Design Engineering.

Total Charge calculation = Level of Effort \$ (LOE\$) + \$100 (# of nodes):

- Low - \$500,
- Medium - \$1000
- High - \$2000

The maximum Total Charges for Moderate Changes will be as follows (regardless of the number of nodes):

- Low effort - \$1000
- Medium effort - \$2000
- High effort - \$3000

For Advanced Changes: This will be on an Individual Case Basis.

8. Retail Voice Ancillary Charges

8.1 DDI/DID per Number Charges

Country	MRC	NRC
Argentina	\$2.50	\$0.00
Austria	\$2.50	\$1.70
Belgium	\$2.50	\$1.70
Brazil	\$2.50	\$0.00
Czech Republic	\$2.50	\$1.70
Denmark	\$2.50	\$1.70
Finland	\$2.50	\$1.70
France	\$2.50	\$1.70
Germany	\$2.50	\$1.70
Greece	\$4.00	\$4.00
Hong Kong	\$12.50	\$0.00
Hungary	\$2.50	\$1.70
Ireland	\$2.50	\$1.70
Italy	\$2.50	\$1.70
Mexico	\$6.50	\$0.00
Netherlands	\$2.50	\$1.70
Norway	\$3.75	\$3.75
Peru	\$2.50	\$0.00
Poland	\$2.50	\$1.70
Portugal	\$2.50	\$1.70

Singapore	\$12.50	\$0.00
Slovakia	\$2.50	\$1.70
Spain	\$3.75	\$3.75
Sweden	\$2.50	\$1.70
Switzerland	\$2.50	\$1.70
UK	\$0.90	\$1.70
US DID	\$0.80	\$0.00

8.2 DDI/DID Porting per Number Charges

Country	Single Number		10 Consecutive		100 Consecutive	
	MRC	NRC	MRC	NRC	MRC	NRC
Austria	\$2.50	\$61.00	\$2.50	\$8.00	\$2.50	\$2.00
Belgium	\$2.50	\$28.00	\$2.50	\$24.00	\$2.50	\$22.00
Czech Republic	\$2.50	\$122.00	\$2.50	\$20.00	\$2.50	\$2.00
Denmark	\$2.50	\$60.00	\$2.50	\$22.50	\$2.50	\$10.50
Finland	\$2.50	\$45.00				
France	\$2.50	\$41.00	\$2.50	\$20.00	\$2.50	\$6.00
Germany	\$2.50	\$40.50	\$2.50	\$20.00	\$2.50	\$6.00
Greece	\$4.00	\$30.50	\$4.00	\$24.00	\$4.00	\$18.00
Netherlands	\$2.50	\$40.50	\$2.50	\$30.50	\$2.50	\$10.00
Norway	\$3.75	\$60.00	\$3.75	\$39.00	\$3.75	\$21.00
Poland	\$2.50	\$10.00	\$2.50	\$2.00	\$2.50	\$1.00
Spain	\$3.75	\$41.00	\$3.75	\$10.00	\$3.75	\$4.00
Sweden	\$2.50	\$39.00	\$2.50	\$21.00	\$2.50	\$12.00
Switzerland	\$2.50	\$51.00	\$2.50	\$41.00	\$2.50	\$10.00
UK	\$0.90	\$1.70				
US LNP	\$0.80	\$6.00				

8.3 Inbound Caller Name

US DIDs only	MRC	NRC
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Inbound CNAM – caller name	\$3.00	\$0.00
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8.4 Directory Listings

