

1. APPLICABILITY OF SERVICE ATTACHMENT, SERVICE OVERVIEW AND SERVICE OPTIONS.

1.1 Applicability. This UCAAS Service Attachment (the “**Service Attachment**”) sets forth the terms and conditions of Lightpath’s: (i) Enterprise Voice service, whereby Lightpath will provide Customer virtual VoIP trunks that carry local and long distance traffic to multiple destinations (“**SIP Trunks**”) over the Service Network (the “**Enterprise Voice Service**”); (ii) Hosted Voice service, whereby Lightpath will provide an Internet protocol (“**IP**”) solution that bundles IP phones and IP-based Service Equipment with connectivity to the public switched telephone network (“**PSTN**”) and IP access over Lightpath’s fiber Metro Ethernet facilities (the “**Hosted Voice Service**”); (iii) Audio Conference service, whereby Lightpath will provide a multipoint long distance telecommunications service between a single calling station and two or more called stations (the “**Audio Conference Service**”); and (iv) Web Conference service, whereby Lightpath will provide a multipoint web-based service that allows Customer to conduct a document conference call allowing text, documents, data or images to be transmitted through the Internet (the “**Web Conference Service**”) for use solely by Customer (collectively, the “**Service**”). Unless otherwise defined herein, all capitalized terms in this Service Attachment will have the same meaning as defined in the Standard Service Agreement. By signing the Service Order, Customer agrees to the terms of this Service Attachment.

1.2 Voice Included Features: The following features are available for Enterprise Voice Service and Hosted Voice Service, except as noted below:

1.2.1 Caller ID. The Service is able to support non-emergency outbound calls that allow Customer specified calling party identification (“**Caller ID**”) to be displayed to the party receiving the call. Lightpath will associate a specific Customer telephone number to Customer specified Caller ID calls. Customer is responsible for configuring all Customer Equipment to support this Caller ID functionality. Customer releases Lightpath from all liability in connection with the Caller ID functionality, and Customer agrees to defend and indemnify Lightpath from and against all claims associated with Caller ID functionality.

1.2.2 Call Recording via IP Port Mirroring. The Service is capable of supporting Call Recording via IP Port Mirroring. However, Lightpath does not offer this feature as part of the Service, nor does Lightpath sell, install, or maintain Call Recording equipment. Upon Customer's request, Lightpath will enable Lightpath's ethernet switch, as applicable, at the Customer Location to support Call Recording. Customer is solely responsible to provide and install all IP capable Call Recording equipment. Lightpath is not responsible for any losses, claims, or liability whatsoever including, but not limited to, the installation, operation, or failure of such Call Recording. This feature is only available for Hosted Voice Service.

1.2.3 Contact Center Service / Hosted Voice Call Recording. Call recordings under contact center service is a third party vendor that offers multiple retention times, including 30, 60, 90, or 120 days. Hosted Voice Call Recording purchased pursuant to this Service Attachment will be stored and automatically deleted after thirty (30) days unless noted in the applicable Service Order. Customer understands that recording a call without the consent of all participants on that call may be illegal in some States. Customer is solely responsible for ensuring compliance with all applicable laws regarding call recording and will indemnify Lightpath for any third party claims with respect to use of the call recording feature. This feature is only available for Hosted Voice Service.

1.2.4 Domestic Calling. The Service offers local calling over the Internet within the contiguous 48 states and with long distance service within the United States.

1.2.5 Key Group. Lightpath supports all features of the key system at the Customer Location, and Customer can also use the following features: Call Return, Call Trace, Call Transfer, Call Waiting, Cancel Call Waiting, Consultation Hold, Hold, Flash Call Hold, Last number redial, Three-way calling, using the Feature Access Codes (as applicable). This feature is only available for Enterprise Voice Service.

1.2.6 Number Portability. Lightpath enables Customer to port its telephone numbers using Local Number Portability at the same time the Service is made available for use.

1.2.7 Optional Features. Lightpath offers the following optional features Accounting / Authorization Codes, Auto-Attendant, Call Forwarding, Call Intercept, Calling Name Inbound, Directory Assistance, Operator Assistance, and Voicemail as described below:

1.2.8 Accounting / Authorization Codes. These are codes that are provided by the Customer to account for and authorize the use of chargeable toll calls.

1.2.9 Auto-Attendant. This is a voice menu system that allows callers to be transferred to an extension without going through a telephone operator or receptionist, which is commonly known as a digital receptionist.

1.2.10 Call Forwarding. This is a phone management feature that helps to redirect or forward incoming calls to an alternate number.

1.2.11 Call Intercept. This feature allows for the routing of a call placed to a disconnected or non-existent telephone number, to an operator, or to a machine answering device, or to a tone.

1.2.12 Calling Name Inbound. This feature delivers calling name information (caller ID) to a Customer's phone.

1.2.13 Directory Assistance. Lightpath provides directory assistance to request telephone numbers.

1.2.14 International Calling. The Service offers international outbound termination, where additional rate charges will apply as detailed in Attachment A attached hereto.

1.2.15 Toll Free Calling. Subject to the additional rate charges detailed in Attachment A attached hereto, Customer can purchase SIP Trunks that will only be used to carry toll free usage provided Customer purchases a toll free SIP Trunk and a local telephone number for each location at which Customer purchases Enterprise Toll Free. Enterprise Toll Free includes multiple routing capabilities. Enterprise Toll Free will route and deliver inbound toll free calls via the Service Network.

1.2.16 Operator Services. Lightpath provides operator assistance to complete a long distance or local exchange telephone call.

1.2.17 Overhead Paging. The Service is compatible with most overhead paging systems. In the event Customer's overhead paging system is not compatible with the Service, Customer will be responsible for bringing the overhead paging system into compliance with Service.

1.2.18 Voicemail. Voicemail allows for the electronic storing of a voice message that is left by a caller to be retrieved later by the intended recipient. This feature is only available for Hosted Voice Service.

1.3 Conference Services. Lightpath's Audio Conference and Web Conference Service encompasses collaboration technologies that enable Customer to place calls by an application over the internet, through software downloaded locally to a computer or device, or in an on-premises environment. All Audio Conference Service minutes used through desktop and / or telephone are aggregated to make up the total monthly billable minutes. For Customers on a bundle plan, overage charges may apply. International rates and surcharges apply on a per minute basis for all calls originating outside the non-contiguous United States and / or international dial-out (rates provided upon request). Call set-up and disconnect charges also apply to all inbound and outbound legs of all calls. All calls are rounded to the full minute on a per participant basis and the price of the call is rounded to the nearest whole cent. Services not listed herein, including additional feature charges, are subject to the additional rate charges detailed in Attachment A attached hereto. This feature is only available for Hosted Voice Service.

1.4 Teams Direct Routing. Lightpath's Teams Direct Routing Service enables a Customer to use Customer owned and operated Microsoft Teams Cloud Based Phone System to complete calls to non-Microsoft Team endpoints. Lightpath will establish SIP Trunk(s) between the Lightpath SBCs and the Microsoft Teams Cloud-Based PBX infrastructure which will allow Customer's end-users to establish and complete calls from the Microsoft Teams application to the PSTN (public Switched Telephone Network). This product must be purchased with Lightpath Ethernet, Wavelength or Internet Service and is available for Enterprise and Hosted Voice Services. Lightpath is only responsible for the SIP trunks and PSTN connectivity services.

