

**COMCAST BUSINESS
BUSINESS VOICEEDGE™
SERVICES DESCRIPTION**

Description: Subject to service availability, Customer may order Business VoiceEdge™ Services (herein referred to as “Services”) from Comcast by submitting a Comcast Business Service Order Agreement. The Services consist of bundled and individual voice application features that are hosted on a VoIP platform. The Service packages available to Customer are:

LINE—A PBX- like, single-linecall path to the public switched telephone network (“PSTN”) and includes the calling plan features referenced inTable 1 and Appendix A.The calling plan for this package includes unlimited inbound, local and domestic long distance calling. Domestic long distance includes the 50 United States, Canada, and the US Territories.

In addition to Lines, Customers order Standard and Unified Communication packages to enable each phone with Service and features.

STANDARD– This package provides PBX-like features and includes capabilities for 4 to 6 digit extension calling and a Personal Web portal for feature management. A listof included features of the Standard Service package is identified inTable 1 and Appendix A.

UNIFIED COMMUNICATION - This package provides the same features as the Standard package, with the addition of one local telephone number, call forwarding, voicemail and the ability to use the Service remotely. The Unified Communication package also includes Microsoft®Outlook™, Internet Explorer™ and Mozilla®Firefox™, Telephony Toolbar and a Bria™ Softphone, which allows for call and feature control from a toolbar or the softphone within these applications on a PC. A list of included features is referenced in Table 1 and Appendix A.

| | LINE | UNIFIED COMMUNICATIONS | STANDARD |
|------------------------------|---------------------------------------|--|---|
| PLAN FEATURES | | | |
| Product Features | Call Capacity Management | Business Unified Communication Features (Identified in Attachment A) | Business Standard Features (Identified in Attachment A) |
| | Call Path to the PSTN | + Standard Features | |
| | | + Toolbar | |
| | | + Softphone | |
| | | + Voicemail | |
| | | + Disaster Recovery | + Disaster Recovery |
| | | + Caller ID | + Caller ID |
| Voice Services: | - | Local DID | - |
| | - | SafeCall (911 support) | SafeCall (911 support) |
| | Unlimited Inbound, Local, Domestic LD | | |
| | Initial basic DL | | |
| | DA access | | |
| | - | CNAM | CNAM |
| International Calling | Usage Based | Usage Based | Usage Based |
| Toll-Free Inbound | Usage Based | Usage Based | Usage Based |
| Billing & OSS | Included | Included | Included |

Table 1

Pricing for Services are pursuant to the terms of the Agreement and can be found at the following URL: <http://www.comcast.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvbusiness.html>.

Local and Long Distance for the Services: includes (a) unlimited inbound and outbound local and domestic long-distance (including US territories) VoIP communications via a DID/DOD; (b) allows for IP to IP hand-off or PSTN to IP (or vice-versa) hand-off using a net protocol conversion via SIP signaling using G.711, G.729A, G.722; (c) access to Operator Services, directory assistance, simple directory listing, and E911 services; and (d) telephone numbers. Telephone number codes may not be available for all areas. The Services do not support 976, 900, 700, and 1010xxx calling.

Monthly Recurring Charges for Services:The monthly recurring charges for this Service, including all Packages and any add-on services are incremental and based on the number of “seats” or items purchased by the Customer. Such non-recurring charges will be identified on the Customer’s Service Order and/or invoice.

Customers may also be responsible for one-time, non-recurring charges for Services. Such non-recurring charges will be identified on the Customer’s Service Order and/or invoice.

International Termination Fees: The Service package rates do not include international calling. All international calls are billed on a per minute basis, unless otherwise noted. Please see <http://www.comcast.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvbusiness.html> for current international termination rates and www.business.comcast.com/welcome for a current list of the international calling destinations to which Comcast does not provide call termination. Unless Customer selects international dialing capability on the Sales Order Form, international dialing will be disabled until Customer submits a request to Comcast by calling 877.761.7401.

