

**CENTURYLINKSM COLLABORATION SERVICES (FORMER LEVEL 3)
SERVICE SCHEDULE**

1. Applicability. This Service Schedule is applicable only when Customer orders CenturyLinkSM Collaboration Services ("Service") and incorporates the terms of the Master Service Agreement or other service agreement under which CenturyLink or a CenturyLink affiliate provides services to Customer (the "Agreement"). CenturyLink's Collaboration Services (Audio, Web & Video), may also be referred to as "Conferencing Services" or "Collaboration Services" in the Order, Order acceptance, service delivery, billing, and related documents. CenturyLink may subcontract any or all of the work to be performed under this Service Schedule. All capitalized terms that are used but not defined in this Service Schedule are defined in the Agreement or Order.

2. Definitions.

"Bridge" means equipment installed at CenturyLink Conferencing Services' location(s), including software, necessary cabling and modem equipment, with capabilities to link multiple telephone callers or videoconference sites into a single conference and conduct multiple simultaneous conferences.

"Call Summary" means reports for videoconferences listing video usage statistics which may be requested by Customer, which may include number of meetings scheduled, number of meetings canceled, number of Multipoint Videoconference calls executed, number of videoconference call hours by site, average videoconference length, number of trouble tickets opened, and number of trouble tickets opened by category.

"Chairperson/Subscriber" means end-user customer who acts as the moderator for a conference call.

"Dial-In Conference (Meet-Me)" means the process whereby Chairperson notifies conference participants of scheduled time of conference call and participants initiate calls into the conference calls at the scheduled time via pre-defined access telephone number.

"Dial-Out Conference" means the process whereby the Chairperson notifies conference call participants of the scheduled time of a conference call and a CenturyLink operator dials participants and connects them to the scheduled conference call.

"Hybrid Meeting" means a videoconferencing meeting incorporating both video and audio-only sites. This feature is not included in standard pricing for audio conferencing services, additional charges apply to a videoconferencing Hybrid Meetings.

"Multipoint Videoconference" means a videoconference call, reserved by an end-user customer, in which parties at more than two locations participate.

"Point-to-Point Videoconference" means a Videoconference call, reserved by an end-user customer, in which two parties only at separate locations participate.

"PostView®" means a digital recording and replay of a previously recorded audio conference call.

"Videoconference Hours" means the time measured in one (1) hour increments and billed in one minute increments, from when the first conference participant is connected to a Bridge for a videoconference call until the time that the last participant is disconnected from that Bridge.

"Web Reservations" means an always available videoconferencing feature facilitating the sending of scheduled conference call to CenturyLink operators, who confirm the entry of that meeting information in the conferencing system database and send details of the scheduled call to the appropriate attendees.

3. Service.

3.1 CenturyLink offers three types of Conferencing Services under this Service Schedule: Audio Conferencing, Web Conferencing and Videoconferencing. Rates and Charges for the Services, the initial Service Term for which they are ordered, any minimum usage Commitments and specific features requested by the Customer will be set out on the Order (which may also be referred to as the "Order Form") or pricing schedule. Notwithstanding anything to the contrary in the Agreement, Customer is prohibited from reselling any Service provided pursuant to this Service Schedule without the express written consent of CenturyLink.

3.2 The Services are made available to the Customer on a 24-hour, 7 days per week, 365 days a year basis by contacting CenturyLink Conferencing Call Center using the toll-free customer telephone number provided to Customer, or by email.

3.3 Notwithstanding anything to the contrary in the Agreement and except as otherwise set forth expressly in this Service Schedule, delivery of Service will be deemed acceptance by CenturyLink of the Order.

3.4 Customer agrees that during the Service Term of the Services, for any ordered Conferencing Service, CenturyLink will be used as its primary supplier of that type of conferencing service.

3.5 Customer agrees to allow CenturyLink to identify Customer as a customer or client in its marketing communications materials for any ordered Conferencing Service.