US State	Non List	Non Pub	Foreign	Cross Ref	Extra Line	Additional	NRC
	MRC	NRC	MRC	NRC	MRC	NRC	
ARIZONA	\$1.40	\$1.40	\$2.75	\$2.75	\$2.75	\$2.75	\$20.75
CALIFORNIA	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75	\$1.75	\$7.00
COLORADO	\$0.50	\$0.75	\$0.60	\$0.75	\$0.75	\$0.75	\$4.75
CONNECTICUT	\$2.00	\$3.35	\$1.60	\$1.60	\$1.60	\$1.60	\$28.00
DISTRICT OF COLUMBIA	\$0.40	\$0.80	\$1.40	\$1.40	\$1.40	\$1.40	\$5.00
FLORIDA-BELL SOUTH	\$1.10	\$1.65	\$1.10	\$1.10	\$1.10	\$1.10	\$18.00
FLORIDA-GTE	\$1.00	\$1.90	\$1.20	\$1.20	\$1.20	\$1.20	\$24.00
GEORGIA	\$1.40	\$2.60	\$1.10	\$1.10	\$1.10	\$1.10	\$12.50
ILLINOIS	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$10.00
INDIANA	\$1.40	\$2.65	\$2.80	\$2.80	\$2.80	\$2.80	\$13.00
KANSAS	\$2.35	\$2.35	\$1.65	\$1.65	\$1.65	\$1.65	\$18.00
KENTUCKY	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$10.00
MARYLAND	\$1.00	\$1.35	\$1.00	\$1.00	\$1.00	\$1.00	\$5.00
MASSACHUSETTS	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50	\$25.00
MICHIGAN	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$4.75	\$10.00
MINNESOTA	\$1.05	\$2.25	\$1.40	\$1.40	\$1.40	\$1.40	\$9.25
MISSOURI	\$1.15	\$1.55	\$2.35	\$2.35	\$2.35	\$2.35	\$9.25
NEW JERSEY	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$10.00
NEW YORK	\$1.90	\$1.90	\$1.90	\$1.90	\$1.90	\$1.90	\$10.00
NORTH CAROLINA	\$0.70	\$1.05	\$1.05	\$1.05	\$1.05	\$1.05	\$8.75
OHIO	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$10.00
OREGON	\$0.45	\$0.70	\$1.70	\$1.70	\$1.70	\$1.70	\$4.50
PENNSYLVANIA	\$1.50	\$1.50	\$1.95	\$1.95	\$1.95	\$1.95	\$15.00
TENNESSEE	\$1.25	\$3.35	\$1.70	\$1.70	\$1.70	\$1.70	\$24.00
TEXAS-SW BELL	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$15.00

VANCOUVER WA	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$10.00
VIRGINIA	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$20.00
WASHINGTON	\$2.25	\$2.25	\$2.25	\$1.75	\$1.75	\$1.75	\$4.50
WISCONSIN	\$1.95	\$1.95	\$1.95	\$1.95	\$1.95	\$3.00	\$10.00

8.5 Directory Assistance

US DIDs only	MRC	NRC
Directory Assistance Listing Implementation Per Toll Free Number	\$0.00	\$15.00
Directory Assistance Listing Monthly Charge Per Toll Free Number	\$15.00	\$0.00
Directory Assistance per TF # Provided - Via Directory Express - Per Call Surcharge	\$0.00	\$0.95
Directory Assistance per TF # Provided - Via Internet Website - Per Call Surcharge	\$0.00	\$2.00
Directory Assistance per TF # Provided - Automated - Per Call Surcharge	\$0.00	\$2.50
Interstate - Per Call Surcharge Directory Assistance	\$0.00	\$1.99
Intrastate - Per Call Surcharge Directory Assistance		
Any state not listed below	\$0.00	\$0.69
AR Directory Assistance	\$0.00	\$0.95
AZ Directory Assistance	\$0.00	\$0.60
DE Directory Assistance	\$0.00	\$0.95
GA Directory Assistance	\$0.00	\$0.85
ID Directory Assistance	\$0.00	\$0.95
IL Directory Assistance	\$0.00	\$0.95
IN Directory Assistance	\$0.00	\$0.95
KS Directory Assistance	\$0.00	\$0.55
KY Directory Assistance	\$0.00	\$0.85
MA Directory Assistance	\$0.00	\$0.65
MD Directory Assistance	\$0.00	\$0.95
ME Directory Assistance	\$0.00	\$0.95
MI Directory Assistance	\$0.00	\$0.95