1.5 De minimis Service Changes. Notwithstanding anything to the contrary in the General Terms, the Parties agree that Customer can make the following changes to the Service upon written notice to Lightpath: (i) adding or removing remote call forwarding; (ii) changing the quantities of power supplies, wall mounts, DIDs, analog lines, PRIs or SIP trunks; (iii) changing Service Equipment due to inventory shortages; (iv) adding or removing zero-dollar features; or (v) changing the delivery mechanism as SIP or PRI (collectively, the "Voice Changes"). Customer acknowledges and agrees that it will be responsible for all charges associated with the Voice Changes.

2. SERVICE USE AND RESTRICTIONS.

2.1 Demarcation Point. The Service is configured on a designated port(s) on the Service Equipment which will be the point of demarcation for providing the Service to Customer (the "Demarcation Point").

2.2 PBX System Required Only for Enterprise Voice Service. In order to use the Enterprise Voice Service, Customer must have its own PBX system at the Customer Location and personnel to manage such system.

2.3 Software License. The software which is embedded in the Service Equipment in order to provide the Service (the "Software") is only licensed to Customer subject to this Service Attachment. Lightpath and its providers retain title, all ownership and intellectual rights and interests in the Software. Customer will not modify, adapt, alter, decompile, disassemble, reverse assemble, reverse engineer or otherwise attempt to derive source code of the Software. Customer may not distribute, license, lease, rent, loan, or otherwise transfer the Software. Customer will not create derivative works based on the Software. Customer may not export the Software or the underlying

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technology in contravention of the applicable U.S. and foreign export laws and regulations. Customer will be required to accept the end use license agreement presented to Customer in a click-to-agree format during the initial license installation login process.

2.4 Content Liability. Customer is solely liable and responsible for the content, data and communications applicable to the Service. Customer acknowledges that Lightpath will have network access to communicate with the Service Equipment for purposes such as authentication and Software updates; and will have access to, and may utilize for any purpose all information regarding networking characteristics, usage, performance and related information involved in the use of the Service.

2.5 Fraudulent Use of Service. Lightpath will not be held liable for any usage, charges and / or damages resulting from Customer's fraudulent, illegal or unauthorized use of the Service, Software and / or Service Equipment. Customer will not use the Service in any unlawful, abusive, or fraudulent manner. If Lightpath has reason to suspect Customer is abusing the Service or using them fraudulently or unlawfully, Lightpath reserves the right to immediately suspend, restrict, or terminate the Service without notification. In such an event, Customer will be held liable for all usage, including but not limited to, any and all fraudulent usage. Further, Customers with unlimited usage plans may be subject to usage charges for use deemed excessive or atypical outside of standard business customer usage, as determined by Lightpath.

2.6 User Conduct. Customer agrees to comply with applicable United States export laws regarding the transmission of technical data exported from the United States through the Service. Customer agrees not to: (i) use the Service in connection with chain letters, junk mail, or any use of distribution lists to any person who has not given specific permission to be included in such a process (commercial or otherwise); (ii) harvest or otherwise collect information about others, including e-mail addresses, without their consent; (iii) use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity that is not a user of the Service any directory of other users or usage information or any portion thereof other than in the context of Customer's use of the Service; (iv) knowingly interfere with or disrupt networks connected to Service or violate the regulations, policies or procedures of such networks; (v) attempt to gain unauthorized access to Service, other accounts, computer systems or networks connected to the service, through password mining or any other means; or (vi) use Service for illegal purposes (including without limitation, gambling or betting).

2.7 SOFTPHONES, OFF-SITE PHONES & WIFI CONNECTIVITY. ALTHOUGH HOSTED VOICE PHONE AND CUSTOMER PROVIDED SOFTPHONES OR OFF-SITE PHONES ARE CAPABLE OF WORKING OVER THE PUBLIC INTERNET, INCLUDING WIFI, LIGHTPATH DISCOURAGES THE USE OF THESE PHONES AT ANY LOCATION OUTSIDE OF THE CUSTOMER LOCATION WHERE THE HOSTED VOICE SERVICES ARE INSTALLED. FURTHER, LIGHTPATH WILL INCUR NO LIABILITY SHOULD THESE PHONES EXPERIENCE ANY OF THE FOLLOWING, BUT NOT LIMITED TO: (I) STATIC / GARBLED CALLS; (II) CALL CLIPPING AND ECHO; (III) DROPPED CALLS; (IV) ONE WAY AUDIO; (V) CANNOT RECEIVE INBOUND CALLS; (VI) FAILURE OF PHONES TO REGISTER; (VII) FLASHING KEYS, (VIII) CONDITION OF THE LAN OR WIRING; (IX) NUMBER OF PHONES BEING USED CONCURRENTLY; (X) QUALITY OF INTERNET CONNECTION; (XI) AVAILABLE BANDWIDTH OR BANDWIDTH CONTENTION; (XII) OTHER NETWORK DEVICES / TRAFFIC; (XIII) FIREWALL NOT CONFIGURED FOR SIP TRAFFIC; (XIV) LAN ROUTERS AND SWITCHES BLOCKING PHONE ACCESS TO THE INTERNET; AND / OR (XV) INTERNET PROVIDER BLOCKING SIP TRAFFIC. IN NO EVENT WILL LIGHTPATH BE RESPONSIBLE FOR, NOR DOES IT WARRANT THE PERFORMANCE OR INTEROPERABILITY OF THE HOSTED VOICE SERVICE IN CONNECTION WITH ANY PHONES OR WIRELESS CONNECTIVITY. IT IS CUSTOMER'S SOLE RESPONSIBILITY TO SUPPORT AND TROUBLESHOOT ANY RELATED CONNECTIVITY ISSUES UNDER THIS SECTION.

2.8 Supported Alarm Systems. If Customer has a centrally monitored system, which is not a security monitoring system (UL 681 or similar), or an emergency medical alert system, the Service will be wired so that it may be available for use with such system. This request must be made at the time of sale. Lightpath does not guarantee that any such system will be in complete operational order following the installation of the Hosted Voice Service. As such, it is Customer's obligation to contact its security system provider to inform such service provider of the Hosted Voice Service installation and any change in phone number and to request a complete operational test of such system immediately following installation of the Hosted Voice Service. In addition, it is Customer's responsibility to test its system on a regular basis. All wiring from the Demarcation Point to the alarm panel is Customer's responsibility. LIGHTPATH DOES NOT REPRESENT OR WARRANT THAT THE HOSTED VOICE SERVICE IS FAIL-SAFE. IN NO EVENT WILL LIGHTPATH BE RESPONSIBLE FOR, NOR DOES IT WARRANT THE PERFORMANCE OR INTEROPERABILITY OF THE HOSTED VOICE SERVICE IN CONNECTION WITH SUCH ALARM SYSTEMS. IN ADDITION TO THE LIMITATION OF LIABILITY CLAUSE SET FORTH IN THE STANDARD SERVICE AGREEMENT, LIGHTPATH IS NOT RESPONSIBLE FOR ANY LOSSES, CLAIMS, DEMANDS, SUITS OR ANY LIABILITY WHATSOEVER ("LOSSES"), INCLUDING WITHOUT LIMITATION (I) LOSSES TO OR RELATING TO CUSTOMER OR A THIRD PARTY; (II) LOSSES FOR ANY BODILY INJURY OR PROPERTY DAMAGES; OR (III) LOSSES CLAIMED TO HAVE BEEN CAUSED BY: (A) MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR OTHER DEFECTS IN THE PROVISION OF THE HOSTED VOICE SERVICE, OR (B) INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, LOCATION OR USE OF ANY EQUIPMENT AND FACILITIES FURNISHING THE HOSTED VOICE SERVICE.