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3.6 Content Indemnification. Customer will indemnify, defend and hold CenturyLink, its directors, officers, and employees harmless from any loss, damage, expense or liability related to any third party claim arising from or relating to any content provided or delivered by or for Customer in connection with the Services. CenturyLink reserves the right to adhere to the safe harbor provisions of the Digital Millennium Copyright Act.

3.7 Recording. Certain Services include a feature that allows users to record the contents of communications. Many states' laws prohibit recording the content of communications unless the individual recording the communication provides notice to, and obtains the consent of, all of the participants to the communication. While certain of the Services include a feature that is intended to provide notice to participants of a conference call when recording is initiated, ***it is the users' responsibility to obtain participants' consent to recording as required by applicable laws.*** Customer will defend, indemnify and hold CenturyLink harmless from any claim, liability or loss arising in connection with Customer or Customer's users' failure to obtain consent of any participant of a conference call.

4. Minimum Usage and Billing.

4.1 If any of the rates or charges for Conferencing Services to be provided to Customer are conditional upon a specific monthly usage/volume commitment relating to the use by Customer of those Conferencing Services (a "Commitment"), the amount of that Commitment, as agreed with Customer, will be set out in the Order. Unless otherwise agreed in writing between the parties, Customer's payment of charges related to usage of Conferencing Services only will count towards satisfaction of the Commitment. No other charges, fees or amounts will contribute to the Commitment. In such circumstances, Customer agrees that if its payments for use or purchases of Conferencing Services should be less than the Commitment amount for the relevant period, Customer will pay CenturyLink a shortfall charge (the "Shortfall Charge") calculated in the following manner:

(a) in the case of a dollar (or other currency) based Commitment, an amount equal to the Commitment amount applying for the relevant period (i.e. month or year) less all usage charges (excluding taxes and surcharges) paid by the Customer for the Services during the applicable period; and

(b) in the case of a Commitment based on minutes of usage, an amount equal to the shortfall by which the Customer missed the Commitment amount, multiplied by the applicable per minute rate for the applicable Conferencing Service(s).

4.2 Customer agrees that the Commitment is a take or pay and that the Shortfall Charge provided for in this Section is a reasonable approximation of the benefit of CenturyLink's agreeing to provide Customer with the Service(s) at the agreed rates, and is not a penalty.

4.3 Billing. Charges for Conferencing Services provided under these terms and conditions may be invoiced by an affiliate of CenturyLink and such charges will be invoiced as follows:

(a) For US customers, all charges will be invoiced and payable (at Customer's option) in USD, GBP, EURO or CAD;

(b) For EU customers, all charges will be invoiced and payable (at Customer's option) in USD, GBP, or EURO;

(c) For Canadian customers, all charges will be invoiced and payable (at Customer's option) in USD or CAD; and

(d) For Customers in the Latin Americas region, all charges will be billed by CenturyLink or the affiliate that is a party to the Agreement with Customer under which the Services are provided; all charges will be invoiced and payable in USD unless otherwise agreed in writing between the parties or otherwise required by local law.

4.4 Customer is responsible for all charges respecting the Services, even if incurred as the result of unauthorized use.

5. Audio & Web Conferencing.

5.1 CenturyLink provides the following Audio and Web Conferencing Services:

(a) Ready-Access®. CenturyLink's subscription-based audio conference Service, offering shared-port, reservation-less, automated audio conference calls. Subscribers are assigned permanent access numbers and pass-codes to facilitate conference calls without operator involvement.

(b) Auto Event Call. An access method for reserved audio conference calls by which participants call into at least two toll or toll-free numbers and drop directly into conference in either a listen only or an interactive mode. This reservations-based Service is completely automated; an operator is available for technical difficulties. This Event Call type does not support a managed Q&A session or any of the other additional/enhanced features associated with audio conferencing.

