1. General. Pursuant to the terms and conditions of the Agreement, including without limitation this Attachment, AT&T will provide Customer with AT&T OfficeDirect, as described more fully in this Attachment. Customer must be in compliance with the Agreement in order to receive AT&T OfficeDirect. AT&T OfficeDirect is available only to Customer’s qualified CRUs.

2. AT&T OfficeDirect Service Description. AT&T OfficeDirect is an optional, add-on Voice Service feature that provides certain PBX comparable functionality on the CRU's qualified Equipment and, depending on the AT&T OfficeDirect Plan selected, routes calls originated on such Equipment to the Customer’s wireless or wireline transport services (based on Customer’s pre-established routing patterns) for purposes of call completion.

2.1 Eligibility. To subscribe to AT&T OfficeDirect, Customer’s CRUs must have and maintain compatible voice-capable Equipment activated with a qualified Voice Service Plan. In addition, for Customer’s CRUs to be eligible for an AT&T OfficeDirect Plan that includes the Intelligent Routing functionality (as described in Section 2.5.3 below), AT&T must be providing to Customer either AT&T IP Flexible Reach or AT&T VTNS SDN network services or AT&T OneNet SDN network services under separate agreement with AT&T (the agreement(s) for the AT&T wireline transport services are referred to herein collectively and individually as the "Wireline Agreement"; AT&T IP Flexible Reach, AT&T VTNS/SDN and AT&T OneNet SDN services are collectively referred to as "Wireline Services"). Customer will maintain, in good standing at all times, the required Wireline Agreement as long as any of Customer’s CRUs subscribe to an AT&T OfficeDirect Plan with Intelligent Routing, and failure to maintain the required Wireline Agreement in full force and effect will be deemed a material breach of the Agreement. Customer cannot use the Intelligent Routing feature to route calls for completion by an AT&T wireline transport service except by one of the required Wireline Services, and any routing that causes a call to be completed by an AT&T wireline transport other than a Wireline Service will be deemed a material breach of the Agreement. Notwithstanding the foregoing, provided Customer complies with the eligibility requirements under this sub-section, Customer may design its Intelligent Routing functionality to complete calls through the Wireline Services (defined above) or via wireline transport services that are provided to Customer by a carrier other than AT&T.

2.2 System Profile. Initial setup of call routing patterns and other AT&T OfficeDirect service features and billing requirements, as well as on-going maintenance of such, is the responsibility of the Customer. AT&T agrees to work with the Customer in this effort as reasonably required. Customer acknowledges and agrees that it shall determine and establish the call routing patterns for AT&T OfficeDirect-enabled CRU calls, and that charges incurred for any call made by an AT&T OfficeDirect-activated CRU is solely determined by the routing pattern established for such a call by Customer.

2.3 Usage Restrictions and Availability Limitations. AT&T OfficeDirect functionality is available only to AT&T OfficeDirect-enabled CRUs originating calls from, or receiving calls while located in, the 50 United States, Puerto Rico, and the US Virgin Islands (the "Home Calling Area"); provided, however, that AT&T OfficeDirect functionality may not be available in all AT&T markets, or on the wireless networks of other companies with which AT&T has a contractual relationship within the United States and its territories (Puerto Rico and the U.S. Virgin Islands). All AT&T OfficeDirect functionality is disabled when the CRU originates or receives a call while outside the Home Calling Area; such calls will be routed via the wireless network and rated per the CRU’s Voice Service Plan (including, by way of example, applicable...
international roaming charges). AT&T OfficeDirect will not work with certain other wireless services from AT&T (e.g., A-List/A-List for Business, Push to Talk, Prepaid services, Answer Tones, Ringback Tones). Due to the nature of wireline and wireless technology, AT&T and its subcontractors: (a) cannot guarantee that all AT&T OfficeDirect features and functionality will be upheld at all time; and (b) are not responsible for situations in which such features and functionality are not enforced.

2.4 AT&T OfficeDirect Pricing. Pricing and related terms and conditions for AT&T OfficeDirect Plans are set forth in the Sales Information for AT&T OfficeDirect, which is incorporated herein by reference. CUSTOMER UNDERSTANDS AND AGREES THAT, WHEN THE ENABLED CRU INITIATES A CALL THAT IS COMPLETED AT THE CALLED NUMBER BY THE WIRELINE SERVICE AS DIRECTED BY THE CUSTOMER-DETERMINED INTELLIGENT ROUTING PREFERENCES, CUSTOMER WILL SIMULTANEOUSLY INCUR, FOR THE DURATION OF THE CALL, CHARGEABLE WIRELESS AIRTIME USAGE AND APPLICABLE WIRELINE SERVICE USAGE CHARGES. Customer understands and agrees that it is liable for any applicable charges associated with the wireless and wireline usage incurred by using the AT&T OfficeDirect service, and all duration of call usage is subject to the terms and conditions of the Agreement and, when applicable, the Wireline Agreement.