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2.9 UNSUPPORTED ALARM SYSTEMS. LIGHTPATH DOES NOT SUPPORT AND PROHIBITS THE USE OF THE HOSTED VOICE SERVICE AS A CONNECTION BETWEEN: (I) MEDICAL ALERT SYSTEMS, (II) FIRE ALARM SYSTEMS (UL 864 OR SIMILAR), OR (III) ANY SECURITY MONITORING SYSTEMS (UL 681 OR SIMILAR) AND THE CENTRAL STATION MONITORING. IF CUSTOMER DESIRES TO UTILIZE A MONITORING SYSTEM, CUSTOMER MUST MAINTAIN AN ALTERNATE CONNECTION BETWEEN THE CENTRAL STATION AND ENDPOINT SYSTEMS. IF THE HOSTED VOICE SERVICE IS USED FOR SUCH MONITORING SYSTEMS, CUSTOMER AGREES THAT IT WILL BE SOLELY RESPONSIBLE FOR THE TESTING OF SUCH MONITORING SYSTEMS FOLLOWING LIGHTPATH'S INSTALLATION OF THE HOSTED VOICE SERVICE, INCLUDING THE TESTING OF PROPER LINE SEIZURE FUNCTIONALITY AND THE SUCCESSFUL TRANSMISSION OF SIGNALS TO / FROM THE CENTRAL MONITORING STATION. LIGHTPATH WILL NEITHER CONNECT TO SUCH SERVICES NOR PROVIDE TECHNICAL SUPPORT FOR SUCH CONNECTIONS. LIGHTPATH DOES NOT REPRESENT OR WARRANT THAT THE HOSTED VOICE SERVICE IS FAIL-SAFE. IN NO EVENT WILL LIGHTPATH BE RESPONSIBLE FOR, NOR DOES IT WARRANT THE PERFORMANCE OR INTEROPERABILITY OF THE HOSTED VOICE SERVICE IN CONNECTION WITH SUCH MONITORING SYSTEMS, ALARM PANEL EQUIPMENT, ANALOG MODEMS, OR ANY OTHER SIMILAR EQUIPMENT. IN ADDITION TO THE LIMITATION OF LIABILITY CLAUSE SET FORTH IN THE STANDARD SERVICE AGREEMENT, LIGHTPATH IS NOT RESPONSIBLE FOR ANY LOSSES, CLAIMS, DEMANDS, SUITS OR ANY LIABILITY WHATSOEVER ("LOSSES"), INCLUDING WITHOUT LIMITATION (I) LOSSES TO OR RELATING TO CUSTOMER OR A THIRD PARTY; (II) LOSSES FOR ANY BODILY INJURY OR PROPERTY DAMAGES; OR (III) LOSSES CLAIMED TO HAVE BEEN CAUSED BY: (A) MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR OTHER DEFECTS IN THE PROVISION OF THE HOSTED VOICE SERVICE, OR (B) INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, LOCATION OR USE OF ANY EQUIPMENT AND FACILITIES FURNISHING THE HOSTED VOICE SERVICE.

2.10 Limitations on Toll Free Calls. Hosted Voice Toll Free Service does not accept toll free calls that originate from payphones or toll free calls which require any operator intervention or screening for call completion including calls originating from lines within a prison or confinement / detention facility that are intended for inmate / detainee use and require outward call screening and restriction and private pay stations that may or may not require coins for call completion.

2.11 Named Host. Each conference meeting must be hosted by a Named Host and cannot include more than the listed Maximum Meeting Participants, which includes the Named Host. Named Host accounts are individualized and may not be shared or used by anyone other than the one employee of the Customer to whom the Named Host account is assigned. The identification of Named Hosts must be unique to an individual and may not be of a generic nature. Customer will identify those employees assigned to Named Host accounts on the manage hosts list. This list will be maintained by the Customer's administrator for the Service, who will keep the list current at all times. Named Hosts may not combine with other Named Hosts or otherwise expand meetings scheduled by a Named Host to allow more than the Maximum Meeting Participants. There may be only one user/employee assigned to a Named Host license. Named Host licenses cannot be shared among multiple individuals and separate Named Host licenses must be purchased for each individual. Customer is at all times responsible for monitoring and maintaining the use of the Named Host licenses within the forgoing parameters. A Named Host designation may not be transferred to another Customer employee except upon (i) termination of the Named Host's employment with Customer, or (ii) in all other instances, Lightpath's express prior written approval. The term "Named Host" is any host who may host an unlimited number of meetings using the Service. The term "Maximum Meeting Participants" means the maximum number of meeting participants that may be in a meeting occurrence at the same time.

2.12 Emergency Blocking. The Parties agree that if either Party, in its reasonable sole discretion, determines that an emergency action is necessary to protect its own network, then the applicable Party may block any transmission path over its network by the other Party where transmissions do not meet material standard industry requirements and after engaging in reasonable and good faith efforts to notify the other Party of the need to block. Any such blockage will be without any liability or obligation to the other Party. The Parties further agree that none of their respective obligations to each other under the Standard Service Agreement, this Service Attachment, and Service Order, will be affected by such blockage.

2.13 Resale Restrictions. Customer is not permitted to resell, charge, loan, transfer, sublease, or otherwise dispose of the Service (or any part thereof) to any third party without the prior written consent of Lightpath.

2.14 Utilities. Customer will make available to Lightpath adequate space, power, air conditioning and all other applicable utilities for Service Equipment at the Customer Location at its sole cost. Specifically, Customer will provide: (i) secure space for Service Equipment at each Customer Location with 24x7x365 access; (ii) dedicated electrical circuit for Service Equipment (i.e., the circuit has no other load from the Service Equipment to a circuit breaker) at each Customer Location from the public utility; and (iii) for Service Equipment installed indoors, substantially dust free with temperature control that maintains temperature between 50 and 80 degrees Fahrenheit and humidity control that maintains relative humidity below 80%.

2.15 Annual Adjustments. In the event that Lightpath's costs or expenses are increased to provide the Service, Lightpath will have the right to charge Customer for its pro rata share of such increases.

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2.16 Reservation of Rights. Lightpath may, at any time and in its sole discretion, without notice, change, add to or remove portions of the Service (including, without limitation, functionality, hours of availability, equipment requirements, equipment, underlying providers, and features). Lightpath may notify Customer of any such changes by posting notice of such changes on Lightpath's website, by sending notice via email or postal mail, by contacting the telephone number(s) on Customer's account (including mobile phones) by means such as but not limited to voice, SMS, MMS, and text messages, including by the use of by automatic telephone dialing systems, and / or by browser bulletins or walled garden (browser interruption). Customer agrees that any one of the foregoing will constitute sufficient and effective notice.