(c) Event Express. A reservations-based audio conference Service. Participants are issued at least two toll/toll-free dial-in numbers and a separate speaker dial-in number. At least sixty percent (60%) of participants dial in to the Bridge and join the conference call in listen only mode, without the ability to actively participate. Remaining participants dial-in on a different number, are answered by a CenturyLink operator, placed into the conference call, and can actively participate in the call. A CenturyLink operator monitors the conference call and can conduct a managed Q&A session. All additional/enhanced services associated with audio conferencing are supported on this call type.

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- (d) **Event Call.** A high profile audio conference call, such as an earnings release. This call is accessible via toll or toll-free access and is fully operator-monitored. Participants are issued at least two toll/toll-free dial-in numbers and a separate speaker dial-in number. All participants are answered by a CenturyLink operator, placed into the conference call and can actively participate in the call. A CenturyLink operator monitors the conference call and conducts a managed Q&A session. All additional/enhanced services associated with audio conferencing are supported on this call type.
- (e) **Event Call Dial-Out.** A high-profile audio conference call utilizing the CenturyLink operator to dial-out to all participants to connect them to the conference call. All additional/enhanced services associated with audio conferencing are supported on this call type.
- (f) **Event Call Director.** An online tool providing enhanced conference control and management of an Event Call by enabling the meeting organizer to view live who has joined the call, view and manipulate the question and answer session, and chat with the conference operator.
- (g) **CenturyLink Web Meeting.** A Ready-Access feature enabling the end-user customer to manage their meetings on-line, change account options, hold a Web conference to share presentations and applications with participants, record visual applications synchronized with the audio conference, and store files online.
- (h) **XpressMeet for Microsoft Outlook® Calendar.** A Ready-Access feature that integrates CenturyLink audio and Web conferencing with the Microsoft Outlook® calendar. The Chairperson can create invitations in Outlook® that automatically include dial numbers and instructions for joining the audio conference and direct links for participants to join a Web conference and check their browser configuration prior to the meeting. **XpressMeet** also includes a Web Meeting button on the Chairperson's desktop that automatically logs them into the Web Meeting.
- (i) **Ready-Access Record.** An on-demand Ready-Access feature that is fully integrated with Web Meeting. The Chairperson can start and stop the recording using telephone touch tone commands or select a button on the Web Meeting screen. Recordings are automatically synchronized with visual information presented in a Web conference and are stored online in an Archive management system. The Chairperson can email or place a URL link on the Internet/Intranet for participants to playback the file online using a Flash player. The Chairperson may also add access security codes, receive playback reports and download recordings to store them on their desktop.

5.2 CenturyLink will take all reasonable measures to provide port availability; however, CenturyLink may not be able to provide port availability in the shared port Ready-Access service. Availability is on a first-come, first-serve basis. Consistent monitoring of port utilization enables CenturyLink to proactively increase capacity to meet Customer demand.

5.3 Features. The table below sets out the features generally available as part of CenturyLink's standard packages for Audio & Web Conferencing Services, listed by service, for attended and unattended conference calls. (An "X" denotes inclusion of the specified feature for that call type.) The feature list below is non exhaustive and certain features are subject to availability. Feature availability is subject to change. Additional charges, as set out in the Order apply to these features where indicated below.

		Ready-Access	Automated Event	Express Event	Event Call
CONFERENCE CALL COMPONENTS	Call Size	8, 16, 24, 35, 50, 60, 75, 96, or 150 lines	3 – 2500+	3 – 2500	3 – 2500+
	Operator Availability	Technical assistance	Technical assistance	100% Operator Monitored	100% Operator Monitored
	Reservation Confirmation		X	X	X
	Access with a Passcode	X		Partial	X
	Customized Introduction	Greeting*	Semi-Custom	Semi-Custom	Semi-Custom
	Dial in on a Toll Number	X	X	X	X
	Dial in on a Toll-free Number	X	X	X	X
	Enhanced Services Availability	X		X	X
	Listen-only Mode	Chair/Part. Controlled	X	X	X
	Music While on Hold	X	X	X	X
	Operator Access	X	X	X	X
	Operator Dial Out	Chairperson	Partial	X	X
	Operator Greets All Callers			Partial	X
Q&A Session Coordination			Selected Participants	X	
Roll Call	Automated		Partial	X	