MN Directory Assistance	\$0.00	\$0.85
MO Directory Assistance	\$0.00	\$0.95
MS Directory Assistance	\$0.00	\$0.95
MT Directory Assistance	\$0.00	\$0.95
NC Directory Assistance	\$0.00	\$0.69
ND Directory Assistance	\$0.00	\$0.95
NE Directory Assistance	\$0.00	\$0.95
NH Directory Assistance	\$0.00	\$0.95
NJ Directory Assistance	\$0.00	\$0.85
NV Directory Assistance	\$0.00	\$0.85
NY Directory Assistance	\$0.00	\$0.70
OH Directory Assistance	\$0.00	\$0.95
OK Directory Assistance	\$0.00	\$0.60
OR Directory Assistance	\$0.00	\$0.85
PA Directory Assistance	\$0.00	\$0.95
SC Directory Assistance	\$0.00	\$0.95
SD Directory Assistance	\$0.00	\$0.95
TX Directory Assistance	\$0.00	\$0.95
UT Directory Assistance	\$0.00	\$0.95
VA Directory Assistance	\$0.00	\$0.95
VT Directory Assistance	\$0.00	\$0.95
WA Directory Assistance	\$0.00	\$0.75
WI Directory Assistance	\$0.00	\$0.95
WV Directory Assistance	\$0.00	\$0.75
WY Directory Assistance	\$0.00	\$0.95

8.6 Miscellaneous Ancillary Fees

Service	MRC	NRC
DID/DDI Vanity Charge	\$0.00	\$100.00

Expedite Charge - per ckt end (separate from LEC charges)	\$0.00	\$250.00
ISDN PRI Signaling per D Channel ISDN	\$100.00	\$500.00
Short Duration Call Charge (per call) Outbound ALOC < 30 Seconds	\$0.00	\$0.01
Short Duration Call Charge (per call) Toll Free ALOC < 90 Seconds	\$0.00	\$0.01
SIP Refer (per simultaneous session)	\$2.00	\$0.00
TDM Port Charge for Backup Channels (per channel)	\$19.00	\$0.00
Voice Order Change Charge	\$0.00	\$100.00
VoIP Local Service API (automatic Feed to port DID to GC)	\$0.00	\$10,000.00

8.7 Network Transfer Ancillary Fees

Service	MRC	NRC
Network Transfer Feature - (per Toll Free number)	\$100.00	\$750.00
Per Call Surcharge: Conference & Transfer	\$0.00	\$0.06
Per Call Surcharge: Consult & Transfer	\$0.00	\$0.06
Per Call Surcharge: Courtesy Transfer	\$0.00	\$0.05
Per Call Surcharge: No Transfer	\$0.00	\$0.05
Speed Dial (0 - 50 numbers)	\$0.00	\$0.00
Speed Dial (51 - 500 numbers) *	\$100.00	\$0.00
Speed Dial (501 - 999 numbers) *	\$200.00	\$0.00

NOTE: *MRC has a cap of \$700 per account and is not prorated.

8.8 Outbound Ancillary Fees

Service	MRC	NRC
Account Codes - Validated Outbound	\$10.00	\$15.00
LD Oper Chg: Person-to-Person Per Call Surcharge	\$0.00	\$3.50
LD Oper Chg: Station-to-Station Per Call Surcharge	\$0.00	\$1.75
PICC - Centrex Outbound	\$0.45	\$0.00
PICC - Multi-Line Commercial Outbound	\$4.31	\$0.00
Account Codes - Validated Outbound	\$10.00	\$15.00

8.9 Professional Services

Service	MRC	NRC
VoIP Consulting - Engineering Hourly Rate	\$0.00	\$250.00
VoIP Consulting - Lab Connection	\$500.00	\$0.00

8.10 Reporting Ancillary Fees

Report	MRC	NRC
Customized ESP Reports	\$20.00	\$0.00
eTraffic Daily Reports	\$50.00	\$50.00
eTraffic Monthly Reports	\$15.00	\$15.00
eTraffic Weekly Reports	\$25.00	\$25.00
Inbound Weekly Reports	\$20.00	\$0.00
Standard ESP Reports	\$7.50	\$0.00
Customized ESP Reports	\$20.00	\$0.00