2.17 Service Equipment Substitution. Lightpath reserves the right to substitute substantially equivalent Service Equipment (e.g., phones), as determined solely by Lightpath, in the event the specific Service Equipment is identified in the Service Order are not available at the time of installation or during the Service Term of the Service. In the event such substitution is necessary, Lightpath may provide Customer with reasonable notice.

3. E911 DISCLOSURE NOTICE AND ACKNOWLEDGEMENT.

3.1 Emergency Calling Services. Enhanced 911 service ("E911") is a feature of the Service that enables users to initiate emergency calls to reach the appropriate public safety answering point (each, a "PSAP") with the telephone number and registered address displayed at the PSAP. In certain areas, where the PSAP may not be able to see a Customer's telephone number or registered address is known as "Basic 911", which is not under the control of Lightpath. In other areas, Customer may not have access to either Basic 911 or E911, in which case the Customer's emergency call may be routed to a national emergency call center if available. The ability to access an appropriate PSAP depends on the type, configuration, and location of the phone used. Lightpath provides E911 only in locations where such E911 calling is available and only under the limited circumstances described below which Customer acknowledges and accepts.

3.2 Customer Responsibilities. Customer is responsible for complying with all applicable emergency calling service laws, providing Lightpath with accurate information regarding the physical location of the phone at all times, and providing such other information as may be required by Lightpath from time-to-time. Lightpath's responsibilities end at the Demarcation Point.

3.2.1 Initial Registration of Physical Location. When 911 is dialed on an IP phone, softphone and analog phone used for voice communications as part of the Service, the call is routed to the appropriate PSAP based on the physical service address of the automatic number identification ("ANI"), billing telephone number ("BTN"), or calling party number ("CPN") depending on the Customer's configuration of the Service. Customer is responsible for registering and keeping current the physical service address, including the alternative location information (e.g., floor, suite), with Lightpath. The initial locations of the Service are registered as part of the installation for the Service. Failure to provide the current and correct physical service address, including the alternative location information, may result in the loss of E911 capability and / or will result in emergency service calls to be routed to the wrong local PSAP. The Service Equipment in provision of the Service may also need to be reconfigured upon change in the physical service address in order for an E911 call to be routed to the appropriate PSAP.

3.2.2 Reregistration Due to Change of Physical Location. The Service provides Customer with the ability to remotely access their VoIP network to initiate and receive calls within the 50 U.S. states and the District of Columbia by utilizing the mobility features (i.e., extension mobility, softphones, physical movement of IP stations). In cases where the Customer utilizes these mobility features and wishes to place calls, Lightpath requires the Customer to reregister the physical service address, including the alternative location information, as may be detailed in the user guide. **FAILURE TO RE-REGISTER THE CURRENT PHYSICAL SERVICE ADDRESS, INCLUDING THE ALTERNATIVE LOCATION INFORMATION, MAY RESULT IN THE LOSS OF E911 CAPABILITY AND / OR WILL RESULT IN EMERGENCY SERVICE CALLS TO BE ROUTED TO THE WRONG PSAP.** For the avoidance of doubt, each time the Customer changes its physical service address, including upon return to initial physical service address of the Service, Customer must reregister its physical service address so that calls may be routed to the appropriate PSAP.

3.2.3 Notification to All End-Users. Customer is responsible for informing all its end-users, including all employees, visitors, and other third parties who may be present at the physical location where the Service is utilized, of the differences in and the limitations of E911 for the Service including, but not limited to, that E911 access to a PSAP is limited as described in this Service Attachment regardless of the type of phone used. Customer will also notify all such end-users what procedures they must follow for registering a new physical service address prior to moving a phone. Lightpath will supply stickers concerning the risk associated with not registering a new location for E911 service (the "911 Sticker") after the initial installation of the phone or utilization of the mobility features. Customer will not remove or damage the 911 Sticker on each phone used with the Service. Customer is also responsible for the provision of E911 for all interconnected end-users behind Customer Equipment and notification of any limitations to all of its end users.

3.2.4 Access Limitations. Common events that can limit access to E911 include, but are not limited to: (i) power failure or disruption, (ii) loss of access service (i.e., attendant connection is not available or phone is not E911 enabled), (iii) failure of any Service Equipment, Customer Equipment, phone or any hardware or software necessary for Service to work properly, (iv) a Service Outage, or (v) Service is suspended or terminated by Lightpath.

3.3 Indemnification for E911 Services. To the fullest extent permitted by law, Customer shall indemnify, defend and hold harmless Lightpath and its parent, subsidiaries, Affiliates, partners, directors, officers, employees, representatives, agents, successors, and assigns (each, an “Indemnified Party”) from and against any and all liabilities, obligations, proceedings, actions, suits, claims, damages, costs, fines, penalties, expenses and fees (including reasonable legal fees and costs) arising out of or related to the absence, failure or outage of the Service, including access to E911, incorrectly routed E911 calls, and / or the inability of any end-user of the Service to be able to access E911 services or access emergency service personnel, or Customer's obligations, liabilities, performance, breach or failure to perform under this Service Attachment.

3.4 LIMITATION OF LIABILITY FOR E911 SERVICES. LIGHTPATH STRONGLY RECOMMENDS THAT CUSTOMER HAS AN ALTERNATIVE MEANS FOR PLACING EMERGENCY 911 CALLS AVAILABLE AT ALL TIMES. E911 FOR SERVICE IS OFFERED SOLELY AS AN AID IN CONTACTING AN APPROPRIATE PSAP IN CONNECTION WITH FIRE, POLICE AND OTHER EMERGENCIES. IN ADDITION TO THE LIMITATION OF LIABILITY CLAUSE SET FOR IN THE STANDARD SERVICE AGREEMENT, LIGHTPATH IS NOT RESPONSIBLE FOR ANY LOSSES, CLAIMS, DEMANDS, SUITS OR ANY LIABILITY WHATSOEVER (“LOSSES”), INCLUDING WITHOUT LIMITATION (I) LOSSES TO OR RELATING TO CUSTOMER OR A THIRD PARTY; (II) LOSSES FOR ANY BODILY INJURY OR PROPERTY DAMAGES; OR (III) LOSSES CLAIMED TO HAVE BEEN CAUSED BY: (A) MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, ERRORS OR OTHER DEFECTS IN THE PROVISION OF E911, OR (B) INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, LOCATION OR USE OF ANY EQUIPMENT AND FACILITIES FURNISHING THE SERVICE. FURTHER, LIGHTPATH IS ALSO NOT RESPONSIBLE FOR ANY INFRINGEMENT OR INVASION OF THE RIGHT OF PRIVACY OF ANY PERSON OR PERSONS, CAUSED OR CLAIMED TO HAVE BEEN CAUSED, DIRECTLY OR INDIRECTLY, BY THE INSTALLATION, OPERATION, FAILURE TO OPERATE, MAINTENANCE, REMOVAL, PRESENCE, CONDITION, OCCASION OR USE OF E911 SERVICE AND THE EQUIPMENT ASSOCIATED THEREWITH, OR BY ANY SERVICES FURNISHED BY LIGHTPATH INCLUDING, BUT NOT LIMITED TO, THE IDENTIFICATION OF THE TELEPHONE NUMBER, ADDRESS OR NAME ASSOCIATED WITH THE PHONE USED BY THE PARTY OR PARTIES ACCESSING E911 SERVICE, AND WHICH ARISE OUT OF THE NEGLIGENCE OR OTHER WRONGFUL ACTS OF LIGHTPATH, CUSTOMER, ITS USERS, AGENCIES OR MUNICIPALITIES, OR THE EMPLOYEES OR AGENTS THEREOF.