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		Ready-Access	Automated Event	Express Event	Event Call
	Security Screening	Automated		Partial	X
	Standard Introduction			X	X
	Standing Reservation	X	X	X	X
	Web Meeting	X			
ADDITIONAL SERVICES (ADDITIONAL CHARGES APPLY)	CenturyLink Web Meeting**	X	X	X	X
	XpressMeet for Microsoft Outlook® Calendar	X			
	Participant Notification	(Scheduler)		X	X
	Communication Line			X	X
	Participant List (faxed or e-mailed)			Partial List	X
	Recording/Taping	(Record on demand)		X	X
	Conference Playback	X		X	X
	Taped Conference Rebroadcast			X	X
	Transcription			X	X

Notes: * Available subject to additional conditions.

**CenturyLink Web Meeting services are only integrated with Ready-Access but may be used as a stand-alone service with Event or Event Express services and needs to be added at the time of reservation.

5.4 Pricing. Charges for Audio & Web Conferencing Services are per minute, per line, and include toll, toll-free, dial-out, and bridging charges. International dial-out charges are additional for all call types. Call time is measured in minute increments from when a conference participant is connected to a Bridge for a conference until the time that conference participant is disconnected from that Bridge.

- Ready-Access: Toll, Toll-free, Dial-Out.
- Auto Event Call: Toll and Toll-Free.
- Event Express Call: Toll, Toll-Free, and Dial-Out.
- Event Call: Toll, Toll-Free, and Dial-Out.
- CenturyLink Web Meeting: billing options include, per participant per minute usage based charges, or periodic named user license models (e.g., monthly billing associated with a particular Subscriber).
- XpressMeet for Microsoft Outlook® Calendar: No charge.
- Ready-Access Record: Setup fee, file hosting fee and additional playback charges apply.

Charges for all Audio & Web Conferencing services, including any ancillary charges for additional services or features ordered by Customer, will be set forth on the Order for the Service (collectively "Charges"). Notwithstanding any language in the Agreement to the contrary, billing for all elements Audio & Web Conferencing Services is in arrears.

5.5 Customer understands that the Charges applying to the Service are reflective of the charges levied on CenturyLink by third-party providers ("Third Party Charges") who terminate calls to numbers on networks owned and/or operated by those and other third-party providers, and that those Third Party Charges may be subject to change during the term for which the Service is to be provided by CenturyLink to Customer. Accordingly, CenturyLink reserves the right, upon 30 days' written notice, to increase the Charges applying for calls made to specific call destination regions and/or to change Charges based on changes to Third Party Charges, which revised Charges will take effect at the expiry of the 30-day notice period.

5.6 Web Conferencing and HIPAA. Customer understands, and acknowledges, that the web conferencing Services are not suitable for the maintenance of protected health information consistent with the Health Insurance Portability and Accountability Act (HIPAA), as amended. Customer warrants and represents that it will not use the web conferencing Services to maintain protected health information and holds CenturyLink and its affiliates harmless against, and agrees to fully indemnify CenturyLink and its affiliates for, claims alleging or arising out of Customer's use of the web conferencing Services for such purpose.

6. Videoconferencing.

6.1 CenturyLink's Videoconferencing service provides a fully managed videoconferencing solution allowing for visual collaboration between two or more sites. Videoconferencing service is made available to Customer on a Reservations Basis.