2.5 Features and Functionality. AT&T OfficeDirect features and functionality vary depending upon the selected AT&T OfficeDirect Plan. Customer understands that all AT&T OfficeDirect Plans include Call Management features described in the subsections below (and in the corresponding Sales Information), but only select plans include Intelligent Routing or OfficeDirect Minutes (as defined below).

2.5.1 Call Management. Call Management includes the following functionality, which is described in more detail in the AT&T OfficeDirect Sales Information: Call Restrictions (Outgoing Call Screening and Incoming Call Screening), One Number Service (“ONS”), Abbreviated Dialing, Single Voice Mail, and N11 Redirect. If Customer subscribes to the AT&T OfficeDirect (Call Management) Plan with no Intelligent Routing functionality, all calls will be routed via the AT&T wireless network. With regard to Outgoing/Incoming Call Screening, Customer may not block outgoing 911 calls or incoming calls from Public Safety Answering points or similar municipal emergency agencies. With regard to ONS, the CRU’s AT&T Mobility Call Forwarding feature is disabled when ONS is activated, and AT&T reserves the right to terminate Customer’s or a CRU’s access to AT&T OfficeDirect if ONS is used for call forwarding to a dispatch application, conferencing service, or any other phone number that enables multiple user access to a call center environment. With regard to Abbreviated Dialing, AT&T and its subcontractors cannot guarantee that calling party’s abbreviated dial digits will be displayed as the calling line ID at all times. With regard to N11 Redirect, Customer may not redirect 911 calls. N11 calls routed to an alternate 10-digit number are rated based on the type of call (e.g. long distance, local) from the CRU’s originating wireless number to the alternate 10-digit number and N11 call rates are based on the CRU’s Voice Service Plan and/or Customer’s Wireline Agreement (if Customer is also utilizing Intelligent Routing and N11 Redirect calls are defined to be routed via Customer’s Wireline Transport Service).

2.5.2 Private Numbering Plan. AT&T OfficeDirect provides Customer with the ability to identify a list of AT&T wireless and wireline numbers to create a Private Numbering Plan (“PNP”), and qualified calls made between numbers in the PNP are eligible for specialized wireless rating treatment. Qualified calls made between two numbers specified in the PNP are “On-Net” calls. Only standard wireline or wireless numbers may be added; directory assistance, 900 numbers, chat lines, pay-per-call numbers, machine-to-machine numbers and certain other numbers are ineligible. Customer is solely responsible for identifying, providing and maintaining the list of PNP numbers. AT&T is not responsible, and will have no liability, for ensuring that all numbers Customer considers as “eligible” for inclusion in the PNP are included in the PNP. In order to obtain the maximum benefits of AT&T OfficeDirect functionality, AT&T recommends that Customer include all AT&T OfficeDirect-enabled CRUs’ numbers in the PNP. “On-Net”
calls are calls which are either directly dialed by the AT&T OfficeDirect-enabled CRU to a number in the PNP, or a call received by the CRU from a number in the PNP, provided the AT&T OfficeDirect-enabled CRU’s number is also within the PNP and the CRU is placing or receiving the call when located within the Home Calling Area. On-Net calls are eligible for rating using OfficeDirect Minutes as described in Section 2.5.4 below. All other wireless calls made or received by an AT&T OfficeDirect-enabled CRU are “Off-Net” calls and are not eligible for rating using OfficeDirect Minutes.

2.5.3 Intelligent Routing and Rating. When a CRU selects an AT&T OfficeDirect Plan with Intelligent Routing functionality, Customer can route the CRU’s calls to be completed (a) via the CRU’s Voice Service (using the AT&T wireless network) or (b) via the Customer’s wireline transport service (including but not limited to the Wireline Services). Intelligent Routing functionality provides Customer the capability to configure preferences and parameters under which calls originated by the AT&T OfficeDirect-enabled Equipment are completed via the Customer’s Wireless Services or the Customer’s enterprise wireline transport service (including, but not limited to the Wireline Services). Customer is solely responsible for establishing the call completion preferences and parameters and agrees it is liable for charges incurred as a result of the established call completion design. IN THOSE CASES WHERE THE CUSTOMER’S ESTABLISHED PARAMETERS DIRECTS THE CALL ORIGINATED FROM THE AT&T OFFICEDIRECT-ENABLED CRU TO BE COMPLETED BY CUSTOMER’S PREDETERMINED WIRELINE TRANSPORT SERVICE (INCLUDING BUT NOT LIMITED TO THE WIRELINE SERVICES), CUSTOMER WILL INCUR WIRELESS AIRTIME USAGE CHARGES FOR THE DURATION OF THE CALL (ON-NET OR OFF-NET) IN ADDITION TO RELEVANT WIRELINE USAGE CHARGES FOR THE DURATION OF THE CALL. Wireline transport charges will be based on Customer’s relevant agreement with the provider of its wireline transport service).