4. IMPLEMENTATION.

4.1 Pre-Installation Technical Documentation. Customer will assist in the completion of technical documentation prior to commencement of installation of the Service. The documentation provides Lightpath with the information needed to design and configure the Service, including, but not limited to, access type and bandwidth, local area network, number of users, and traffic types and priorities. Further, Customer is required to provide IP addressing / bandwidth as required for the Service as well as physical connection demarcation information. In the event, Lightpath is not able to provide the Service to the Customer due to a failed local area network (“LAN”) assessment, Lightpath reserves the right to cancel the Service and Customer will be responsible for all charges.

4.2 Configuration and Installation of Service: Lightpath will provide Service configuration and perform on-site installation at each Customer Location, as necessary, by Lightpath’s third-party providers. Installation will include one or more of the following services, as required: (i) Service Equipment installation, wiring and configuration; (ii) testing and validation of Service Equipment, if applicable, and ensure Service Equipment features and functionality work properly; (iii) provide Customer with Service Equipment customer portal access credentials; and (iv) Customer will be provided with a user guide.

4.3 Customer Responsibilities. If interfacing with a third party service provider, Customer will provide, install and maintain a device that is capable of routing network traffic between the Service Equipment and the Customer Equipment. Further, Customer will provide a point of contact for installation, notices for service outages, and any maintenance activities.

4.4 Security Monitoring and Mitigation. Lightpath monitors the Service Equipment utilized in connection with the Service. Lightpath does not provide monitoring of security events, any security event mitigation or advice regarding security issues or threats. Upon request by Customer, Lightpath will modify the configuration of the Service in accordance with the specifications provided by Customer to attempt to mitigate security events and security threats identified by Customer. Lightpath’s sole obligation is to implement the configuration settings requested by Customer. Lightpath makes no guarantees with respect to the detection or blocking of viruses / worm / malware or any other types of attacks, and is not responsible for any malicious data that may be transmitted over the Service Network.

5. TECHNICAL SPECIFICATIONS.

5.1 Codecs Support. Lightpath supports calls originating from Customer Equipment on any of the following Codecs (compression standards): G.711, G.729, T.38, and G.722/H.264. The Service transmits faxes sent using the G.711 and T.38 codecs.

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5.2 Service Level Objectives. Lightpath’s target service level performance objectives for the duration of each calendar month in a year is set for in the table immediately below (the “**Service Level Objective**”).

Metric	Service Level Objective (monthly average)
Service Network Availability	99.9%

6. SERVICE LEVEL AGREEMENT.

6.1 Service Outage. Subject to this Section 6 (including subsections), in the event of an interruption, delay, or outage in the transmission of the Services between the Demarcation Point and the Service Network (a “**Service Outage**”), Customer may request a service credit as set forth in the tables immediately below for the effected Service (each, a “**Service Credit**”). The calculation of a Service Outage will be deemed to begin upon the earlier of: (i) Lightpath’s actual knowledge of the Service Outage, or (ii) Lightpath’s receipt of notice from Customer of the Service Outage, less (iii) any time Lightpath is waiting for additional information. A Service Outage will be deemed to end when the Service is operational and in material conformance with the technical specifications detailed in Section 5 above, as documented by Lightpath’s records. Notwithstanding anything to the contrary in the Standard Service Agreement, this Service Attachment or in any Service Order, in no event will a Service Outage be deemed to be or constitute a breach by Lightpath of the Standard Service Agreement, this Service Attachment or in any Service Order.

6.2 Service Network Availability. Service Network Availability is calculated as the total number of minutes in a calendar month less the number of minutes that the Service is unavailable due to a Service Outage (“**Downtime**”), divided by the total number of minutes in a calendar month.

Service Network Availability is calculated as follows:

$$\text{Service Network Availability (\%)} = 100 \% - \left(\left(\frac{\text{Total Number of Minutes Unavailable per Month by ticket}}{\text{Total Number Days in Month} \times 24 \text{ hours} \times 60 \text{ minutes}} \right) \times 100 \right)$$

The Service Credit for Service Network Availability is as follows:

Length of Service Outage	Amount of Service Credit (% of MRC)
Less than 43.2 Minutes	No Credit
43.2 minutes up to 4 hours	5%
4 hours up to 8 hours	7.5%
8 hours up to 12 hours	10%
12 hours up to 16 hours	15%
16 hours up to 24 hours	20%
24 hours or greater	25%

6.3 Service Credits. Service Credits hereunder are calculated as a percentage of the MRC set forth in the Service Order, and may not be applied to NRC, usage charges, government fees, taxes, or surcharges, or any third party charges passed through to Customer by Lightpath. If an incident affects the performance of the Service and results in a period or periods of Service Outage, interruption, disruption or degradation in Service, entitling Customer to one or more credits under multiple Service Level Objectives or Service Attachments, only the single highest credit with respect to that incident will be applied, and Customer will not be entitled to credits under multiple Service Level Objectives for the same incident. Service Credits will not be issued to Customer if Customer’s account with Lightpath is in arrears. In no event will cumulative credits for any month exceed twenty-five percent (25%) of the MRC for the affected Service. Service Credits issued to Customer hereunder are Customer’s sole and exclusive remedy at law or in equity on account of any Service Outage.

6.4 Service Credit Request. Customer must submit a written request to claim a Service Credit no later than thirty (30) days following the event which gives rise to Customer’s right to request the Service Credit. Failure to request a Service Credit within such period will constitute a waiver of any claim for a Service Credit.

6.5 Service Outage Exclusions. Notwithstanding the foregoing, Customer will not receive any credit for a Service Outage or delay in performing repairs, arising from or caused, in whole or in part, by the following events:

- (i) Customer’s (including its Affiliates, agents, contractors and vendors) negligence, intentional act, omission, default and / or failure to cooperate with Lightpath in addressing any reported Service problems, including failing to take any remedial action in relation to a Service as recommended by Lightpath, or otherwise preventing Lightpath from doing so;

Lightpath

- (ii) Failure on the part of Customer Equipment, end-user equipment or Customer's vendor's equipment;
- (iii) Election by Customer, after requested by Lightpath, not to release the Service for testing and repair;
- (iv) Lightpath's inability to obtain access required to remedy a defect in Service;
- (v) Scheduled maintenance and emergency maintenance periods;
- (vi) Scheduled upgrade of Service at the request of Customer;
- (vii) Force Majeure Event;
- (viii) Disconnection or suspension of the Service by Lightpath pursuant to a right provided under the Standard Service Agreement, this Service Attachment, or Service Order;
- (ix) Lightpath's inability to repair due to utility safety restrictions;
- (x) All Type II related service issues; and / or
- (xi) No trouble found or where the fault of the trouble is undetermined.