(a) Reservations Basis. Customer contacts Conferencing Services to schedule a videoconferencing call either by using a web based reservation system, by assigned telephone number or by email. CenturyLink will provide confirmation by e-mail to a designated reservation site or sites, within an appropriate timeframe, based on a request for a Videoconference conference from Customer. Videoconferencing calls may be either Multipoint (≥ 3 sites) or Point-to-Point (two sites). In either case, CenturyLink video operators

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dial out to each scheduled Customer site and/or Customer dials into the videoconference call from each location. CenturyLink video operators will perform a "Meet-and-Greet" with all of the connected Customer sites prior to the call start time (actual set up time is captured in the customer reservation) and then the Video Operator begins the call and continuously monitors the call connectivity for issues. A summary of the services provided by Video Operators is as follows:

- Before the call - reservations via phone, e-mail, or a proprietary Interactive Web Reservations (IWR) portal;
- During the call – dial out to sites, "Meet-and-Greet" sites, bridge IP & ISDN sites, monitor connectivity, trouble resolution of dynamic issues, and bridging ISDN to IP calls or vice versa (hybrid calls);
- After the call – Online video reports, flexible billing options, and trouble ticket reporting.

- (i) **Hosted Video Bridge Services.** CenturyLink will provide Video Bridge services for multi-point videoconferences using CenturyLink owned and Hosted Bridges.

The following three transport methods are available for CenturyLink Videoconferencing services:

- **ISDN.** Videoconferencing calls originate and terminate 'end to end' on third party provided ISDN circuits.
- **IP Video.** Videoconferencing calls are delivered over CenturyLink's IP VPN Network using Customer's Internet standards based end point equipment. As a condition of this service, Customer must order an IP VPN port with premium class of service (CoS) at each site at which it wishes to use IP Video service. This service provides inherently secure access over CenturyLink's private MPLS network with packet prioritization to ensure video and voice quality. Customers may choose to deploy this service as either an overlay network or as a converged IP (data/voice/video) solution.
- **Public Internet.** Videoconferencing calls are delivered via the public Internet into CenturyLink's video hosting zone for connectivity to CenturyLink's Video Bridges.

- 6.2 CenturyLink will prepare and deliver to Customer a report on any technical difficulty encountered during a videoconferencing call, for use by Customer or Customer's equipment vendor(s).

- 6.3 The following optional features are available in connection with CenturyLink Videoconferencing Services, when requested on a Reservation Basis. Additional charges may apply to the use of some or all of these features, as specified in the Order:

- (a) **Transcoding.** Transcoding provides a mechanism to convert a video stream from one format to another. This is required when endpoints with different capabilities participate in a videoconference. CenturyLink provides the following;

- Network: IP (H.323) to ISDN (H.320)
- Resolution CIF or QCIF, Enhanced QCIF, high definition
- Video algorithms: H.261, H.263, H.264 (proprietary)
- Frame Rates: 7.5 FPS to 30 FPS
- Audio algorithm G. 711, G. 722, G.722.1, G.722.1 Annex C (Siren-14) G.723, G.728.

- (b) **Speedmatching.** Speedmatching is a subset of transcoding. Network rates: 128K up to 2 mpbs.

- (c) **AES Encryption (Advanced Encryption Standard).** Supported in all types of ISDN and IP video conferences. Communication to and from audio-only PSTN participants cannot be encrypted.

- (d) **Cascade Port.** Videoconferencing feature facilitating a video link line between two Bridges. This option may be requested by customers in lieu of connectivity between multiple sites on one Bridge.

- (e) **Continuous Presence.** Videoconferencing feature enabling videoconference call participants to view multiple sites on a video screen at the same time. Various screen view combinations are available.

- (f) **Director Control.** Videoconference feature facilitating the provision by CenturyLink of a dedicated video operator to dynamically change the video and audio controls based on a designated customer request. The operator receives commands from the customer contact and dynamically switches the video to the requested view.

- (g) **CD-Rom / DVD Recording.** At Customer's request, CenturyLink can record videoconference calls on CD-Rom or DVD.

- (h) **Event View Meeting.** provides an operator-assisted video call which may include an audio add on.

- (i) **Hybrid Meeting Audio add-on.** Videoconferencing feature enabling individuals to participate in a videoconference via audio only. The following meeting options are available:

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- Operator assisted;
- Operator unassisted;
- Communication line;
- Link Line: dial in (includes toll, toll-free, dial in, toll-free dial out, and toll dial-out within North America);
- Link Line: dial out (North America only).