APPENDIX A: Platform Feature Matrix

| Business VoiceEdge | | OPTIONAL SERVICES | | | | | | |
|---|-----------------------|-------------------|------|----------------|-----------------------|----------------------|------------------|----------------------|
| FEATURE NAME | Unified Communication | Standard | Line | AUTO ATTENDANT | ADDITIONAL HUNT GROUP | RECEPTIONIST CONSOLE | CALL QUEUE AGENT | ADDITIONAL VOICEMAIL |
| Pre-requisites | | | | | | UC | UC | |
| LINE Features | | | | | | | | |
| Unlimited Inbound, Local and Domestic Long Distance | | | | | | | | |
| Call path to the PSTN | | | | | | | | |
| Call Capacity Management | | | | | | | | |
| GROUP Features | | | | | | | | |
| Auto Attendant | | | | | | | | |
| Call Park | | | | | | | | |
| Call Pick-up | | | | | | | | |
| Enhanced Outgoing Calling Plan | | | | | | | | |
| Group Directory | | | | | | | | |
| Hunt Group | | | | | | | | |
| Incoming Calling Plan | | | | | | | | |
| Intercept Group | | | | | | | | |
| Music On Hold | | | | | | | | |
| Outgoing Calling Plan | | | | | | | | |
| Voice Messaging Group | | | | | | | | |
| INDIVIDUAL USER Features | | | | | | | | |
| Alternate Numbers | | | | | | | | |
| Anonymous Call Rejection | | | | | | | | |
| Authentication | | | | | | | | |
| Automatic Callback (Intragroup) | | | | | | | | |
| Automatic Hold/Retrieve | | | | | | | | |
| Barge-In Exempt | | | | | | | | |
| Basic Call Logs | | | | | | | | |
| Be Anywhere | | | | | | | | |
| Busy Lamp Field | | | | | | | | |
| Call Forwarding Always | | | | | | | | |
| Call Forwarding Busy | | | | | | | | |
| Call Forwarding No Answer | | | | | | | | |
| Call Forwarding Not Reachable | | | | | | | | |
| Call Forwarding Selective | | | | | | | | |
| Calling Line ID Delivery Blocking* | | | | | | | | |
| Call Notify | | | | | | | | |
| Call Return | | | | | | | | |
| Call Transfer | | | | | | | | |
| Call Waiting | | | | | | | | |
| Charge Number | | | | | | | | |
| Corporate Telephony Toolbar | | | | | | | | |
| Directed Call Pickup | | | | | | | | |
| Directed Call Pickup w/Barge-in | | | | | | | | |
| Directory Number Hunting | | | | | | | | |
| Diversion Inhibitor | | | | | | | | |
| Do Not Disturb | | | | | | | | |
| External Calling Line ID Delivery | | | | | | | | |
| Flash Call Hold | | | | | | | | |
| Hoteling Guest | | | | | | | | |
| Hoteling Host | | | | | | | | |
| Intercept User | | | | | | | | |
| Internal Calling Line ID Delivery | | | | | | | | |
| Last Number Redial | | | | | | | | |
| Multiple Call Arrangement | | | | | | | | |
| Outlook Integration | | | | | | | | |
| Phone Status Monitoring | | | | | | | | |
| Priority Alert/Distinctive Ringing | | | | | | | | |
| Privacy | | | | | | | | |
| Push-to-Talk | | | | | | | | |
| Reception Console - Enterprise | | | | | | | | |
| Remote Office | | | | | | | | |
| Selective Call Acceptance | | | | | | | | |
| Selective Call Rejection | | | | | | | | |
| Sequential Ring | | | | | | | | |
| Shared Call Appearance 1 - 35 | | | | | | | | |
| Simultaneous Ring Personal | | | | | | | | |
| Softphone | | | | | | | | |
| Speed Call 100 | | | | | | | | |
| Speed Call 8 | | | | | | | | |
| Three-Way Call | | | | | | | | |
| Toolbar | | | | | | | | |
| Two-Stage Dialing | | | | | | | | |
| Voice Messaging User | | | | | | | | |
| Voice Portal Calling | | | | | | | | |