7. MAINTENANCE AND REPAIR.

7.1 Lightpath Obligations. Lightpath will perform (or cause to be performed) maintenance and repair of the Lightpath Network, and Lightpath will provide, install, maintain, repair, operate and control Lightpath Equipment. Unless specified otherwise in a Service Order, Lightpath will have no obligation to install, maintain or repair Customer Equipment.

7.2 Service Issues. In the event that Customer experiences any Service-related issues, Customer may contact Lightpath through its Network Maintenance Center ("NMC") at +1 (866) 611 - 3434, which may be amended by Lightpath from time-to-time upon written notice to Customer. Upon receipt of notice of Service problems, Lightpath will initiate diagnostic testing to determine the source and severity of any degradation of Service. If there is a Service Outage, Lightpath and Customer will cooperate to restore Service. If Lightpath dispatches a field technician to Customer Location to perform diagnostic troubleshooting and the problem resides with the Customer's Equipment or facilities or the failure is due to Customer's or end-user's acts or omissions or the acts or omissions of Customer's or end-user's invitees, licensees, customers or contractors, Customer will pay Lightpath for any and all associated time and materials at Lightpath's then-current standard rates.

7.3 Scheduled Maintenance. Lightpath will endeavor to conduct (or cause to be conducted) scheduled maintenance that is reasonably expected to interrupt Service outside of regular business hours during the maintenance window of 12:00 midnight and 6:00 a.m. local time or, upon Customer's reasonable request, at a time mutually agreed to by Customer and Lightpath. Lightpath will use commercially reasonable efforts to notify Customer of scheduled maintenance that is reasonably expected to interrupt Service via telephone or e-mail, no less than ten (10) business days prior to commencement of such maintenance activities. Customer will provide a list of Customer contacts for maintenance purposes, which will be included on the Service Order, and Customer will provide updated lists to Lightpath, as necessary.

7.4 Emergency Maintenance. Lightpath may perform emergency maintenance in its reasonable discretion, with or without prior notice to Customer, to preserve the overall integrity of the Lightpath Network. Lightpath will notify Customer as soon as reasonably practicable following any such emergency maintenance activity that impacts the Service.

7.5 Other Emergency Actions. If Lightpath determines, in its sole discretion, that an emergency action is necessary to protect the Lightpath Network as a result of Customer's transmissions, Lightpath may block any such Customer transmissions that fail to meet generally accepted telecommunications industry standards. Lightpath will have no obligation or liability to Customer for any claim, judgment or liability resulting from such blockage. Lightpath will notify Customer as soon as practicable of any such blockage. The Parties agree to mutually cooperate to resolve the underlying cause of the blocking, comply with generally accepted telecommunications industry standards and restore the transmission path as soon as reasonably possible, with a completion goal of forty-eight (48) hours.

ATTACHMENT A – ADDITIONAL RATE CHARGES

Internet Voice Bundle and Enterprise Voice MOU Overage Charges By Package	
MOU Package	Overage Rate per Minute
10K	\$0.030
25K	\$0.030
50K	\$0.025
75K	\$0.020
100K	\$0.018
150K	\$0.017
250K	\$0.016
500K	\$0.015
750K	\$0.015
1M	\$0.014

Audio and Web Conferencing MOU Overage Charges By Package	
MOU Package	Overage Rate per Minute
2K	\$0.069
5K	\$0.055
10K	\$0.050
15K	\$0.047
25K	\$0.044
50K	\$0.039
100K	\$0.030
250K	\$0.028
500K	\$0.026
1M	\$0.023

Enhanced Toll Free Overage Charges	
Applicability	Overage Rate
Overage*	\$0.035 per minute
Canada	\$0.05 per minute
US Virgin Islands	\$0.04 per minute
Hawaii	\$0.04 per minute
Alaska	\$0.04 per minute
Puerto Rico	\$0.04 per minute
Toll Free Number**	\$0.99 per number
*for other non-contiguous toll free rates	
**bundled Toll Free calls includes calls from the 48 contiguous states, and are measured in 6 seconds initial / 6 second incremental (6/6) intervals.	

ATTACHMENT A – ADDITIONAL RATE CHARGES CONTINUED

Country	Billing Rate per minute	Country	Billing Rate per minute
Afghanistan	1.16	Belize (Mobile)	0.50
Albania	0.40	Benin	0.50
Albania (Mobile)	0.40	Bermuda	0.20
Algeria	0.40	Bermuda (Mobile)	0.19
Algeria (Mobile)	0.40	Bhutan	0.75
American Samoa	0.45	Brazil	0.14
Andorra	0.35	Brazil (Behlo Horizonte)	0.14
Andorra (Mobile)	0.60	Brazil (Rio de Janeiro)	0.14
Angola	0.50	Brazil (Sao Paulo)	0.14
Angola (Mobile)	0.50	Brazil (Mobile)	0.33
Anguilla	0.40	British Virgin Islands	0.33
Anguilla (Mobile)	0.64	Brunei	0.30
Antarctica (Casey)	2.91	Brunei (Mobile)	0.30
Antarctica (Scott)	2.91	Bolivia	0.40
Antigua & Barbuda	0.50	Bolivia (Mobile)	0.40
Argentina	0.12	Bolivia Lapaz	0.40
Argentina (Buenos Aires)	0.12	Bolivia Cochabamba	0.40
Argentina (Mendoza)	0.12	Bolivia Santa Cruz	0.40
Argentina (Cordoba)	0.12	Bosnia & Herzegovina	0.37
Argentina (Rosario)	0.12	Bosnia & Herze (Mobile A)	0.37
Argentina (Mobile)	0.44	Bosnia & Herze (Mobile B)	0.37
Armenia	0.45	Botswana	0.35
Armenia (Mobile)	0.45	Botswana (Mobile)	0.35
Armenia (N. Karabakh Fixed)	0.45	Bulgaria	0.30
Armenia (Yerevan Fixed)	0.45	Bulgaria (Mobile)	0.45
Aruba	0.30	Burkina Faso	0.55
Aruba (Mobile)	0.53	Burkina Faso (Mobile)	0.55
Ascension Island	1.99	Burundi	0.65
Australia	0.07	Cambodia	0.99
Australia (Mobile A)	0.48	Cambodia (Mobile)	0.99
Australia (Mobile B)	2.99	Cameroon	0.60
Austria	0.10	Cameroon (Mobile A)	0.60
Austria (Mobile A)	0.44	Cameroon (Mobile B)	0.60
Austria (Mobile B)	0.44	Canada	0.039
Azerbaijan	0.43	Cape Verde Islands	0.65
Azerbaijan (Mobile)	0.43	Cayman Islands	0.28
Bahamas	0.20	Cayman Islands (Mobile)	0.49
Bahrain	0.45	Central Africa	1.99
Bahrain (Mobile)	0.45	Chad Republic	1.99
Bangladesh	0.43	Chile (includes Easter Island)	0.15
Bangladesh (Mobile)	0.43	Chile (Mobile)	0.29
Bangladesh (Chittagong)	0.43	China	0.12
Bangladesh (Dhaka)	0.43	China (Mobile)	0.15
Barbados	0.40	Christmas	1.21
Barbados (Mobile)	0.53	Cocos Islands	1.14
Belarus	0.55	Colombia	0.17
Belarus (Mobile)	0.55	Colombia Medellin Fixed	0.17
Belgium	0.08	Colombia Pereira Fixed	0.17