8.11 Toll Free Services Ancillary Fees

Service	MRC	NRC
800 Numbers (per 800 number)	\$3.00	\$0.00
Enhanced Routing - Any combination of features - MRC is per TF # assigned to a routing plan.	\$50.00	\$0.00

Enhanced Routing - Any combination of features singularly or in combination-NRC is per routing plan	\$0.00	\$50.00
Enhanced Routing - Routing plan only, no features - NRC is per routing plan.	\$0.00	\$50.00
Payphone Surcharge (per call)	\$0.00	\$0.62
Single Feature - DNIS/ANI - FG-D Custom	\$75.00	\$450.00
Single Feature - DNIS/ANI Custom	\$75.00	\$450.00
Single Feature - Area Code Blocking	\$0.00	\$25.00
Single Feature - DNIS - Custom	\$60.00	\$300.00
Single Feature - DNIS - Standard	\$50.00	\$200.00
Single Feature - Info Digit Screening	\$15.00	\$15.00
Single Feature - International Freefone Number (IFN) - Per Number	\$10.00	\$125.00
Single Feature - Reporting- Inbound Monthly Management - (Billed beginning with the first month)	\$7.50	\$0.00
Single Feature - Reporting- Inbound Weekly - (First month is provided at no charge)	\$20.00	\$0.00
Single Feature - SMS Emergency Reroute - (Up to 100 TF numbers are allowed)	\$0.00	\$50.00
Single Feature - Temp TF Redirect (NRC per routing plan or occurrence)	\$0.00	\$75.00
Single Feature - Universal International Freefone Number (UIFN) - Per number	\$50.00	\$300.00
Single Feature - Universal International Freefone Number (UIFN) - Per originating Country	\$0.00	\$125.00
Toll Free NASC Charge per Toll Free Number	\$0.00	\$50.00

Communication Line*	Flat fee per communication line	n/a	n/a	\$150.00
Transcription*	Minute of conference (48-hour processing)	n/a	n/a	\$4.00
Translation*	Translation of Transcription is quoted on a case by case basis. Pricing is dependent on language requested and the length of the conference. Please contact your Account Manager for a quote.	n/a	n/a	see note
Unused Lines - Event*	Per Line - Fees apply to all calls over a 15-line buffer if not canceled at least 24 hours prior to the start of the call	n/a	n/a	\$10.00

Unused Lines - Event Express*	Per Line - Fees apply to all calls over a 15-line buffer if not canceled at least 24 hours prior to the start of the call	n/a	n/a	\$10.00
Unused Lines - Auto Event*	Per Line - Fees apply to calls with 100 or more lines reserved. There is a 15-line buffer if not cancelled at least 24 hours prior to the start time of the call	n/a	n/a	\$10.00

*Denotes that service is available only with an operator-assisted call.

Recording*	Note	RPM	MRC	NRC
Recording Cassette Tape	Per tape + delivery charges**	n/a	n/a	\$10.00
Recording Audio CD	Per CD + delivery charges**. Playable in all audio systems	n/a	n/a	\$30.00
Recording CD-Rom	Per CD-Rom + delivery charges**. .wav CD, playable only on computer audio systems.	n/a	n/a	\$15.00
Recording .wav or .mp3 file download	Per 5 files	n/a	n/a	\$15.00

*Denotes that service is available only with an operator-assisted call.**Delivery charges are dependent on method of delivery and delivery location.

PostView® (Conference Playback)*	Note	RPM	MRC	NRC
Reserved	First day concludes at Midnight	n/a	n/a	\$500.00
Reserved	Additional day, unlimited usage - Day concludes at midnight	n/a	n/a	\$250.00
Actual	Per Minute	\$0.25	n/a	
Actual	Per day minimum	n/a	n/a	\$25.00
Name Capture	Per Record	n/a	n/a	\$0.30

*Denotes that service is available only with an operator-assisted call.