6.4 Dedicated Scheduling Bureau. Dedicated Scheduling Bureau service is a full outsourcing solution for managing a videoconferencing room network. The service includes scheduling of Customer's video rooms and equipment worldwide. CenturyLink books the meeting, verifies meeting room availability, and sends confirmations to all site administrators.

- (a) If selected by Customer, CenturyLink will dedicate a team of Scheduling Bureau Consultants ("SBCs") to accommodate Customer's needs. The SBCs will support the Customer to establish account information, guidelines and requirements, and will be knowledgeable on each Customer site listed within the database. Customer is responsible for making up-to-date information available to CenturyLink about its sites. CenturyLink will proactively work with the Customer POC to update the Customer site information on an annual basis. The SBCs will be the primary scheduling/reservations points of contact, responsible for organizing Customer's site information and having all specific data readily available for questions 24-hours a day. During off hours trained Operators will be available to accommodate Customer requests.
- (b) The Customer point of contact ("POC") will contact CenturyLink to schedule the use of video rooms for Point-to-Point Videoconferences, Multipoint Videoconferences and any other function that requires occupation of the videoconference rooms. CenturyLink will confirm within a timeframe appropriate to the start of the meeting, by e-mail or facsimile to a specified contact at each participating endpoint, as well as the meeting reservationist, after receiving a request from Customer. Standard Dedicated Scheduling bureau service offers a personalized direct dial (toll and toll-free) number and greeting and personalized email address for reservations correspondence.
- (c) **CenturyLink will:**
- Store information regarding the Customer's videoconference sites, Customer's clients' sites, Customer internal billing information (i.e., P.O. numbers, charge codes, Chairperson name, participant names) within each meeting record.
 - Coordinate Hybrid Meetings with CenturyLink's Audio Conferencing service.
 - Send confirmations of new meetings, meeting changes, and meeting cancellations to Customer reservationist.
- (d) CenturyLink Conferencing operators will not manage meeting schedules for Customer rooms, nor contact rooms to obtain site information or availability that are not a part of the Dedicated Scheduling Bureau service.
- (e) The Customer POC will receive a monthly Scheduling Report from the CenturyLink account manager including the following:
- Number of Meetings Scheduled, Number of Meetings Canceled, Number of Meetings Executed.
 - Troubled Meeting Information (breakdown by cause).
 - Detailed Bridge, Network, and Scheduling Charges.
 - Miscellaneous Charges (videotaping, Codec conversions, VLink, audio add-ons, etc.).
 - International vs. Domestic Minutes.
- (f) The following conditions apply to the provision of Dedicated Scheduling Bureau Service:
- Customer must turn over all scheduling control of all participating video conference rooms to CenturyLink.
 - Customer must enter into a minimum multipoint bridging service agreement with CenturyLink Conferencing Services.
 - Conferencing Services will not schedule "bridged" meetings that do not take place on a CenturyLink Bridge.

6.5 Customer Video Endpoint Management Service.

- (a) **Customer Video Equipment Maintenance Service.** Two service options (each with a different pricing option applying) are available, as follows:
- (i) **Remote Maintenance (Video Endpoint Management – MMM – Monthly Management and Next Business Day remote Maintenance).** Pricing for this service feature will be set out in the Order. As and when required, CenturyLink will arrange to ship replacement components for failed Customer video equipment to the Customer premises and will then work with the Customer remotely via telephone to assist the Customer in replacing / installing that component. For maintenance requests received by CenturyLink before 3.00 p.m. local time, replacement units will be shipped for delivery by 11.00 a.m. local time on the next Business Day (provided next day delivery services are available in the applicable region).
- (ii) **On Site Maintenance (Video Endpoint Management – MMM+OS -- Monthly Management and On-Site Maintenance).** On-site maintenance service comprises the following elements, pricing for this service feature will be set out in the Order:

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- Dispatch service personnel next business day, if necessary (and if available in the applicable region).
- Fault part/equipment replacement and system operational testing within four hours of delivery of replacement parts.
- Verification, with Customer, that the equipment / system is functioning properly.

