**SERVICE SCHEDULE**

**HYBRID BUSINESS SERVICE**

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

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

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

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

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

* 1. **Hybrid Business Service Plans**

Allstream offers two (2) Service packages. These include: Hybrid Business Service package and the Hybrid UC Business Service package. Customer has the option, at an additional cost, to add features to the Hybrid Business Service packages, including user seat feature packages, and advanced application solutions.

* 1. **User Seat Feature Packages**

Service includes twelve (12) user feature seat packages, as set forth below (“User Seat Feature Package”). Each User Seat Feature Package includes certain business calling features assigned to each seat. Not all seats work on all packages.

* 1. **SIP Software Seat without Voicemail**

Basic IP PBX business calling features. Does not include a voicemail box. Supports a SIP device.

* 1. **SIP Software Seat with Voicemail**

Basic IP PBX business calling features. Includes a Base Voicemail box. Supports a SIP device

* 1. **Analog Software Seat without Voicemail**

Basic IP PBX business calling features. Does not include a voicemail box. Supports an analog device.

* 1. **Analog Software Seat with Voicemail**

Basic IP PBX business calling features. Includes a Base Voicemail box. Supports an analog device

* 1. **69xx Software Seat without Voicemail**

Basic IP PBX business calling features. Supports Mitel 6900 series IP telephone sets and consoles. Voicemail box not included.

* 1. **69xx Software Seat with Voicemail**

Basic IP PBX business calling features. Supports Mitel 6900 series IP telephone sets and consoles. Includes a Base Voicemail box.

* 1. **Emergency Services Seat without Voicemail**

Basic IP PBX business calling features. Supports Mitel 6900 series IP telephone sets and consoles. Voicemail box not included. Is designed as an extension that is notified of an internal user dialing 911.

* 1. **Emergency Services Seat with Voicemail**

Basic IP PBX business calling features. Supports Mitel 6900 series IP telephone sets and consoles. Base Voicemail box included. Is designed as an extension that is notified of an internal user dialing 911.

* 1. **Base Voice Seat**

Basic IP PBX business calling features including caller name, call forwarding, call park extension to extension dialing. Voicemail not included.

* 1. **Standard Voice Seat**

Basic IP PBX business calling features, with additional features including voicemail, Find Me/Follow Me, simultaneous ringing between devices, and access to a user web portal.

* 1. **UC Desktop Seat**

Basic IP PBX business calling features plus a user desktop UC Client, chat, click to dial, directory and presence.

* 1. **UC Desktop Pro Seat**

Basic IP PBX business calling features plus UC client, PC softphone, mobile client with softphone and audio, web, video collaboration capabilities.

* 1. **Advanced Application Solutions**

The following features may supplement the Service:

1. **Auto-Attendant**

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

1. **PC Attendant Console**

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

1. **Advanced Application Solutions**

A suite which includes contact center, call recording, and third-party application connectors.

1. **CUSTOMER PREMISE DEVICE**

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

Rented Customer (“Rented Customer”) is a Customer who may rent CPD for an MRC as part of the Service.

Purchase Customer (“Purchase Customer”) is a Customer who may purchase certain CPD for purchase at list price on an individual case basis. CPD will require an associated software only MRC in order to connect to the management portal.

2.2 CPD Terms and Conditions for Purchase Customers

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

2. Customer shall:

1) Ensure that CPD is located and operated in a work area that is safe and compliant with all applicable law

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

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

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

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

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

1. **CPD Maintenance**

3.1 **Maintenance**

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

3.2 **Adds, Moves, Changes**

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

**4. CUSTOMER RESPONSIBILITIES & SERVICE ASSUMPTIONS**

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

4.2 For Customers using an Allstream-provided dedicated network access method, in at least one (1) demarcation point at Customer’s facilities. Additional facilities can be a mix of Allstream-provided dedicated network access method and/or public internet (over the top) access method to support “teleworker” devices. (Teleworker is defined as a device on a site connected to the Service using public internet for access).

