

FEATURES INCLUDED (FREE)
3-way Calling
Anonymous Call Reject
Auto Attendant (Full Featured and all User defined/managed/customized)
Auto Callback
Busy Lamp Field Support
Call Forwarding (including Advanced)
Call History/Logs
Call Hold
Call Jump
Call Park
Call Return
Call Screening
Call Transfer
Call Waiting
Click to call (from Email, Outlook, Web Browser)
Custom Call Routing
Desk Top Assistant
Directed Call Pickup
Disaster Recovery
Distinctive Ringtones
Do Not Disturb
Enterprise Dialing
Fax to Email
Find Me / Follow Me

OTHER SERVICES / FEATURES	CHARGES
Initial Directory Listing (Simple)	No Charge
Additional Directory Listing	\$15 MRC / \$15 NRC per Listing
Inbound Caller Name	No Charge
Outbound Caller Name (CNAM)	\$3.00 MRC / \$3.00 NRC per Number
Change Order Fee	\$100.00 NRC per Change Order
Account Codes (Verified & Non-verified -- Must be used on all calls)	\$25 MRC / \$75 NRC per Location
LOCAL NUMBER PORTING (LNP) -- 1 RATECENTER ONLY	
Local Number Porting (LNP) of Phone Numbers	Verizon-provided -- No Charge
Local Number Porting (LNP) of Phone Numbers	Level3-provided \$3.00 NRC per Number
LNP Change or Cancellation -- Greater than 48 Hours	\$5.00 NRC per Number
LNP Change or Cancellation -- Less than 48 Hours	\$75.00 NRC per Number
Snapback to Prior Carrier (after completed porting)	\$300.00 NRC per Number
VIRTUAL PRIVATE NUMBERS	
Virtual Private Numbers -- Maximum: 20 per Account	\$2.50 MRC / \$2.50 NRC per Number
Local Number Porting (LNP) of Virtual Pvt Numbers <i>(If VPN is in same Rate Center as Site/Location)</i>	\$3 NRC per Number
Local Number Porting (LNP) of Virtual Pvt Numbers <i>(If VPN is in a different Rate Center as Site/Location)</i>	\$50 NRC per Number
VPN's may be used for Auto Attendant, multi-line hunt groups, etc	
TOLL FREE NUMBERS	
Toll Free Numbers -- 2 TFNs included Free per Acct	No Charge
Additional Toll Free Numbers -- Max: 15 per Account	\$1.00 MRC / \$5.00 NRC per TFN

Airespring Configuration, Training & Demarc Extension
Includes 2 Hours for Remote Configuration and Training, which should be sufficient for Standard Configurations. Custom Configurations may take longer than the included 2 hours (Examples: Custom Auto-Attendant, Music on Hold, Multi-line Hunt Groups, Etc.) Configuration and Training exceeding the included 2 hours will be billed at \$150 per hour.

ADDITIONAL RATE INFORMATION	
Local Directory Assistance	\$1.99
Long Dist. Directory Assistance	\$1.99
Local Calling Increments	60/60
Domestic LD Increments	18/6
Domestic Toll Free Increments	18/6
Offshore Increments	18/6
International Increments	30/6
Mexico Increments	60/60
Payphone Surcharge	\$0.65
Decimal Rounding	2 Decimal Places

OTHER INFORMATION
FREE Inter-office calls between customer locations utilizing Airespring Cloud Hosted IP PBX.
Local Area call determination follows telephone company standard conventions.
This product does NOT support: Alarm lines, Elevator Lines, Credit Card processing machines or Modems.

Customer Provided Bandwidth (CPB) INSTALLATION OPTIONS
SELF-INSTALL : IP Phones are provided to customer and customer is responsible for installation and connection.

Inbound Caller ID Display (User Managed)
Last Number Redial
Loudspeaker Paging* <i>requires additional equipment</i>
Multiple Hunt Groups (User Defined and Managed)
Music on Hold * <i>Custom Music subject to programming fees</i>
One Click Easy Access Portal
On-Screen Alerts
Outbound Caller ID (User Defined and Managed)
Outbound Caller ID Blocking
Outlook Integration
Push-to-Talk / Intercom Calling or Paging
Shared and Multiple Call Appearance
Simultaneous Ring
Speed Dial
Unified Visual Voicemail (Visual & Dial-in Retrieval of Messages and Email Notification with VM Message as Audio Attachment)
Web-Based Online Feature Management
Work Groups – User defined and managed call/ring groups Can be used in conjunction with the Auto Attendant feature. Includes call querying

<p>Demarc Extension: \$276.00 per T1 / \$350 per EOC / Fiber (ICB) -- includes up to 2 hours of labor and 125 feet of Cat5e cable.</p> <p>Additional labor: \$125.00 per hour, billed in 1-minute increments. Additional Cat5e cable: \$.20 per foot.</p>
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<p>PROFESSIONAL INSTALL : All Airespring provided equipment and phones will be professionally installed by Airespring at the Customer's site.</p>
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Long Distance Bundles and Other Services				
Services	MRC	Included Minutes	Excess Minutes	COMMISSIONS
				Agent Level 1
Long Distance / Toll Free Bundle. Includes Local Toll, Intrastate, Interstate (May purchase multiple Bundles)	\$30.00 per bundle	2,000 min. per bundle	0.025 per minute	10%
Long Distance / Toll Free Unlimited. Includes Local Toll, Intrastate, Interstate for US 48 States (All lines must be subscribed)	\$5.00 per line	Unlimited Domestic LD	N/A	10%
Long Distance / Toll Free Minutes. (If no LD / TF Bundle purchased)	N/A	\$0.025 per minute (all)	N/A	10%
Local Minutes	N/A	Free	N/A	10%
Inter-Office On-Net Calling -- Free calls between customer locations utilizing Airespring Cloud Hosted PBX	N/A	Free	Free	N/A
Conferencing Service (includes one conference bridge)	Free	60 minutes per account	\$0.049 per minute	29%
Excessive call traffic to/from High Cost Areas (HCA) shall have a surcharge of up to \$0.04 per minute of use applied to the number of excess minutes by which the Customer's HCA traffic exceed usual and customary call patterns for business users.				