Provision of maintenance service is conditional upon Customer maintaining currency of replacement hardware warranties, either through CenturyLink or through applicable hardware manufacturers. CenturyLink will have no responsibilities in relation to or arising from (i) inherited equipment faults or problems, (ii) faults caused by unauthorized modifications to equipment by anyone other than CenturyLink or its agent(s), (iii) faults caused by unauthorized software or expansion slot card(s) installation, (iv) force majeure events, or (v) electrical or network outages or other problems at Customer's premises.

6.6 Pricing. The following are the basic rate elements for Videoconferencing Services:

- (a) For ISDN videoconferencing the pricing components are as follows, details of which will be listed on the Order for the Service:
- Video Bridge charges per port/per hour rate. Charges are billed in one minute increments;
 - ISDN network charges as agreed with customer and set out in the Order for the Service.
- (b) For IP Video the pricing components are as follows, details of which will be listed in the Order for the Service:
- IP Video Bridge charge: based on a per site/minute rate, as agreed with Customer;
 - Network Charges: (i) A fixed recurring Monthly Port Rental Charge for the agreed aggregate bandwidth level for each IPVPN port ordered by Customer, and (ii) a fixed recurring Monthly Commitment Charge, at the agreed upon per megabit rate, for the committed amount of bandwidth connectivity (for Premium CoS) selected by Customer at each IP VPN port ordered by Customer;
 - Local Access Charges: (i) Installation charge (if any) and (ii) fixed monthly recurring charge for any local access circuit(s) ordered by Customer from CenturyLink.
- (c) **Scheduling Bureau.** This provision of this Service feature incurs a monthly recurring charge per room, as set out in the Order for the Service.
- (d) **Customer Video Equipment Management Service.** Pricing for Customer Video Equipment Management Services will be set out in a Order for those Services
- (e) **Managed Video Bridge Service.** Pricing for Managed Video Bridge Services, if ordered by Customer, will be set out in an Order for those Services
- (f) **Ancillary Charges.** Ancillary charges for Videoconferencing services, including rescheduling charges for scheduled conference calls and expedite charges for calls scheduled to take place within an hour of reservation time, are set out in the Order for the Services.

6.7 Video-Conferencing and HIPAA. Customer understands, and acknowledges, that the Videoconferencing Services are not suitable for the maintenance of protected health information consistent with the Health Insurance Portability and Accountability Act (HIPAA), as amended. Customer warrants and represents that it will not use the videoconferencing Services to maintain protected health information and holds CenturyLink and its affiliates harmless against, and agrees to fully indemnify CenturyLink and its affiliates for, claims alleging or arising out of Customer's use of the videoconferencing Services for such purpose.

6.8 No Resale. Notwithstanding anything to the contrary in the Agreement or this Service Schedule, Customer is prohibited from reselling Videoconferencing services.

7. Compliance with laws; Latin America.

7.1 Compliance with Law. Customer acknowledges that elements of the Services (including, but not limited to, the recording of audio and/or video conferencing calls) may be subject to laws and regulations in the jurisdictions in which those services are provided, including export control and privacy laws. ("Applicable Laws"). CenturyLink and Customer undertake to comply fully with all Applicable Laws in the provision and use of the Services respectively. CenturyLink reserves the right to engage a third party licensed in a relevant territory to provide the Conferencing Services where necessary to comply with Applicable Laws.

7.2 International Services. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) ("LCA") with the respective CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

8. Warranties. Conferencing Services are delivered "as is" without any warranties or service level commitments of any kind. EXCEPT where expressly set forth in this Service Schedule, Customer's sole remedy for any non-performance, outages, failures to deliver or defects in service is the right to terminate the Conferencing Service without incurring termination liability.