* + 1. If the Customer chooses to utilize the public internet for Teleworker access, Customer must have purchased internet access with enough bandwidth to accommodate Customer’s aggregated voice traffic in addition to its data traffic. A maximum of 14 phones is allowed per site. A minimum of 5Mb upload is recommended for up to 14 phones.
    2. Customer is responsible for placing, testing and training users for all Teleworker devices at sites of less than 15 devices and any sites outside of our main service area. Any installation or service & repair labor expended as a result of the Teleworker phones will be billed on a time & materials basis at current hourly rates. Optional professional services for Teleworker install can be added at time of contract.
  1. To whatever extent the Customer uses the public internet to provide access to a device or site, Allstream gives no guarantees as to the quality or reliability of calls.
  2. Allstream is not responsible for the failure or non-performance of the Service caused by interconnections to, from or within public internet networks (from Allstream and/or third-party providers). For greater clarity, Customer will not hold Allstream responsible for the quality of the Service at Customer sites using the public internet for transport.
  3. Customer is responsible for all trouble resolution requiring on-site support involving repairs to Customer's equipment that is connected to the Service, but not provided by Allstream. If on-site support is performed or facilitated by Allstream, Allstream will provide or facilitate such support at current technical support labor rates. Customer understands that the signed Allstream Service Order for all equipment and services will remain binding regardless of failure or non-performance of Service caused by interconnections to, from or within public internet networks.
  4. To the extent Customer uses facsimile solutions, Customer acknowledges that Allstream does not support connection with facsimile devices with the Hospitality Cloud Service. Facsimile, alarm lines or elevator lines are to be provided via a dedicated Business Lines Product from Allstream or 3rd party provider.
  5. Customer is responsible for installing and verifying compatibility of Customer-provided headsets or other devices that may be used with the Service. Customer acknowledges and agrees that Allstream is not responsible for the failure or non-performance of any Customer-provided equipment or software.
  6. For those applications requiring client software installation on Customer-provided PCs or devices, Customer is responsible for installing clients. To the extent Customer uses the available “soft-phone” capability residing on PCs or tablets, Allstream gives no guarantees as to the quality or reliability of calls. Any installation or service labor expended because of these “soft-phone” or devices will be billed additional on a time & materials basis at current hourly rates.
  7. To the extent Customer uses the mobile application downloaded from an online store for use with their smart device available with the optional Desktop Pro seat, Allstream gives no guarantees as to the software compatibility, availability or voice quality with third party providers. To the extent customer uses the SIP mobile softphone application over a 3rd party Wireless LAN, Allstream gives no guarantees as to the voice quality or reliability of the service. Any installation or service labor expended because of these mobile applications will be billed additional on a time & materials basis at current hourly rates.
  8. Customer must provide a Single Point of Contact (“SPOC”) to be the primary liaison with Allstream. The SPOC should have the authority to resolve issues and to provide timely decisions and direction to Allstream in respect of the Services. Customer acknowledges that Allstream relies upon Customer-provided information to design the solution. Customer is responsible for any adjustments that may be required as a result of information obtained in the pre-deployment site assessment.
  9. Premium Support Model: The included Premium support model provides up to 3 hours of on-site user training within our normal metro serving area and comes with user guides and interactive user guides. Admin Portal Training is done via web for up to 1 hour. Open free web classes (“Web Classes”) are also provided on an ongoing basis for all customers to attend. Additional private professional services training (“Private Pro Services Training”) can be purchased separately.

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

**5. DISCLAIMER/LIMITATION OF LIABILITY**

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

**6.** **ENTIRE AGREEMENT.**

The Agreement, as modified by this Service Schedule, sets forth the entire understanding of the Parties and supersedes any and all prior agreements, arrangements or understandings relating to the Services described above. The Agreement will remain in full force and effect except as modified herein. To the extent of any conflict between the terms of this Service Schedule and the Agreement, this Service Schedule shall control.

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