2.5.3.1 E911 Advisory. Customer acknowledges and understands that if a CRU originates a 911 call from AT&T OfficeDirect-equipped Equipment, the 911 call will always be considered as originating from the Equipment and will be routed through the AT&T wireless network to the appropriate Public Safety Answering Point (PSAP) based on AT&T’s standard E911 routing policies.

2.5.4 OfficeDirect Minutes and Rating. Select AT&T OfficeDirect Plans include a bucket of minutes which can be applied against the wireless network usage for On-Net calls only (“OfficeDirect Minutes”). OfficeDirect Minutes cannot be used for Off-Net calls, which are rated per the CRU’s primary Voice Service Plan. As between the CRU’s primary Voice Service Plan and selected AT&T OfficeDirect Plan, On-Net calls deplete the CRU’s available minutes of use in the following order: (i) any available Night & Weekend Minutes or Mobile-to-Mobile Minutes (per the CRU’s Voice Service Plan); (ii) any available OfficeDirect Minutes until depleted; (iii) any available Anytime Minutes (per the CRU’s Voice Service Plan) until depleted; (iv) any available Rollover™ Minutes (per the CRU’s Voice Service Plan) until depleted; and (v) Additional Minutes (at the rate set forth in the CRU’s Voice Service Plan). Except as described in Section 2.5.5 below for calls routed to the Wireline Service for completion, wireless long distance charges for On-Net and Off-Net calls are dictated by the CRU’s primary Voice Service Plan. If an On-Net call includes a wireline telephone number, OfficeDirect Minutes will not apply against any wireline transport usage that applies to such a call.

2.5.5 Usage Charges When Wireline Service Completes Call. When a CRU is subscribed to an AT&T OfficeDirect Plan with Intelligent Routing functionality and Customer’s established call routing pattern directs the CRU’s call for completion by Customer’s wireline transport service (including, but not limited to the Wireline Services), the usage charges that apply to that call are first determined on whether it is an On-Net or Off-Net call. When the call is an On-Net call, (a) wireless usage charges apply for the duration of the call and are rated as described in Section 2.5.4 above, provided, however that the On-Net call is treated for wireless billing purposes as a call within the Home Calling Area, which will reduce or eliminate

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wireless long distance charges that would otherwise apply per the CRU’s primary Voice Service Plan; and 
(b) the wireline usage charges apply for the duration of the call based on the Customer’s relevant 
agreement for the wireline transport services. When the call is Off-Net, Customer will incur charges based 
on the following: (a) cellular airtime minutes for the duration of the call based on Customer’s primary 
Voice Service Plan, provided, however, that the Off-Net call is treated for wireless billing purposes as a 
call within the Home Calling Area, which will reduce or eliminate wireless long distance charges that 
would otherwise apply per the CRU’s primary Voice Service Plan; and (b) wireline transport service usage 
for the duration of the call based on the Customer’s relevant agreement for the wireline transport 
services. For calls originated by the AT&T OfficeDirect-enabled CRU and completed by the Customer’s 
wireline transport service (including, but not limited to the Wireline Services), the Customer’s wireline 
charges will be based on the number called by the CRU.

3. Service Discounts. AT&T OfficeDirect Plans are not eligible for the Service Discount described in the 
Agreement, and CRUs’ AT&T OfficeDirect charges do not contribute to Customer’s MAC or Monthly 
Volume, as applicable.

4. Policies and Processes. Customer must follow the policies and processes established by AT&T to 
activate, migrate, or terminate AT&T OfficeDirect, as such policies and processes may be modified from 
time to time. Such policies and processes may include, without limitation, (a) making AT&T OfficeDirect 
available for purchase only through AT&T’s direct sales channel, (b) requiring Customer to provide AT&T 
with certain PBX and other wireline transport information necessary to complete the CRU activations, and 
(c) requiring Customer to manage AT&T OfficeDirect through the AT&T Premier online portal.

5. Incorporation of Agreement. The terms, conditions and defined terms set forth in all documents 
comprising the Agreement (including, without limitation, this Attachment) apply throughout all such 
documents.