ATTACHMENT A – ADDITIONAL RATE CHARGES CONTINUED

International Rates			
Country	Billing Rate per minute	Country	Billing Rate per minute
Belgium (Mobile A)	0.37	Colombia Armenia Fixed	0.17
Belgium (Mobile B)	0.37	Colombia Barranquilla Fixed	0.17
Belize	0.50	Colombia Bogota Fixed	0.17
Colombia (Mobile)	0.20	French Antilles (inc Martinique)	0.45
Comoros (Mayotte Island)	2.74	French Antilles (Mobile)	0.66
Congo Republic (Fixed)	0.82	French Guiana	0.39
Congo Republic (Mobile)	0.82	French Guiana (Mobile)	0.67
Cook Islands	2.24	French Polynesia	0.75
Costa Rica	0.23	French Polynesia (Mobile)	0.75
Croatia	0.27	Gabon Republic	0.35
Croatia (Mobile)	0.45	Gabon Republic (Mobile)	0.35
Cuba (excluding Guantanamo)	2.52	Gambia	0.51
Cyprus	0.25	Gambia (Mobile)	0.51
Cyprus (Mobile)	0.40	Georgia	0.25
Czech Republic	0.20	Georgia (Mobile)	0.45
Czech Republic (Mobile)	0.35	Germany	0.07
Dem Rep of Congo (FKA as Zaire)	0.60	Germany (Mobile A)	0.27
Dem Rep of Congo (Mobile A)	0.79	Germany (Mobile B)	0.27
Dem Rep of Congo (Mobile B)	4.07	Germany (Mobile C)	0.27
Denmark	0.08	Ghana	0.30
Denmark (Mobile)	0.36	Ghana (Mobile)	0.30
Diego Garcia	6.99	Gibraltar	0.65
Djibouti Republic	0.99	Gibraltar (Mobile)	1.03
Dominica	0.50	Greece	0.08
Dominica (Mobile)	0.50	Greece (Mobile)	0.35
Dominican Republic	0.18	Greenland	0.98
Dominican Republic (Mobile)	0.30	Grenada	0.45
East Timor	4.86	Grenada (Mobile)	0.45
Ecuador	0.43	Guadeloupe	0.35
Ecuador (Cuenca Fixed)	0.43	Guadeloupe (Mobile)	0.65
Ecuador (Guayaquil Fixed)	0.43	Guantanamo Bay	2.90
Ecuador (Quito Zone Fixed)	0.43	Guatemala (On Net Fixed)	0.38
Ecuador (Mobile)	0.43	Guatemala (Off Net Fixed)	0.38
Egypt	0.45	Guatemala (Mobile A)	0.38
Egypt (Mobile)	0.45	Guatemala (Mobile B)	0.38
El Salvador (On Net Fixed)	0.25	Guinea Bissau	2.85
El Salvador (Off Net Fixed)	0.25	Guinea Republic	0.40
El Salvador (Mobile A)	0.26	Guyana	0.99
El Salvador (Mobile B)	0.26	Haiti	0.75
Equatorial Guinea	0.99	Haiti (Mobile)	0.75
Eritrea	0.99	Honduras	0.75
Estonia	0.20	Hong Kong	0.08
Estonia (Mobile A)	0.74	Hong Kong (Mobile)	0.10
Estonia (Mobile B)	0.99	Hungary	0.15
Ethiopia	1.25	Hungary (Mobile)	0.35
Faeroe Island	0.64	Iceland	0.15
Falkland Islands	2.34	Iceland (Mobile)	0.35
Federated States of Micronesia	1.13	India	0.39
Fiji Islands	0.75	India Madras	0.39
Finland	0.08	India Chandigarh	0.39

ATTACHMENT A – ADDITIONAL RATE CHARGES CONTINUED

International Rates			
Country	Billing Rate per minute	Country	Billing Rate per minute
Finland (Mobile)	0.36	India Calcutta	0.39
India Bombay	0.39	Israel	0.09
India New Delhi	0.39	Israel (Mobile A)	0.24
India Ahmedabad	0.39	Israel (Mobile B)	0.24
India Amristsar Fixed	0.39	Italy	0.07
India Bangalore Fixed	0.39	Italy (Mobile A)	0.38
India Baroda Fixed	0.39	Italy (Mobile B)	0.38
India Bhopal Fixed	0.39	Italy (Mobile C)	0.38
India, Ernakulum	0.39	Ivory Coast	0.57
India Gandhinagar Fixed	0.39	Ivory Coast (Mobile)	0.65
India Hyderabad Fixed	0.39	Jamaica	0.32
India Jaipur Fixed	0.39	Jamaica (Mobile A)	0.42
India Jalandhar Fixed	0.39	Jamaica (Mobile B)	0.42
India Kanpur Fixed	0.39	Japan	0.08
India (Mobile B)	0.39	Kazakhstan	0.43
Indonesia	0.24	Kazakhstan (Mobile)	0.43
Indonesia Jakarta	0.24	Kenya	0.70
Indonesia Surabaya	0.24	Kenya (Mobile)	0.70
Indonesia (Mobile A)	0.45	Kiribati	4.99
Indonesia (Mobile B)	0.45	Korea - North	3.56
Indonesia (Mobile C)	4.86	Korea - South	0.08
Inmarsat Atlantic W. Skyphone	8.00	Korea - South (Mobile)	0.15
Inmarsat Atlantic East A	8.00	Kuwait	0.39
Inmarsat Atlantic East B	8.00	Kuwait (Mobile)	0.45
Inmarsat Atlantic East M	8.00	Kyrgyzstan	0.75
Inmarsat Atlantic East Mini-M	8.00	Kyrgyzstan (Mobile)	0.75
Inmarsat Atlantic West A	8.00	Laos	0.99
Inmarsat Atlantic West B	8.00	Laos (Mobile)	0.99
Inmarsat Atlantic West M	8.00	Latvia	0.35
Inmarsat Atlantic West Mini-M	8.00	Latvia (Mobile)	0.40
Inmarsat Indian A	8.00	Lebanon	0.45
Inmarsat Indian B	8.00	Lebanon (Mobile)	0.55
Inmarsat Indian M	8.00	Lesotho	0.50
Inmarsat Indian Mini-M	8.00	Lesotho (Mobile)	0.50
Inmarsat Indian Skyphone	8.00	Liberia	0.60
Inmarsat Pacific A	8.00	Liberia (Mobile)	0.60
Inmarsat Pacific B	8.00	Libya	0.45
Inmarsat Pacific M	8.00	Libya (Mobile)	0.45
Inmarsat Pacific Mini-M	8.00	Liechtenstein	0.13
Inmarsat Pacific Skyphone	8.00	Liechtsenstein (Mobile)	2.77
Iran	0.47	Lithuania	0.29
Iran (Mobile)	0.60	Lithuania (Mobile)	0.40
Iraq	0.74	Luxembourg	0.10
Iraq (Mobile A)	0.74	Luxembourg (Mobile)	0.35
Iraq (Mobile B)	0.74	Macau	0.35
Ireland	0.07	Macau (Mobile)	0.35
Ireland (Mobile)	0.33	Macedonia	0.45
Iridium (Local)	2.99	Macedonia (Mobile)	0.55
Iridium (Global)	2.99	Madagascar	1.25
Madagas car (Mobile)	1.25	Niue Islands	4.99