Event Service	Note	RPM	MRC	NRC
Event Call Director	Flat fee per conference	n/a	n/a	\$100.00
Event Call Director Cancellation Fee	Per Conference - Fee applies if conference is not canceled at least 24 hours prior to the start of the call.	n/a	n/a	\$25.00
International Overnight Mail	Per International Overnight Mailing	n/a	n/a	\$40.00

Domestic Overnight Mail	Per Domestic Overnight Mail	n/a	n/a	\$15.00
Domestic Saturday Pickup Mail	Per Domestic Saturday Pickup Mail	n/a	n/a	\$33.00
Transcription Disk	Per disk. Disk containing transcription of conference call.	n/a	n/a	\$4.00
Tape Link	Per conference call. Recording link for Event/Event Express call.	n/a	n/a	\$0.25
Regular Mail	Per regular mail	n/a	n/a	\$1.25
International Mail	Per international mail	n/a	n/a	\$10.00
Rush Media Processing	Per rush media processing	n/a	n/a	\$50.00

8.12 Video Conferencing Additional & Enhanced Service Rates

Service	Note	Unit	MRC	NRC
Director Control/Meeting Attendant	Meeting Criteria: - Meetings with 10+ sites; 48 hour notice; Fee is not waivable	Per Hour	n/a	\$110.00
Setup Time	Charge for Network and Bridge from the first connection.		n/a	see note
Site Certification/Testing	<ul style="list-style-type: none"> ➤ No Charge for the first 0-15 minutes for single site test. ➤ Single site test greater than 15 minutes in duration will have standard charges for Bridge, Network, and Director Control levied as applicable for the full duration of the test. ➤ Standard charges for Bridge, Network, and Director Control will be levied as applicable to all multiple site tests for the duration of the test. 		n/a	see note
Enhanced Continuous Presence		Per Site Hour	n/a	\$10.00
Advanced Encryption Standard (AES)		Per Site Hour	n/a	\$110.00
Streaming	Referral Available		n/a	see note
Late Cancellation Fees	No charge if >12 hours notice; If <12 hours notice, 25% of bridge time scheduled is charged.		n/a	see note

Dedicated Scheduling Bureau		Per month, per room		\$75.00
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Hybrid Meeting (Audio Add-on)	Note	Unit	MRC	NRC
Operator Assisted		Per Hour Participant	n/a	\$27.00
Operator Unassisted		Per Hour Participant	n/a	\$12.00
Communication Line		Per Hour Participant	n/a	\$12.00
Link Line, Dial-In	Includes: Toll, Toll-Free, Dial-in, Toll-Free Dial-Out, Toll Dial-out within North America	Per Hour Participant	n/a	\$19.80
Link Line, Dial-Out	Within North America	Per Hour Participant	n/a	\$19.80
Link Line, Toll Dial-Out	Outside of North America	Per Hour Participant	n/a	\$55.20
Enhanced Audio Services	Charged Accordingly		n/a	see note

Event View	Note	Unit	MRC	NRC
Meeting Fee		Per Meeting	n/a	\$500.00
Test Meeting	25% Discount off total bridge and networks charges		n/a	
Emergency Meeting Fee	Meeting to be conducted within 1 hour of reservation	Per Site	n/a	\$25.00

Video Taping	Note	Unit	MRC	NRC
Video Tape Meeting	PAL Available	Per Meeting Hour	n/a	\$50.00
Video Tape Copies	PAL Available	Per Tape	n/a	\$25.00

CD-ROM Recording	Note	Unit	MRC	NRC
CD-ROM of Meeting	PAL Available	Per Meeting Hour	n/a	\$100.00
CD-ROM Copy	PAL Available	Per Copy	n/a	\$12.00

Dial Through Gateway	Note	Unit	MRC	NRC
IP/VPN site to off-net ISDN Site calls	Charge per minute/per channel network rates for outbound ISDN calls (varies by country).	per minute/ per channel/ per Country	See Country list	
Off-net ISDN site to IP/VPN Site Calls	Charge per port per hour gateway service fee. Shows as bridge fee.	per port, per hour		\$ 40.00