ATTACHMENT A – ADDITIONAL RATE CHARGES CONTINUED

International Rates			
Country	Billing Rate per minute	Country	Billing Rate per minute
Malawi	0.25	Norfolk Island	4.99
Malawi (Mobile)	0.25	Norway	0.07
Malaysia	0.10	Norway (Mobile)	0.28
Malaysia (Mobile)	0.18	Oman	0.88
Maldives	1.64	Oman (Mobile)	0.88
Mali Republic	0.75	Pakistan	0.45
Mali Republic (Mobile)	0.75	Palau Republic	0.99
Malta	0.25	Palestine	0.18
Malta (Mobile)	0.55	Palestine (Mobile)	0.40
Marshall Island	0.99	Panama	0.28
Mauritania	0.65	Panama (Mobile)	0.45
Mauritius	0.56	Papua New Guinea	5.99
Mauritius (Mobile)	0.56	Paraguay	0.40
Mayotte Island	1.28	Paraguay (Ascuncion)	0.40
Mayotte Island (Mobile)	1.28	Paraguay (Mobile)	0.40
Mexico-Tier 1	0.12	Peru	0.18
Mexico-Tier 2	0.12	Peru (Lima)	0.18
Mexico-Tier 3	0.12	Peru (Mobile A)	0.45
Moldova	0.39	Peru (Mobile B)	0.45
Moldova (Mobile)	0.44	Philippines	0.30
Monaco	0.15	Philippines (Mobile A)	0.30
Monaco (Mobile)	0.35	Philippines (Mobile B)	0.47
Mongolia	0.75	Poland	0.18
Montserrat	0.50	Poland (Warsaw)	0.18
Montserrat (Mobile)	0.42	Poland (Mobile)	0.37
Morocco	0.75	Portugal	0.08
Morocco (Mobile)	0.75	Portugal (Mobile A)	0.45
Mozambique	0.65	Portugal (Mobile B)	0.45
Mozambique (Mobile)	0.65	Qatar	0.99
Myanmar (Burma)	2.83	Qatar (Mobile)	0.99
Myanmar (Mobile)	2.83	Reunion Island	0.85
Namibia	0.61	Reunion Island (Mobile)	0.85
Namibia (Mobile)	0.61	Romania	0.27
Netherlands (Mobile A)	0.35	Russia	0.17
Netherlands (Mobile B)	0.35	Russia Moscow	0.17
Netherlands Antilles	0.35	Russia St. Petersburg	0.17
Netherlands Antilles (Mobile)	0.40	Russia (Mobile)	0.25
New Caledonia	0.99	Rwanda	0.98
New Zealand (including Tokelau)	0.07	San Marino	0.87
New Zealand (Mobile A)	0.34	Sao Tome	2.84
New Zealand (Mobile B)	0.34	Saudi Arabia	0.36
Nicaragua	0.39	Saudi Arabia (Mobile)	0.55
Nicaragua (Mobile A)	0.65	Saudi Arabia Dharan Fixed	0.36
Nicaragua (Mobile B)	0.65	Saudi Arabia Jeddah Fixed	0.36
Niger Republic	0.75	Saudi Arabia Ryadh Fixed	0.36
Nigeria	0.46	Senegal	0.65
Nigeria (Mobile)	0.65	Senegal (Mobile)	0.65
Serbia	0.35	Thailand Bhangkok	0.20
Serbia & Montenegro {Yugoslavia}	0.35	Thuraya Satellite	1.99
Serbia & Montenegro (Mobile)	0.45	Togo	0.73

ATTACHMENT A – ADDITIONAL RATE CHARGES CONTINUED

International Rates			
Country	Billing Rate per minute	Country	Billing Rate per minute
Seychelles Island	0.50	Tonga Islands	0.85
Sierra Leone	0.75	Trinidad & Tobago	0.39
Sierra Leone (Mobile)	0.75	Tunisia	0.65
Singapore	0.10	Tunisia (Mobile)	0.65
Singapore (Mobile)	0.15	Turkey	0.34
Slovakia	0.25	Turkey (Mobile)	0.44
Slovakia (Mobile)	0.36	Turkey (Ankara Fixed)	0.34
Slovenia	0.25	Turkey (Istanbul Fixed)	0.34
Slovenia (Mobile)	0.58	Turkmenistan	0.42
Solomon Island	2.42	Turks & Caicos Islands	0.49
Somalia	1.45	Tuvalu	4.99
South Africa	0.25	Uganda	0.41
South Africa (Mobile)	0.37	Uganda (Mobile)	0.45
Spain	0.07	Ukraine	0.35
Spain (Mobile A)	0.34	Ukraine (Mobile)	0.35
Spain (Mobile B)	0.34	United Arab Emirates	0.52
Sri Lanka	0.65	United Arab Emirates (Mobile)	0.52
Sri Lanka (Mobile)	0.65	United Kingdom	0.07
St Helena	2.19	United Kingdom (Mobile A)	0.37
St Kitts & Nevis	0.45	United Kingdom (Mobile B)	0.37
St Kitts & Nevis (Mobile)	0.45	United Kingdom (Mobile C)	0.37
St Lucia	0.50	Uruguay	0.33
St Lucia (Mobile)	0.50	Uruguay (Mobile)	0.46
St Pierre & Miquelon	0.75	Uzbekistan	0.32
St Pierre & Miquelon (Mobile)	0.75	Uzbekistan (Mobile)	0.40
St Vincent & Grenadines	0.55	Vanuatu	4.99
St Vincent & Grenadines (Mobile)	0.55	Venezuela	0.15
Sudan	0.74	Venezuela (Mobile A)	0.44
Suriname	0.75	Venezuela (Mobile B)	0.44
Suriname (Mobile)	0.75	Venezuela Caracas	0.15
Swaziland	0.45	Venezuela, Maracaibo Fixed	0.15
Swaziland (Mobile)	0.45	Venezuela, Valancia Fixed	0.15
Sweden	0.07	Vietnam	0.53
Sweden (Mobile A)	0.38	Vietnam (Mobile)	0.53
Sweden (Mobile B)	0.38	Vietnam Hanoi	0.53
Switzerland	0.07	Vietnam Ho Chi Minh City	0.53
Switzerland (Mobile)	0.35	Wallis Island	4.99
Syria	0.81	Western Samoa	0.86
Syria (Mobile)	0.81	Yemen Republic	0.99
Taiwan	0.07	Yemen (Mobile)	0.99
Taiwan (Mobile A)	0.21	Zambia	0.35
Taiwan (Mobile C)	0.21	Zambia (Mobile)	0.40
Tajikistan	0.41	Zimbabwe	0.32
Tanzania	0.75	Zimbabwe (Mobile A)	0.32
Tanzania (Mobile)	0.75	Zimbabwe (Mobile B)	0.32